

Supervisor's Guide to LoadTrek.phone

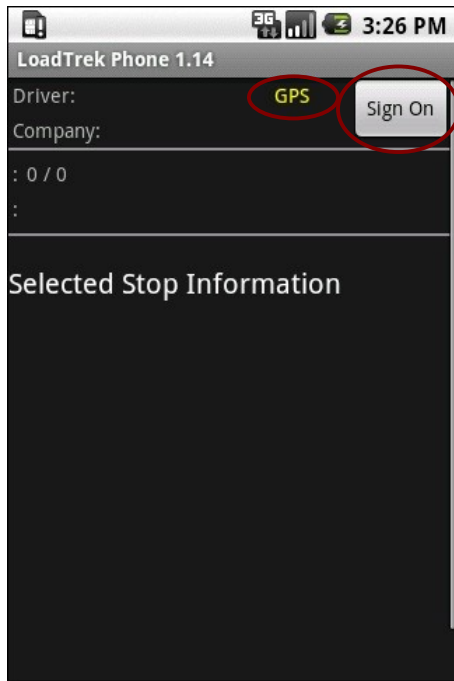
This guide will assist supervisors with driver training and troubleshooting. Please review the steps below and reference the phone screen shots and troubleshooting scenarios on the following pages to resolve any reported problems.

Setup Steps

1. Review the Getting Started Guide provided by LoadTrek.net and confirm the application download to the phone and phone provisioning steps have been completed. These instructions are found on pages 4 and 5 of the Getting Started Guide. **Note: LoadTrek customers using the managed phone system will have these steps completed by LoadTrek.net personnel.**
2. Confirm phones are in good working condition and are able to acquire GPS readings. This can be confirmed by accessing any included map application and verifying the phone location appears accurate on the map.
3. Verify all contract, driver and location information has been entered in the LoadTrek database. **Note: LoadTrek customers using the managed phone system will have these steps completed by LoadTrek.net personnel.**

LoadTrek.phone Supervisors Guide Visual Reference Version 1.16

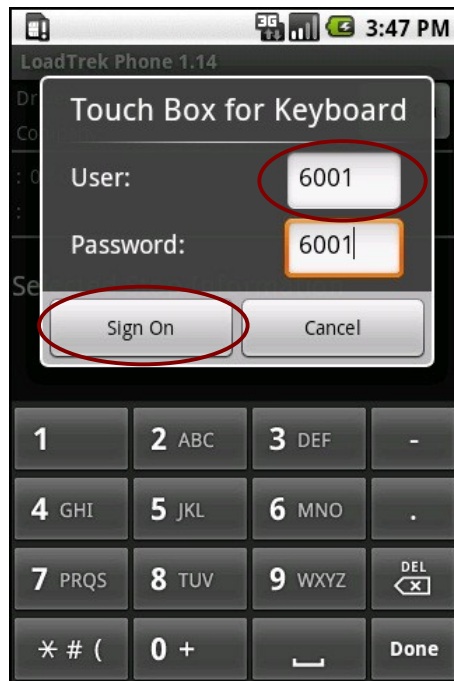
Version Note: Current guide version is valid until further notice. The guide will remain valid with the new application versions until notice of major change is posted.



Initial Sign On Process

1. Initial sign on screen
2. Touch Sign On button to begin the duty day and acquire a route
3. In order to acquire a route the GPS indicator must be Yellow or Green, indicator must state "GPS". If GPS is not present the indicator will state "NO GPS" in Red lettering.

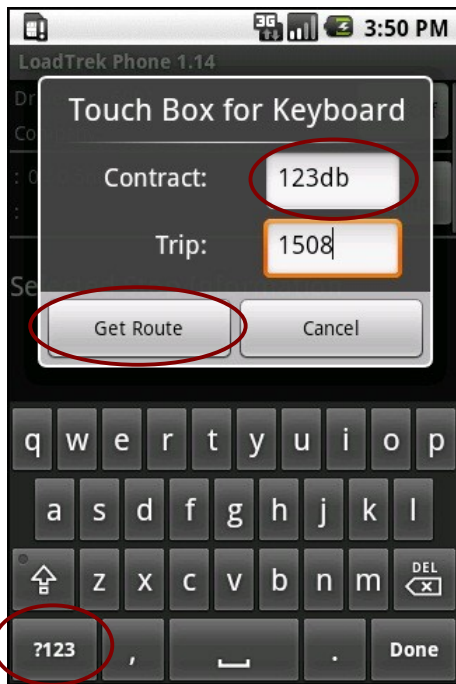
NOTE: if GPS is not present driver will be notified that route in Driver Dispatched scenarios cannot be acquired. To require GPS please ensure the phone is in clear view of the sky and turned on. If GPS indicator does not switch from "No GPS" to "GPS", please power cycle the phone, restart LoadTrek.phone app, then wait a few minutes.



Entering User Name and Password

1. Touch the User text entry area to bring up the number keyboard.
2. Enter Numeric Driver number using the on-screen keyboard
3. Touch Password text entry area
4. Enter User pin assigned to each driver by management
5. Touch "Sign On" to log into the system

NOTE: If the user or password is incorrect, the system will return explicit message stating the incorrect entry, i.e. "User does not exist". Please re-enter the correct user number or password then sign on again.



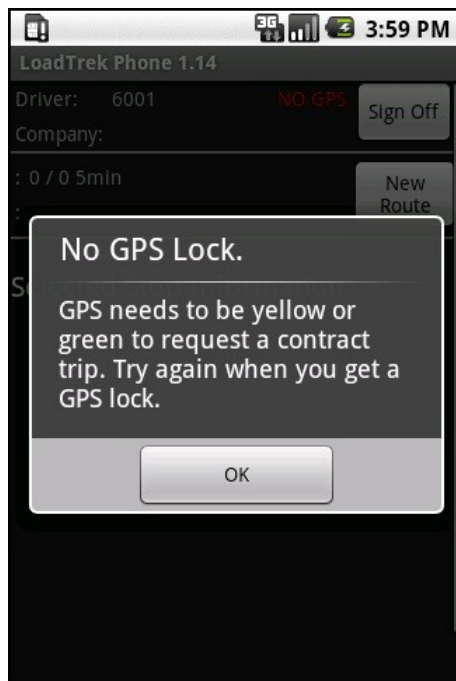
Requesting Contract Trip

1. Touch "Contract" text entry area to bring up the alpha numeric keyboard. Touch "?123" or "Abc" button to switch between the numeric or alpha keyboards.
2. Enter the contract number
3. Touch "Trip" text area
4. Enter postal trip number exactly how it is setup in LoadTrek.net or the postal HCR schedule plate
5. Touch "Get Route" to load the route

NOTE: the system will return "Trip Not Found" error if:

- User miskeyed contract or trip numbers
- Trip does not run within the 24 hour period
- Trip does not originate within 50 air miles of the current location.

NOTE: if the trip has been started by another driver, the system will find the closest matching trip to the request location.

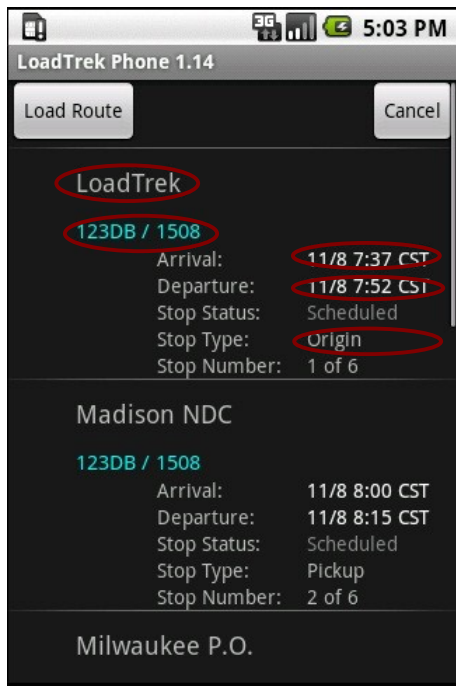


GPS Lock Error

NOTE: if the user proceeds to request a trip while "NO GPS" status is displayed, "No GPS Lock" error will be displayed.

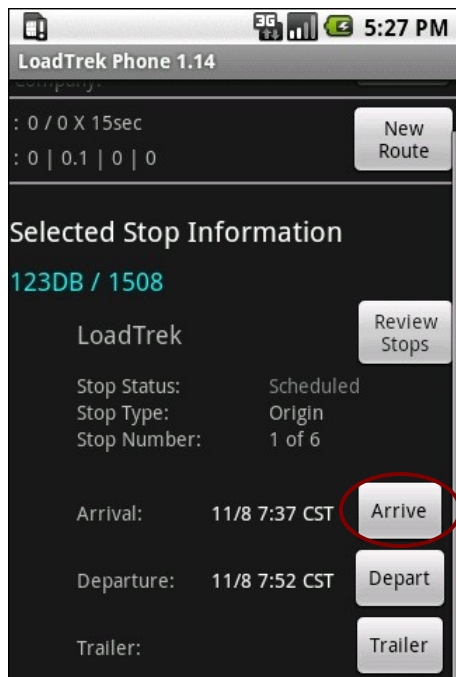
To acquire GPS lock, please follow these steps:

1. Place the phone into the phone mount if removed, or place the phone as close as possible to the windshield
2. Allow a few minutes for the phone to establish a GPS lock
3. If the phone is not able to establish the GPS lock, power cycle - reboot the phone by completely turning it off then turning it on after a brief pause. Allow a few minutes to establish the GPS lock.



Confirm and Load Route

1. The system will display the route and the stop sequence if a match is found
2. Review the route, if correct touch "Load Route"
 - Locations in sequence
 - Contract/ Trip
 - Planned arrival
 - Planned departure
 - Stop Type
3. If the route is incorrect, touch "Cancel", then repeat steps in above "Requesting Contract Trip" section providing the correct contract and trip combination.

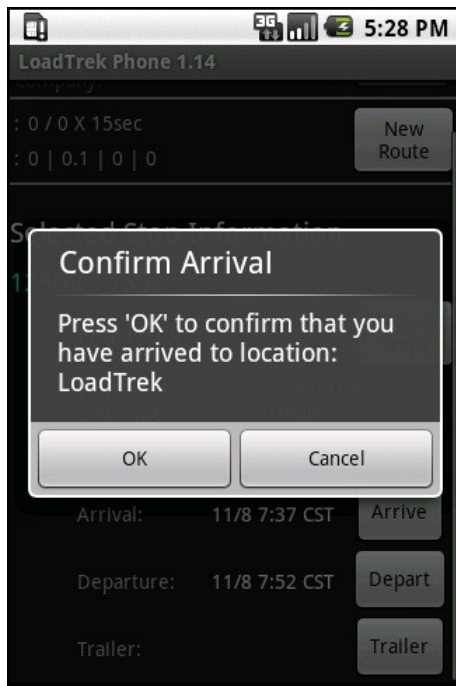


Executing Route

After the trip is loaded, LoadTrek.phone application will display the next incomplete stop. The system will attempt to automatically arrive to the next step. It will automatically arrive when the following conditions are met:

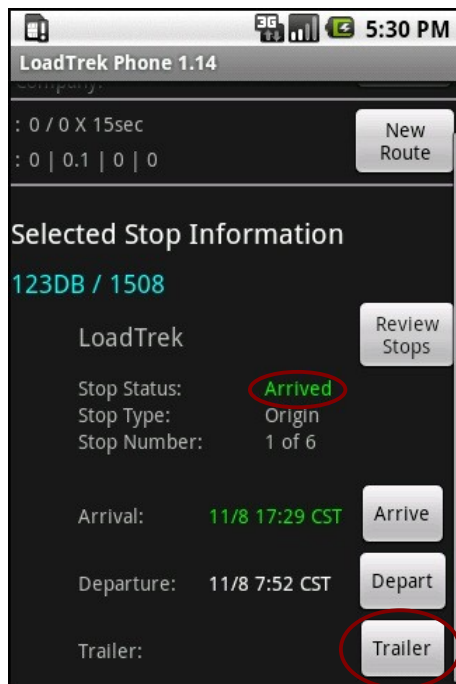
1. Location in database has a valid geocode
2. The phone is within a geocode radius, default is 0.5 miles, or custom radius set in LoadTrek.net office system.
3. The phone has been stationary within the location radius for a minimum of 60 seconds.
4. The phone has a good GPS lock

NOTE: if location does not have a valid geocode or the phone has lost GPS lock the phone will not automatically arrive to the location. If at the location for over 60 seconds without automatic arrival, driver can manually arrive by touching "Arrive" button.



Confirm Arrival

1. Touch "OK" if the arrival request is correct
2. Touch "Cancel" if the arrival is in error

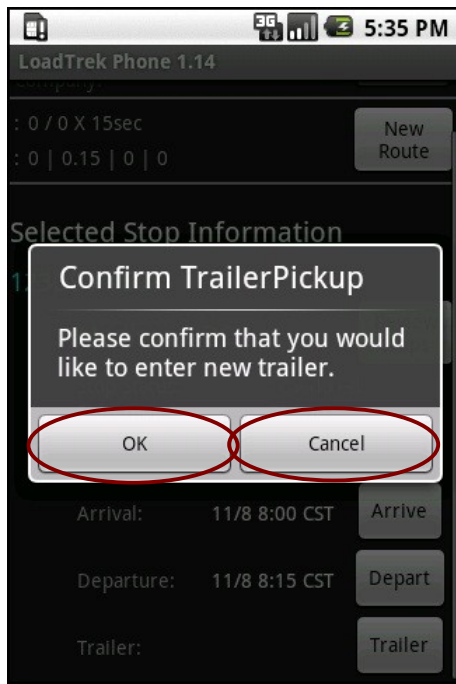


Entering Trailer Number at Stop

Once arrived at stop a driver can enter the trailer number picked up at the location. To enter the trailer number:

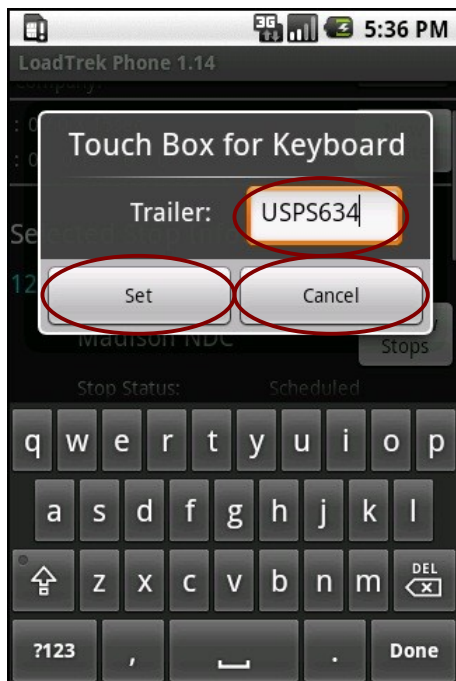
1. Touch "Trailer"

NOTE: if already tethered to a trailer, the "Trailer" button will state "Drop". The driver must drop the current trailer before hooking another.



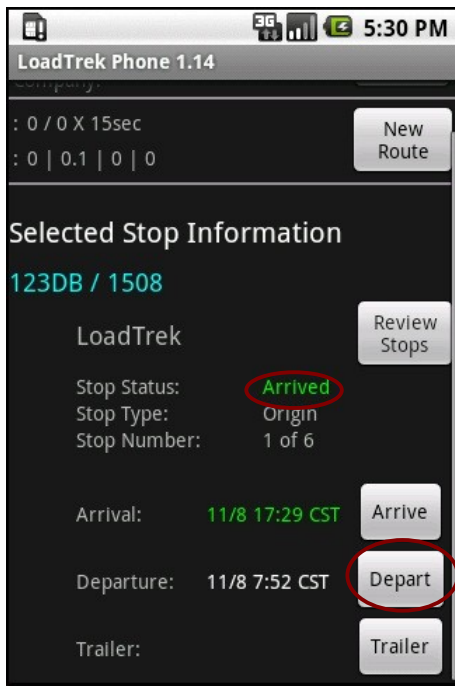
Confirming Trailer Entry

1. Touch "OK" to proceed entering trailer
2. Touch "Cancel" if trailer entry request was in error.



Entering Trailer

1. Touch "Trailer" text area to bring up the alphanumeric keyboard
2. Enter the trailer number
3. Touch "Set" to accept the trailer entry
4. Touch "Cancel" to cancel the trailer entry



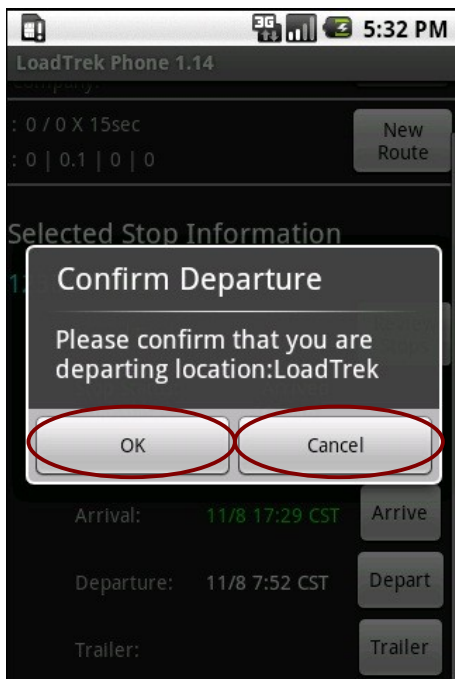
Departing Location

Once arrived to the location the "Arrived" status is displayed. Touching "Arrive" button will result in a message stating that the phone is already at the location. Only departure is possible. The phone will depart automatically when the following conditions are met:

1. The phone has moved after arrival at least 0.5 miles
2. The phone has traveled outside of the location radius
3. The phone has a good GPS Lock

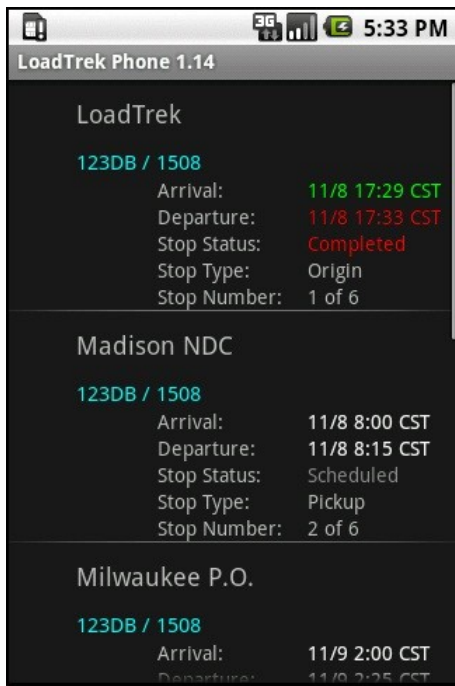
NOTE: if the phone has not automatically departed the location after the expected distance and time, the driver can manually depart. To manually depart:

1. Touch "Depart" button



Confirming Departure

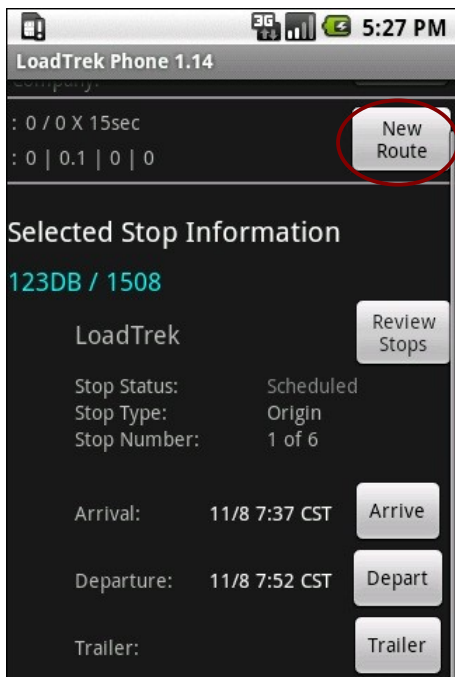
1. Touch "OK" if request to depart is appropriate
2. Touch "Cancel" if request to depart is in error



Reviewing The Route

If while executing the route the driver touches "Review Route" button the route review screen will be displayed. The screen will list the sequence of stops that can be scrolled up and down with a finger swipe. Each stop status actual or planned arrival and departure time will be displayed on the screen.

The route review screen does not have any button but the driver can return to the stop screen but touching any stop on the route review list.



Acquiring Next Trip

A driver will likely execute multiple postal trips during the day. If the driver does not switch trucks during the day and have completed the previous trip, the driver can request the next trip on the schedule in the driver dispatch scenarios.

To request a new trip:

1. Touch "New Route" button
2. Route Request screen will display
3. Follow the same process as outlined in "Requesting Contract Trip"Section

Signing Off and Handling Relay Scenarios

End of Day Sign Off Process:

1. If the driver has completed all trips and tasks for the day they can sign off by touching the "Sign Off" button. This button is visible only if a driver is signed onto the phone. No additional steps beyond the sign off are necessary to transfer data. All the data has been transferred to the server previously in real-time.

Handling Relays:

1. **Switching Trucks** – if the driver moves from one vehicle and into another during the relay they must:
 1. Sign off the original truck following the “End of Day Sign Off Process”
 2. In the new truck, sign on using the “Initial Sign On Process”

2. **Switching Trailers Only** – if the driver does not switch tractors but drops and hooks trailers during the relay they must:
 1. Request a new trip following “Acquiring Next Trip” process

NOTE: if the drivers switch trucks or trips in mid-route all information about the completed status and actual times will transfer to the new truck or a to the new driver relaying the trip.

Troubleshooting Steps

1. Record all error information provided by driver.
2. Reference scenarios listed on the following pages and follow resolution steps.
3. If error described by driver is not listed in the following scenarios, instruct the driver to close the LoadTrek application by touching the home button on the phone and then restart the application.
4. If at any point the phone touch screen becomes unresponsive, power cycle the phone by turning off, then back on. **Note: users may need to remove the phone battery if on/off button is not responsive.**

Scenarios

1. **Driver attempts to sign on and receives the message: “Login Failed, Unable to connect to LoadTrek server”**
Explanation: Phone cannot access the database due to no cellular connection.
Resolution: Establish cellular connection by power cycling the phone and/or moving into known good cellular coverage.

2. Driver attempts to sign on and receives the message: “Error occurred while accessing logon tables”

Explanation: MEID of phone being used does not match the MEID of the phone in the database.

Resolution: Review the MEID of the phone in the LoadTrek database and confirm it matches the LoadTrek ID displayed on the phone (pages 4 and 5 of the Getting Started Guide).

3. Driver attempts to sign on and receives the message: “User does not exist”

Explanation: User ID does not match the Driver ID in the database.

Resolution: Confirm correct Driver ID in the LoadTrek database and instruct driver to sign off and sign on again using correct User ID.

4. Driver attempts to sign on and receives the message: “User password is not correct”

Explanation: User Password does not match the Driver PIN in the database.

Resolution: Confirm correct Driver PIN in the LoadTrek database and instruct driver to sign off and sign on again using correct User Password.

5. Driver reports the application does not auto arrive at stop location.

Explanation: The application will auto arrive after confirming no movement for more than 60 seconds within the radius of the stop location.

Resolution: Confirm phone shows “GPS” in yellow or green at top of screen. Confirm the driver is at the location listed as the selected stop on the phone, review location information in the database to verify correct address and instruct driver to touch the “Arrive” button and confirm arrival at the location by touching “Ok”.

6. Driver reports the application does not auto depart after leaving stop location.

Explanation: The application will auto depart after verifying the vehicle is no longer within the radius of the stop location

Resolution: Confirm phone shows “GPS” in yellow or green at top of screen. Confirm the driver has left the location listed as the selected stop on the phone, instruct driver to touch the “Depart” button and confirm departure by touching “Ok”.