

# FAQ: DRIVER APP

## WHAT DOES THE START SHIPMENT BUTTON DO?

The **Start Shipment** button begins shipment tracking and updates the shipment status to Dispatched.

Turvo users with access to the shipment within your organization and with your broker/customer partners will be able to see this status update in the Turvo platform, removing the need for check calls.

## WHAT DOES THE CHECK IN BUTTON DO?

This button indicates to your dispatcher and others with whom the shipment has been shared that you checked in at the pickup or delivery within the appointment window.

## WHAT DO THE PICK UP AND DELIVERY BUTTONS DO?

These buttons indicate to your dispatcher and others with whom the shipment has been shared that the items have been picked up or delivered.

## HOW DO I UPLOAD A DOCUMENT?

Documents can be uploaded by tapping on the Documents icon that appears at the top of any shipment.

The app will require you to select the document type, and you will need to enable your camera to take a picture of the document in order to upload.

## DO I NEED LOCATION SERVICES TURNED ON?

For the best Turvo Driver app experience, we recommend that drivers set their location services to "Always". This allows improved tracking accuracy as you complete the shipment and keeps everyone on the same page about where the shipment is.

## IS THE APP ALWAYS TRACKING ME?

Absolutely not. The Turvo Driver app only tracks you when you are executing a shipment. As soon as the shipment reaches Route Complete status, tracking stops.

## HOW DO I ENABLE LOCATION SETTINGS?

### Android

1. Go to Settings > Security & Location > Location
2. Make sure the Location Services is turned on
3. Go to Settings > Apps & Notifications > Turvo Driver App > Permissions
4. Make sure the Location toggle is turned on

### iOS

1. Go to Settings > Privacy > Location Services
2. Make sure the Location Services toggle is turned on
3. Scroll down and select Driver
4. Select "Always"

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## CAN I TELL IF A DRIVER HAS DOWNLOADED TURVO DRIVER?

No, to protect their privacy, we do not track any driver behavior except location tracking during shipment execution. When the driver starts a shipment from the app, you'll know they are using it by checking the shipment Timeline tab for an update which indicates the shipment was started by the driver.

## HOW CAN I TELL WHEN A DRIVER 'STARTS SHIPMENT' IN THE APP?

The shipment status will change to **Dispatched** and you will be able to see an entry which indicates "Driver started shipment" in the **Timeline** tab within the shipment. You can also set up notifications to alerts you when shipments are dispatched.

## WHEN DOES THE BLUE DOT THAT TELLS A DRIVER'S LOCATION APPEAR ON THE MAP IN A SHIPMENT? DOES THAT REQUIRE THE DRIVER TO DO SOMETHING ON THEIR END?

The blue tracking dot that indicates the driver's location appears only when the driver starts the shipment, or if the dispatcher changes the shipment status and manually inputs a location for the status change. Drivers will need to set their mobile Location Settings to "Always Allow" in order for tracking to work correctly.

The blue dot also appears for telematics assets at the scheduled start time or when the shipment is started.

## WHAT HAPPENS IN MY SHIPMENT WHEN A DRIVER BREAKS A GEOFENCE?

Depending on the direction, crossing a geofence will trigger a shipment status change indicating that the driver is At Pickup (entering the geofence at the pickup location), Picked Up (leaving the geofence after pickup), At Delivery (entering the geofence at the delivery location), or Delivered (leaving the geofence after delivery).

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## **WHAT HAPPENS IN MY SHIPMENT WHEN A DRIVER STARTS A SHIPMENT BUT FAILS TO 'CHECK IN' OR 'CHECK OUT' AT FACILITIES? CAN I STILL GET VISIBILITY AND TIMESTAMPS?**

If the driver forgets to check in or out, tracking is not affected. If geofences are configured, your tracking will still indicate when they arrived/departed the pickup/delivery locations regardless of whether they check in/out.

## **IF I SEND A MESSAGE TO A DRIVER FROM A SHIPMENT, HOW WILL THEY BE NOTIFIED?**

Drivers will need to make sure the Turvo Driver app has notifications enabled on their phone, and if they are enabled, the notification from the Driver app will pop up on their screen, similar to any other app notification. They can read the message in the Turvo Driver app.

## **CAN I SHARE DOCUMENTS WITH THE DRIVER THROUGH THE TURVO PLATFORM?**

Yes, any document you add or upload under the shipment Documents tab except rate confirmations and invoices can be viewed by the driver in the driver mobile app.

## **CAN TURVO DRIVER JUST BE USED AS A TSP (TELEMATICS SERVICE PROVIDER)?**

The driver app can be leveraged as a visibility solution; however, it will not keep track of hours of service and only tracks location while driver is using it on a Turvo shipment.

## **WHAT SHIPMENT DETAILS AND SECTIONS ARE VISIBLE TO THE DRIVER IN THE APP?**

Drivers can only see information pertinent to them. This includes the shipment and/or order ID, stop locations, pickup and delivery dates and appointment times, type of equipment needed, and items to be picked up or delivered. They will see the customer name as well, which in most cases will be the broker that shared the shipment with them.