Using The Mobile App

Basic Usage Notes

- Once you have registered your phone with the jDispatch server, you will be able to properly launch the jDispatch app. If you haven't yet registered your device, please refer to the jDispatch phone setup document.

Deliveries and Delivery Confirmation

- Each time a delivery is assigned to your driver from the host system, you will be sent a notification to your phone. This notification will simply say **New Deliveries**, and will update the app with all of the recently assigned delivery information.
- To view all currently assigned deliveries, tap the **List Deliveries** You will be presented with a full summary listing of all current deliveries. Tapping on any of these lines will take you to the detail of the invoice(s) for the selected customer.
  - If you do not see any deliveries, you may need to ensure that the final confirmation of dispatch was completed on the host system
- Once in the delivery detail screen, you will see a broken down listing, by invoice, of all invoices to be delivered.
- Tapping any of these invoices will reveal the basic totals for the invoice (sub-total, taxes, etc). You can also check the line item detail by tapping the green **Part Detail**
- From this screen, you can also get driving directions to the customer by tapping on the icon in the top right of the header bar. You can also phone the customer by tapping the icon next to the customer's name.
- Based on your configuration, you have to options to confirm delivery of the invoice(s).
  - First, you can tap the **Confirm** button at the bottom of your screen. This will simply confirm that the invoice was delivered, with no real proof of delivery. In the jDispatch dashboard, this is recorded as "Confirmed by driver"

- Second, you can collect a signature. Tap the **Sign and Confirm** button, and a new screen will be presented where the customer is able to sign with their finger or stylus, you are able to type in their name, and then submit confirmation to the host system. Upon confirmation, both the signature and recipients name are saved into the dashboard and available for future reference.

Pickups and Pickup Confirmations

- The basic idea behind pickups in jDispatch, currently, is that a pickup acts as a note identifying the fact that a part, or many parts need to be picked up from either a customer or supplier. These can be old cores or warranty products from a customer, or a number of special order items from the local warehouse. Pick ups act as an easy way for your staff to know what items are due to be coming in, and when they are on their way.
- Each time a pickup request is created in the jDispatch dashboard (Please see the jDispatch dashboard documentation for more on creating pickup requests), you will be sent a notification to your phone. This notification will simply say **New Pickups**, and will update the app with all of the recently assigned pickup information.
- To view all currently assigned deliveries, tap the **Supplier Pickups** You will be presented with a full summary listing of all current pickups. Tapping on any of these lines will take you to the detail of the pickup for that selected customer or supplier.
  - If you do not see any pickup requests, you may need to ensure that the final confirmation of dispatch was completed on the host system
- In the pickup detail screen, you are given basic info about what customer/supplier the parts are to be picked up from as well as a text note as entered when the request was created. You may also see part number details, based on how the request was entered.
- To confirm that a pickup is complete, you simply tap the red **Confirm** button along the bottom, and the confirmation is reported back to the jDispatch dashboard as information to your dispatcher and/or counter staff.

Driver Communication

- The driver communication module provides a quick and easy way to relay any important messages to your drivers without having to phone them.
- When a message is sent from the jDispatch dashboard, you will be notified on your phone to the presence of a new message.

- This message will show on the jDispatch mobile app home screen along with the time it was sent. Currently, driver communication is only 1 way from the system to the driver to avoid any liabilities surrounding distracted driving laws.

Additional Notes / Configuration Options

- The following options can be controlled in the jDispatch dashboard. (For more information on the dashboard, please review the jDispatch dashboard documentation).
  - The language of the mobile app. English, French and Spanish are available
  - Requiring a signature on all deliveries
  - Requiring a recipients name be typed in
- If you happen to lose cell service or do not have a data plan, jDispatch will automatically switch to batch mode. You must, however, ensure that you have data service within your building, and receive the dispatch notification in order to be able to view the invoices.
- Once you get data service back, the phone will automatically upload any offline confirmations to the system with the proper confirmation times

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