

RXO Deliver

User Guide

Simple Tips for a Perfect Route

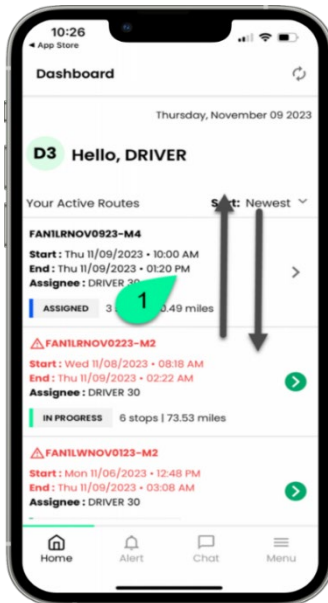


Contents

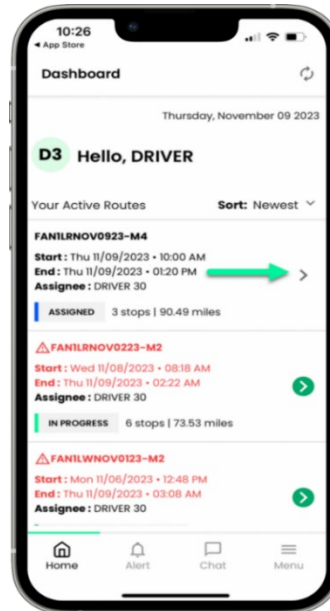
How to view the details of your route	3
How to navigate to next stop	4
Complete a Pickup Stop (Hub) – page 1.....	5
Complete a Pickup Stop (Hub) – page 2.....	6
Complete a Pickup Stop (Hub) – Page 3	7
Complete a Pickup Stop (Hub) – Page 4	8
Complete a Pickup Stop (Hub) – Page 5	9
CONFIRM NEXT STOP – ENROUTE PRECALL – Page 1.....	10
CONFIRM NEXT STOP – ENROUTE PRECALL – Page 2	11
CONFIRM NEXT STOP – ENROUTE PRECALL – Page 3	12
What to do if the customer is not available – page 1.....	13
What to do if the customer is not available – page 2	14
How to perform a Delivery – page 1.....	15
How to perform a Delivery – page 2.....	16
How to perform a Delivery – page 3.....	17
How to perform a Delivery – page 4	18
How to perform a Delivery – page 5	19
How to perform a Delivery – page 6	20
How to complete a stgop with E-sign.....	21

How to view the details of your route

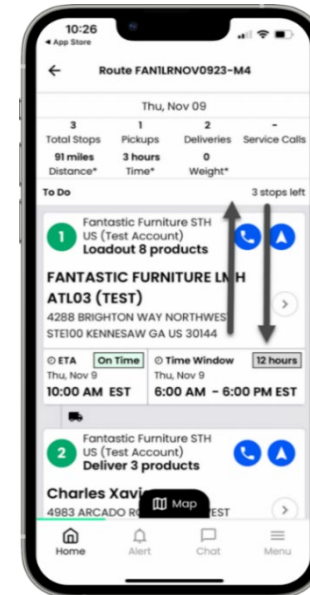
1 Tap the **arrow** to access the stop



2 To arrive at the stop tap **I have arrived**



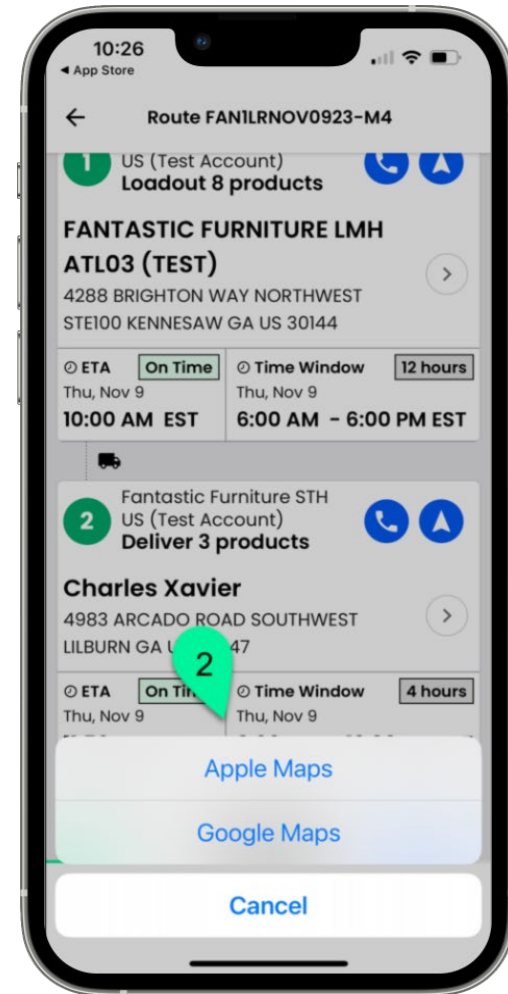
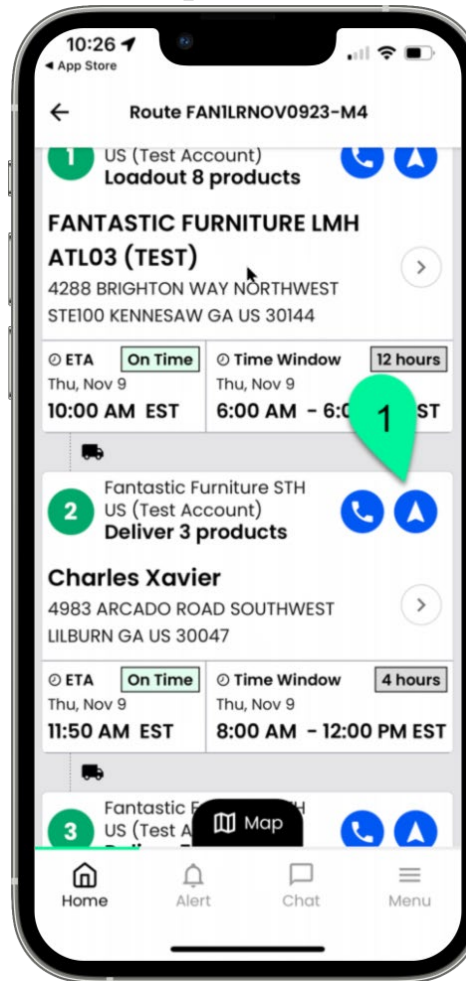
3 Enter any comments you have wish to add and tap **Confirm**



How to navigate to next stop

1 When you are headed to your next stop and need directions, tap the **Navigation Arrow**

2 A popup will open showing you the navigation apps you have on your phone. Select one to navigate to your next stop.

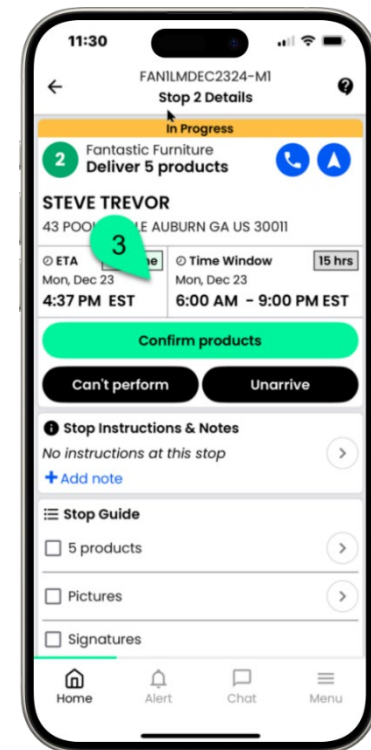
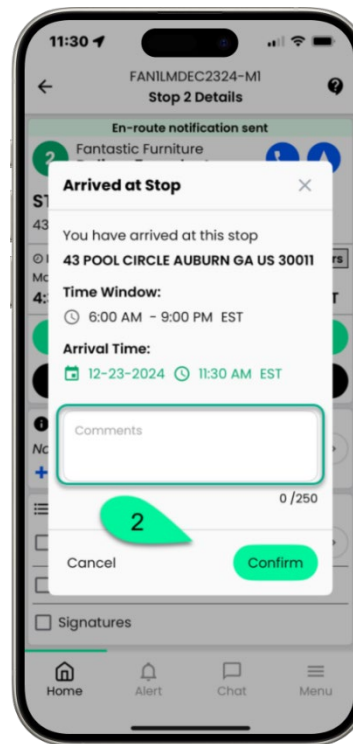
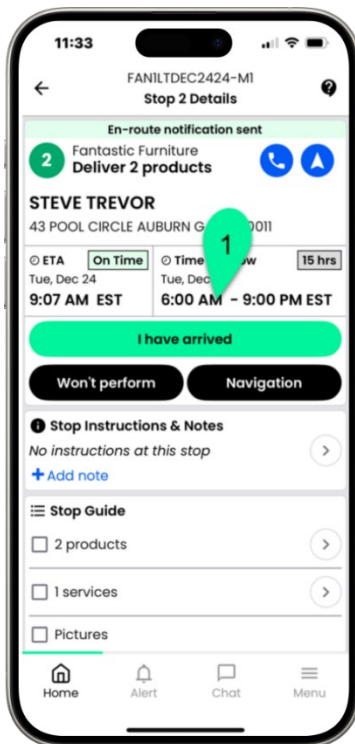


Complete a Pickup Stop (Hub) – page 1

1 To arrive at the hub (store), tap **I have arrived**

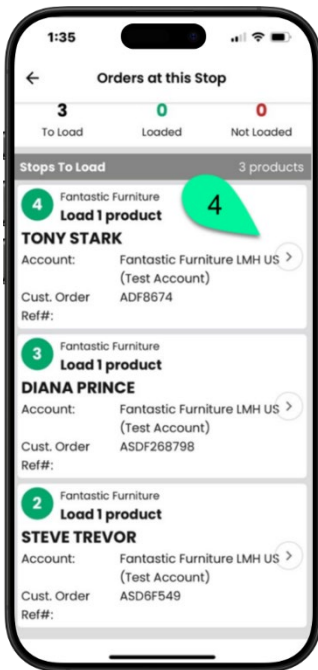
2 Enter any comments you may wish to add, and tap **Confirm**

3 Tap **Confirm products**

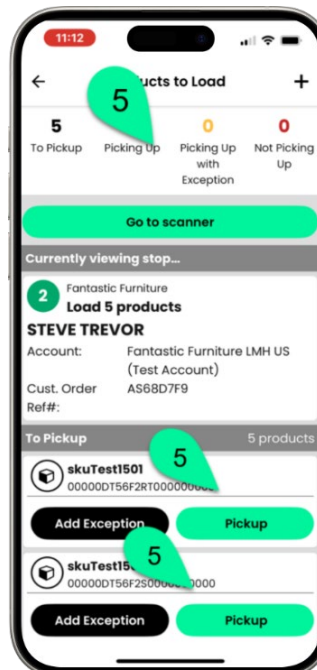


Complete a Pickup Stop (Hub) – page 2

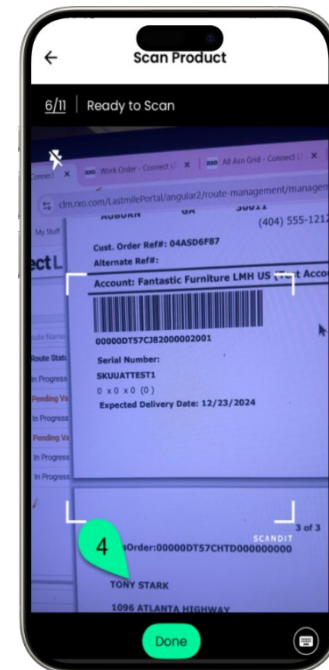
4 Tap on the arrow for the last stop to scan the products



5 Tap **Go to scanner** to scan or tap **Pickup** for tap to scan



6 Full Loadout – scan or tap to scan all items, not by work order

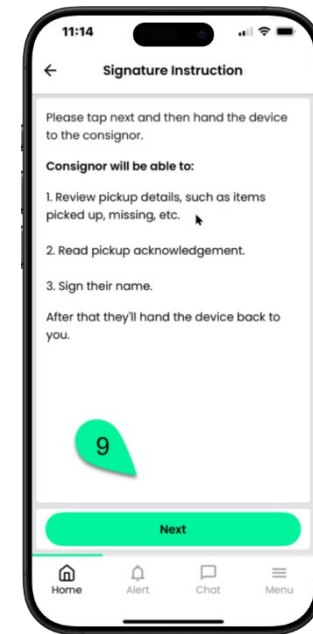
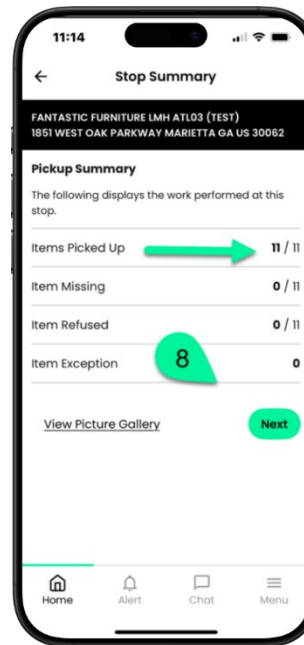
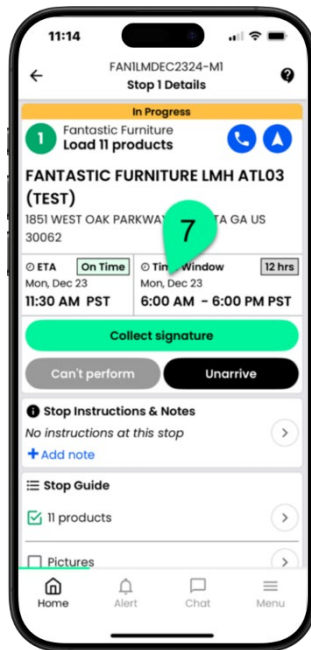


Complete a Pickup Stop (Hub) – Page 3

7 Once all items have been confirmed, tap **Collect signature**

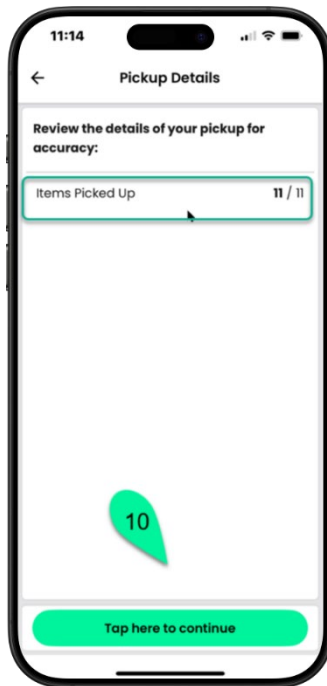
8 The Stop Summary screen will show you how many items you are about to On Board. Tap **Next**

9 You will now be instructed to hand your phone to the Warehouse or store manager

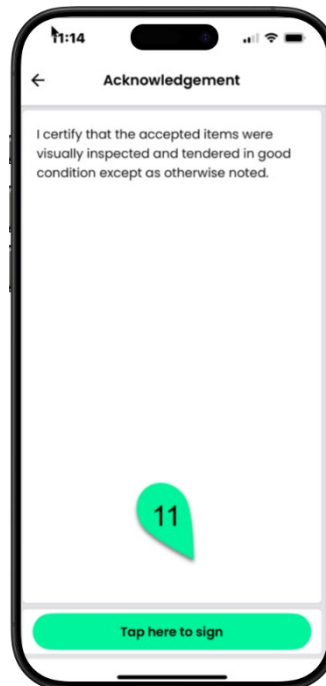


Complete a Pickup Stop (Hub) – Page 4

10 The warehouse or store manager will confirm the number of items you have



11 The manager will read the acknowledgement then *Tap here to sign*



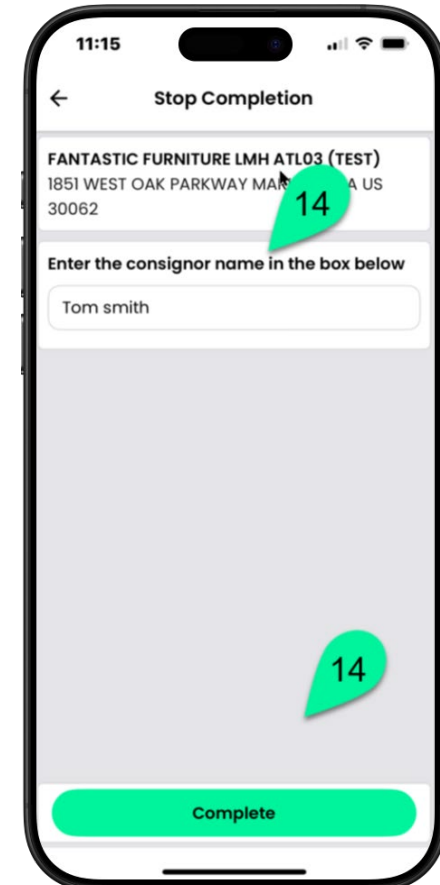
12 Once the manager has signed, they will tap *Done*



Complete a Pickup Stop (Hub) – Page 5

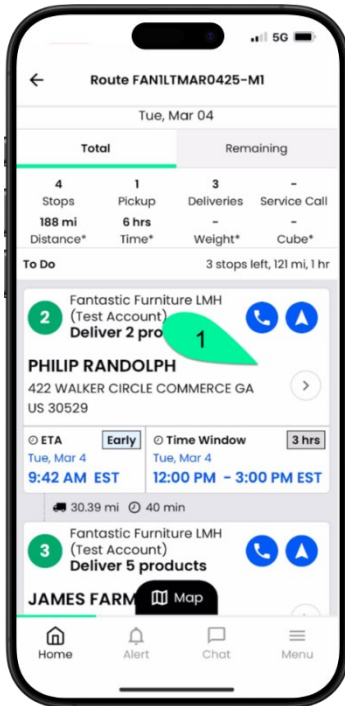
13 The manager will read the Thank you and return the phone back to you. Tap **Next.**

14 Enter the manager's name and tap **Complete.**

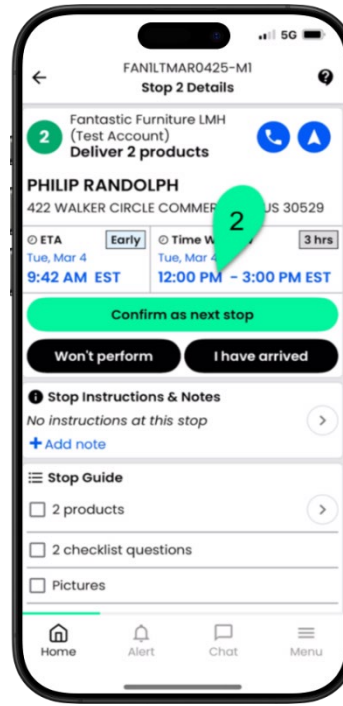


CONFIRM NEXT STOP – ENROUTE PRECALL – Page 1

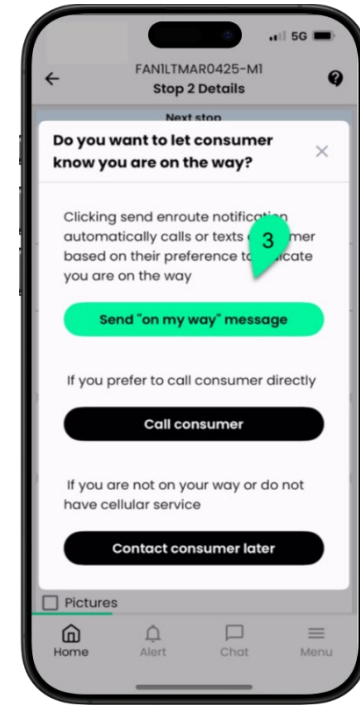
1 When you are ready to confirm your next stop, tap the arrow to access the stop details



2 Tap Confirm as next stop



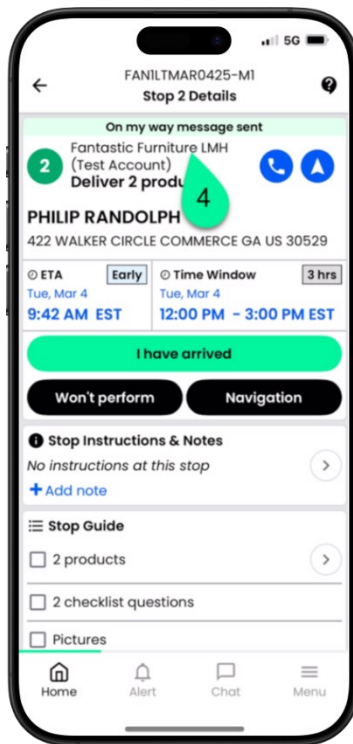
3 Tap Send "on my way" message to send the En-Route precall



CONFIRM NEXT STOP – ENROUTE PRECALL – Page 2

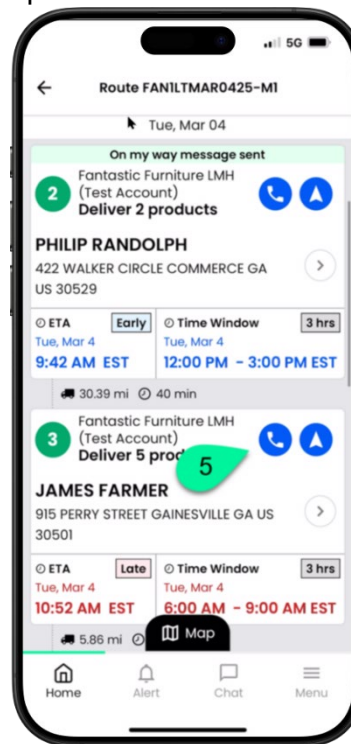
4

You will see confirmation the precall was sent



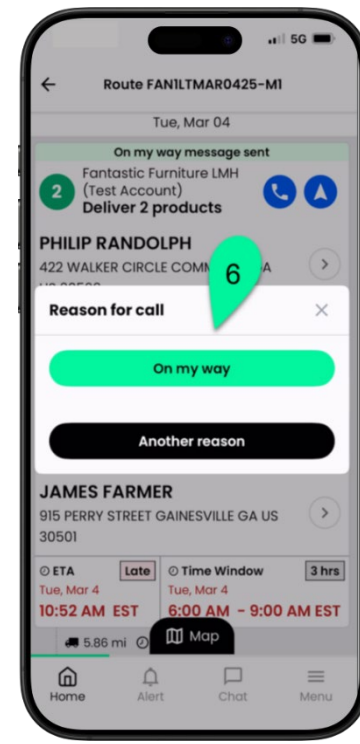
5

To send another precall without confirming next stop, tap the phone icon on the next stop



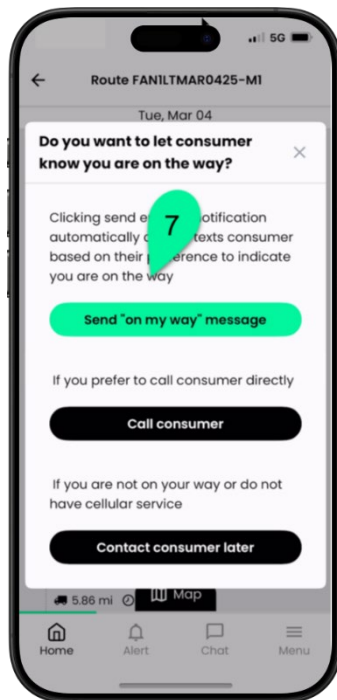
6

Tap the reason for the call as On my way

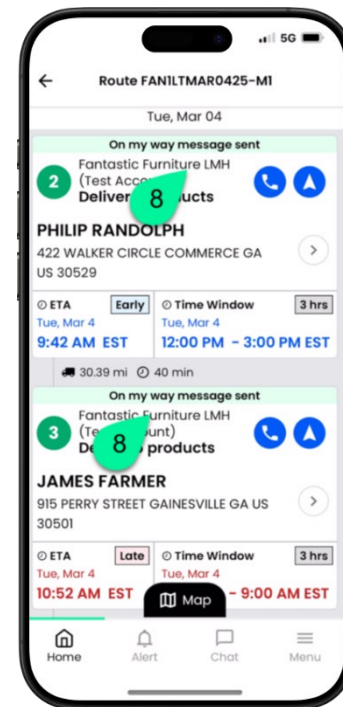


CONFIRM NEXT STOP – ENROUTE PRECALL – Page 3

- 7 Tap Send “On my way” message to send precall

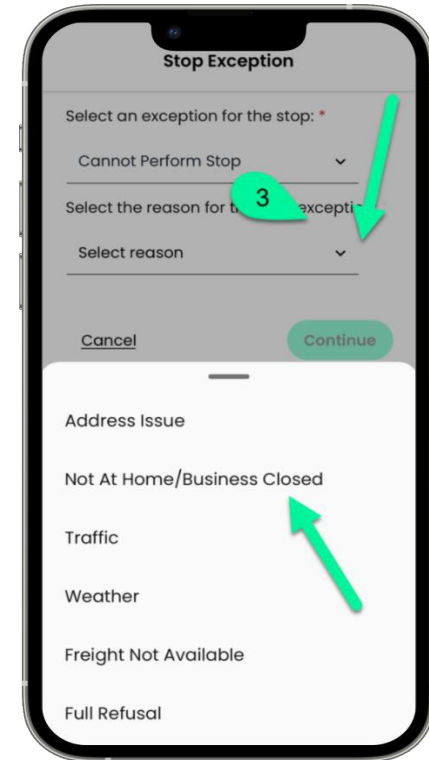
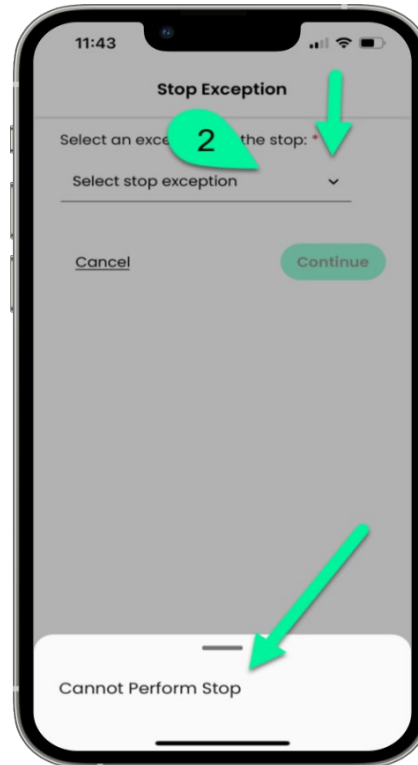
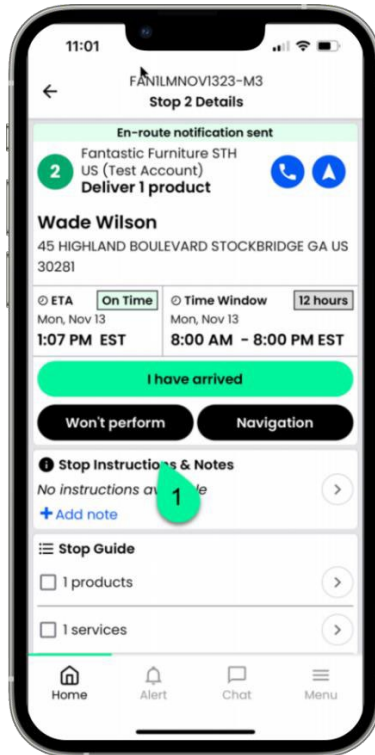


- 8 The On my way message sent is now showing on both stops without resequencing the route



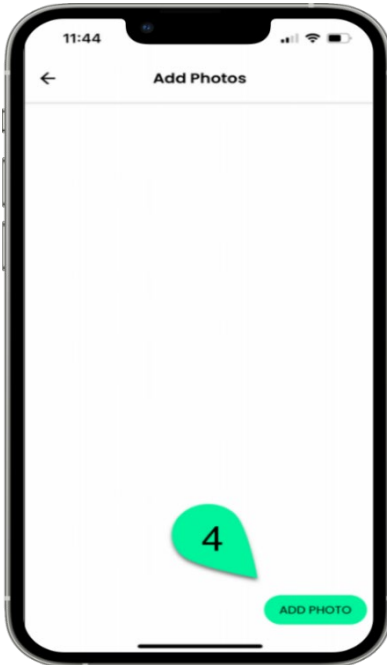
What to do if the customer is not available – page 1

- 1 On the stop screen, tap **Won't perform**
- 2 Using the dropdown, select the stop exception.
- 3 Select **Not at Homer/Business closed** as the reason

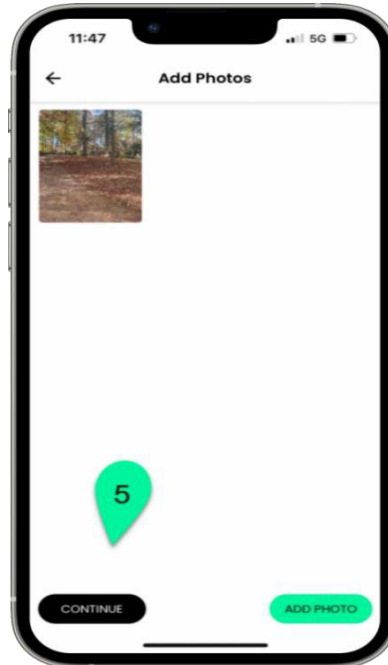


What to do if the customer is not available – page 2

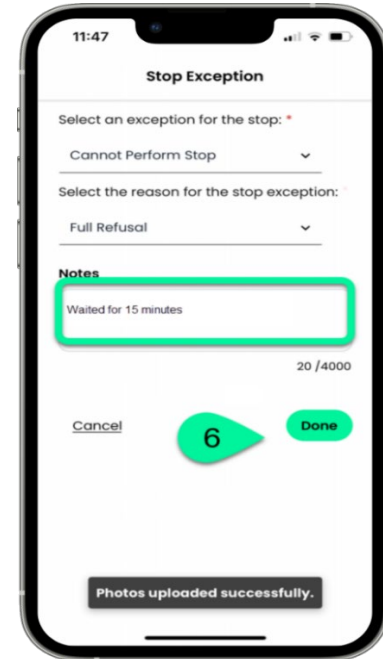
4 Tap **ADD PHOTO** to capture a photo of the consumer location



5 Once you have your photo, tap **CONTINUE**

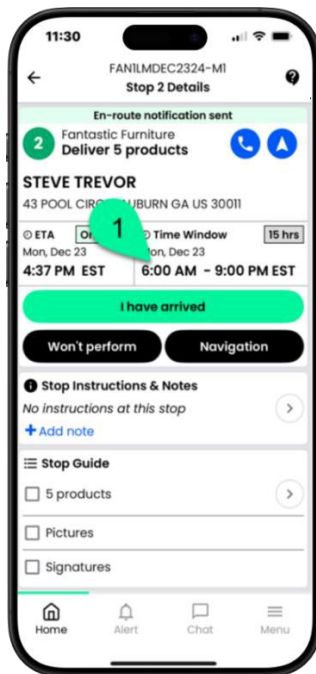


6 You can enter comments and tap **Done** to complete

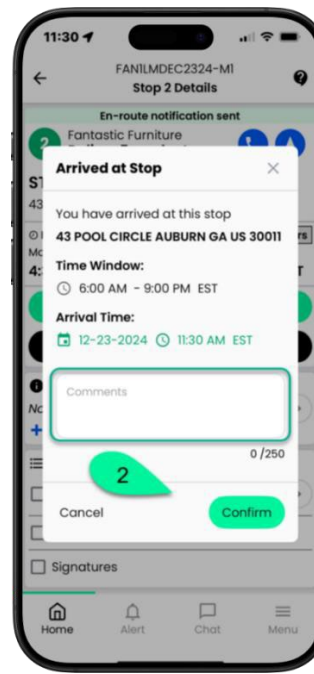


How to perform a Delivery – page 1

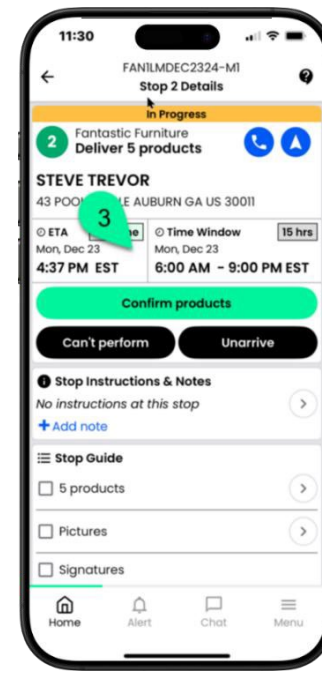
1 Tap ***I have arrived***, when you arrive at the delivery location.



2 Enter comments if you wish and confirm date/time, then tap ***Confirm***

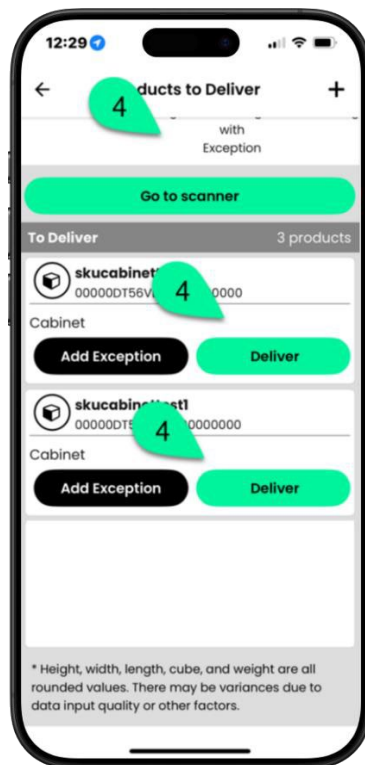


3 Next, tap ***Confirm products***



How to perform a Delivery – page 2

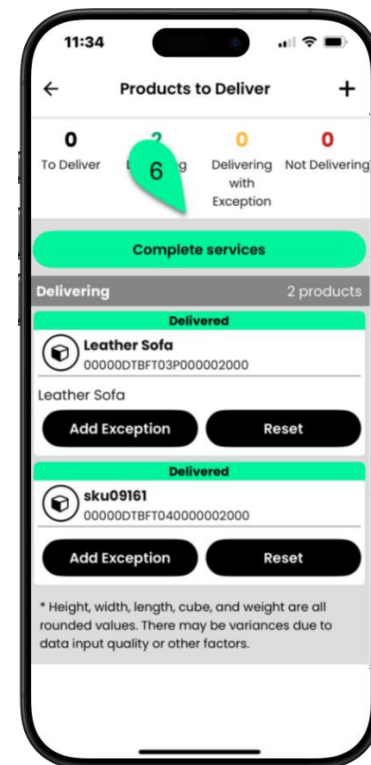
4 To confirm the items, tap **Deliver**



5 Or tap **Go to scanner** and scan the barcodes



6 When all items are scanned, tap **Complete services**



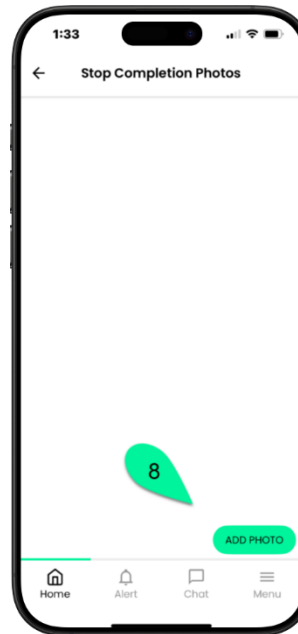
How to perform a Delivery – page 3

7 Confirm Yes or No if you have completed the service(s)* and tap

Confirm



8 You will be required to capture images of the item(s) you delivered, tap **ADD PHOTO**



9 Capture as many images as you need of the delivered item(s)



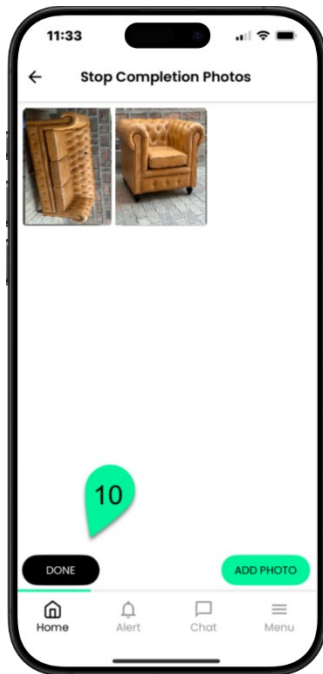
* Some Services may require photos.

How to perform a Delivery – page 4

10

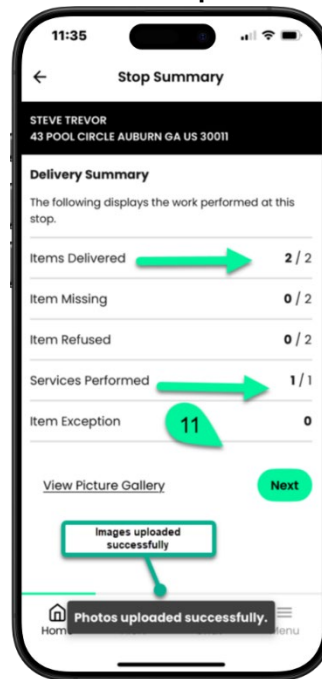
Once you have enough images, tap

DONE



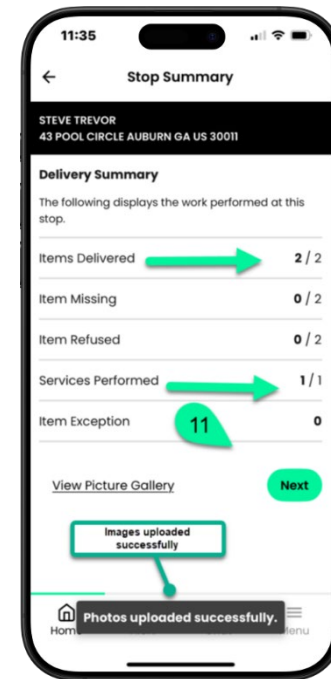
11

The Summary page shows the items delivered and Services completed. Tap **Next**



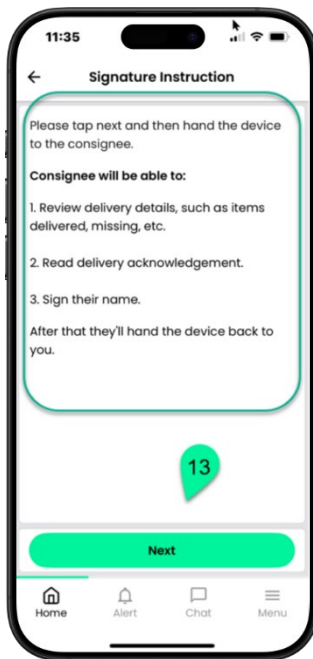
12

E-sign instructions are below. **Tap Sign using the app.**

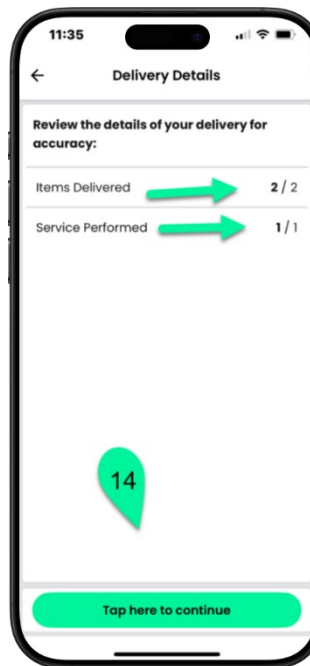


How to perform a Delivery – page 5

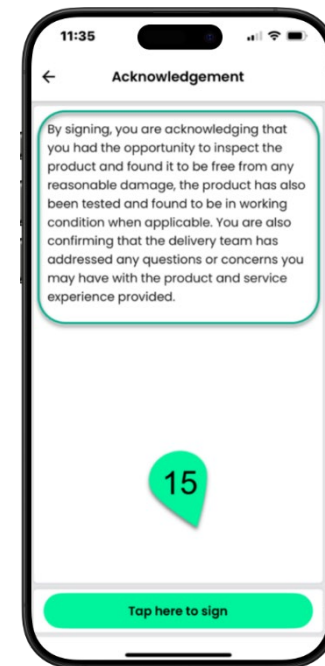
13 You are instructed to hand your phone to the consumer. Tap **Next**



15 The consumer will see the items delivered and services, tap **here to continue**

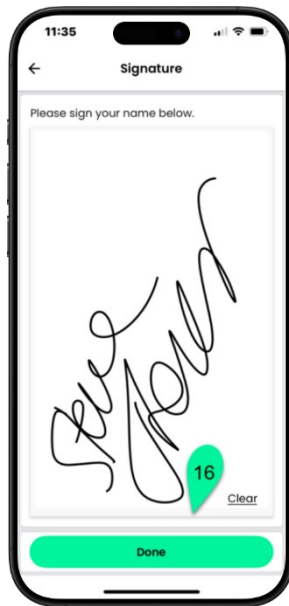


15 The consumer will read the Acknowledgement and then **Tap here to sign**



How to perform a Delivery – page 6

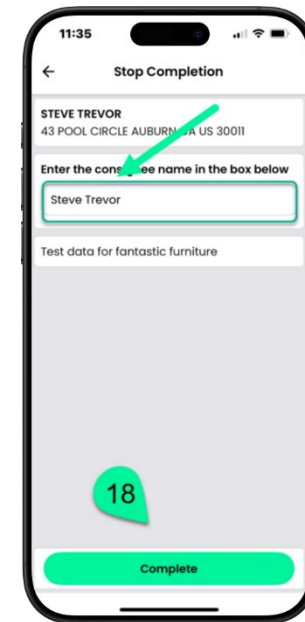
16 Once the consumer has entered their signature, they will tap **Done**



17 A thank you message is displayed*. They will tap **Next** and hand over the phone



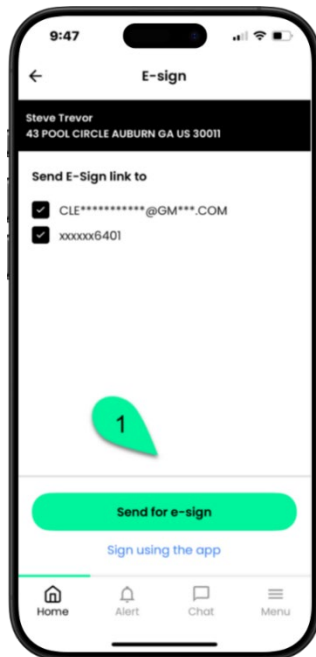
18 Enter the consumer's name and tap **Complete** to complete the stop.



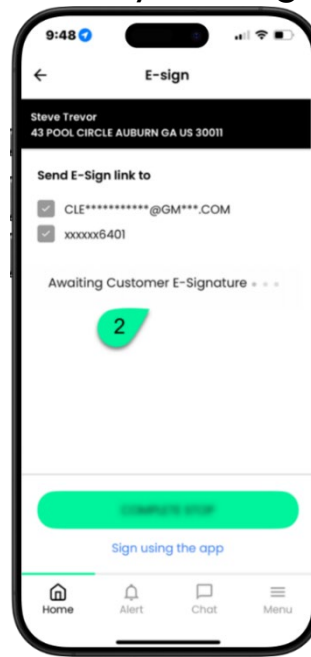
*The Thank you message displayed will be dependent on the account

How to complete a stgop with E-sign

1 Select either mobile number or email and tap **Send for E-sign**



2 You will see **Awaiting customer E-Signature** when they are signing



3 Once the consumer has signed, you will tap **Complete Stop**

