Dubai Trade

CargoWaves Services: Driver eToken Execution Journey Manual

دبــــي التجــاريــة
DUBAI TRADE

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Document version.

Date	Version Number	Author	Document Changes
8th April 2024	Version 0.1		Initial Release

Introduction

The driver application serves as a powerful tool for improving communication and coordination with drivers during the execution of e-token jobs. By enabling real-time tracking of driver location while the job is in progress, it facilitates efficient transportation management and allows for timely updates on the journey's status. Drivers can use the app to upload proof of delivery (POD), further streamlining the process. The app also supports proactive support from DP World operations, helping drivers successfully complete container transportation. Overall, the app enhances the experience for BCOs and hauliers by providing a convenient way to track and trace shipments.

Comprehensive Guide: Utilizing the CargoWaves Driver Application as a Driver

Driver

The driver can access and use driver communication services to perform allocated trucking services. They can communicate with the Haulier and Port Operations team through the driver communication service.
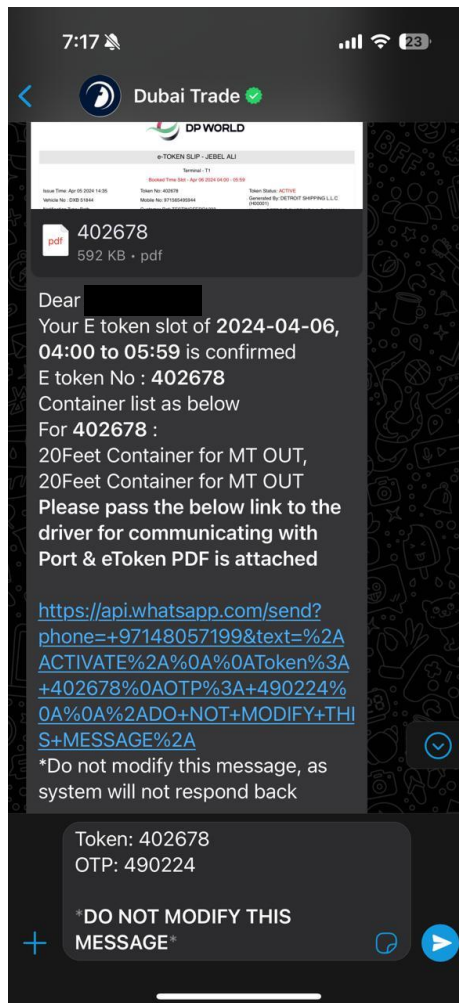
Driver User Journey: Delivery Container Orders
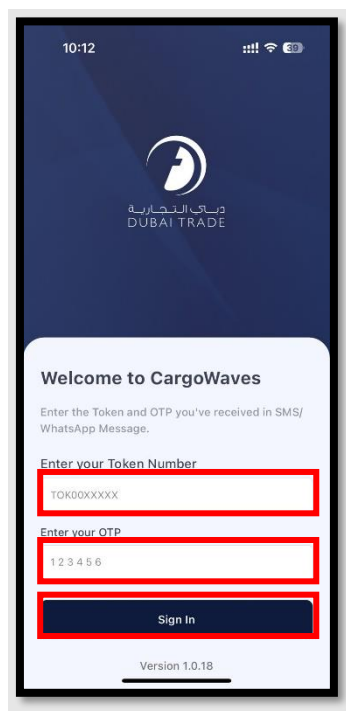
Downloading the Driver App:

- To download the driver application:

Step 1: Driver App Login In

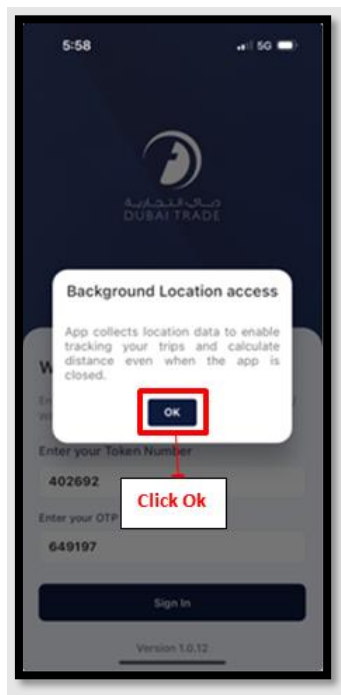- Once the haulier creates an eToken, the driver will receive the token number and OTP, if WhatsApp enable driver's contact number is provided at the time to eToken Creation.
- These details will be sent to the Driver's/Haulier's WhatsApp Contact number and email address provided by the haulier. As shown below.

- Use the **token number and OTP** to log in to the driver app and **Click Sign in**.

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- After signing in, a pop-up message will appear asking for location access. Click **"OK"** to allow the app to access your location. Which helps Hauliers, BCO and Terminal Operations Team to get visibility of Driver progress.
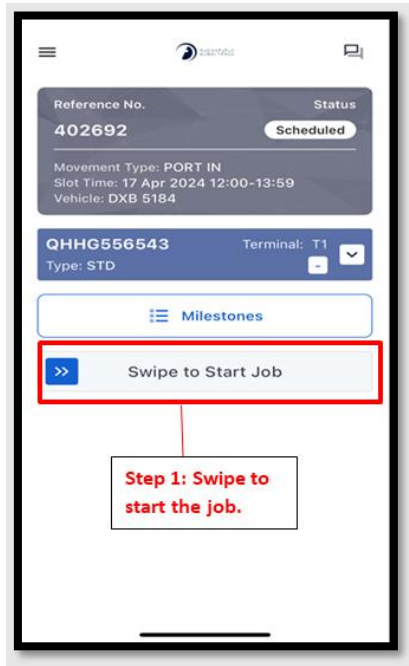

Main Screen of the App:

- View order details and milestones.
- Chat functionality for communication.
- Menu option to access driver and vehicle details.
- Logout option for exiting the app.
- Swipe bar to start the job.
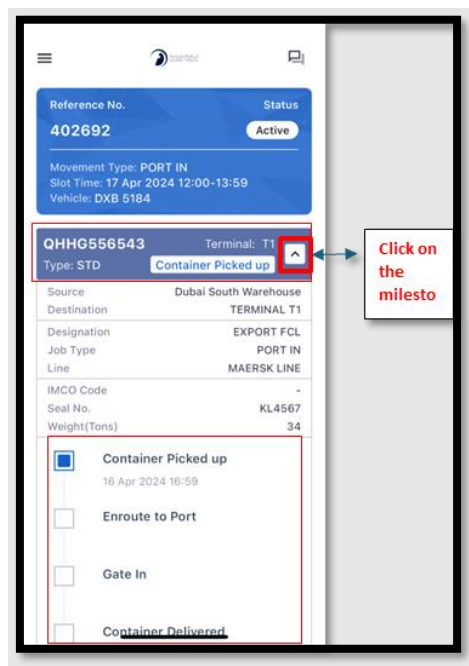

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Step 1: Start the Job

- To begin the job, the driver needs to swipe the slide bar on the main screen.
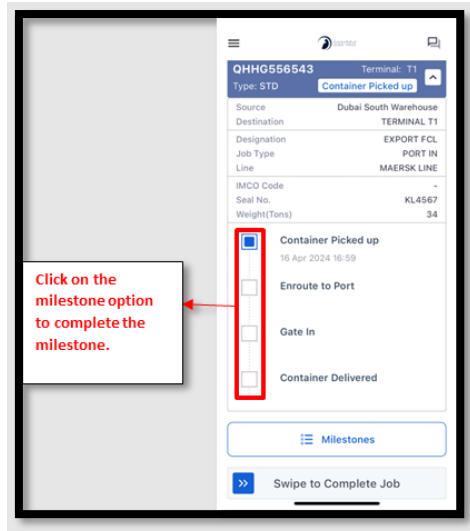- Once you Swipe the slide bar job will be started

Step 2: Completing the Milestone

- To complete a milestone, the driver needs to click on the milestone arrow key. Once clicked, a dropdown menu will appear with a list of milestones to be covered.
- The driver can also view information related to the destination, including the seal number, weight, job type, designation, and shipping line.

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Step 3 completing milestone.

- The driver needs to complete milestones according to their current location and operational activity.
- For example, if the driver picks up the container from the port, they should click on the checkbox icon to mark the **"Pick up"** milestone as complete.
- Similarly, if the driver is enroute to the port, they should click on the checkbox for **the "En route to port"** milestone.
- Likewise, when reaching the gate, the driver should click on the checkbox for the **"Gate in"** milestone.
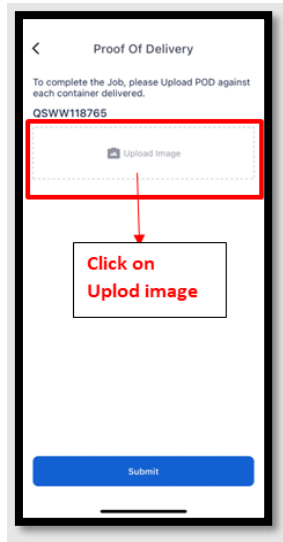

Step 4: Completing the Job

- To finish the job, the driver must swipe the **"Complete Job"** slide bar on the main screen.
- Ensure all milestones are completed before attempting to finish the job.
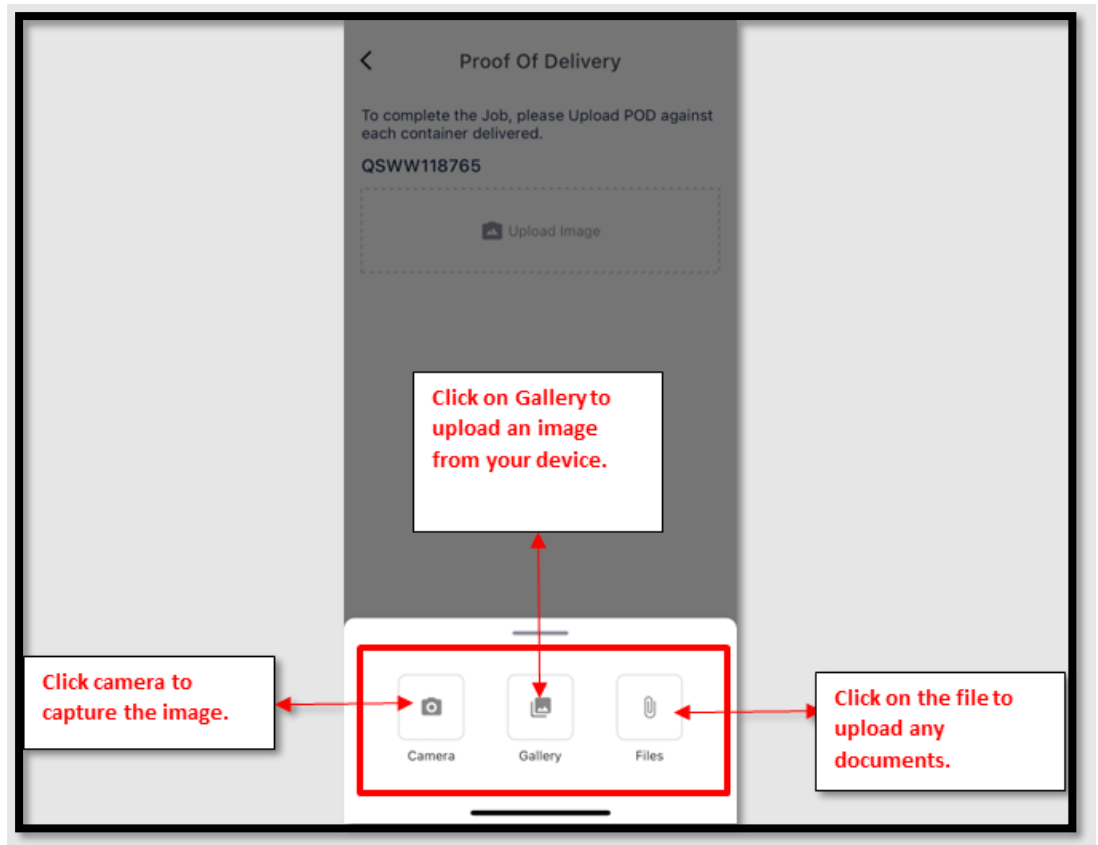

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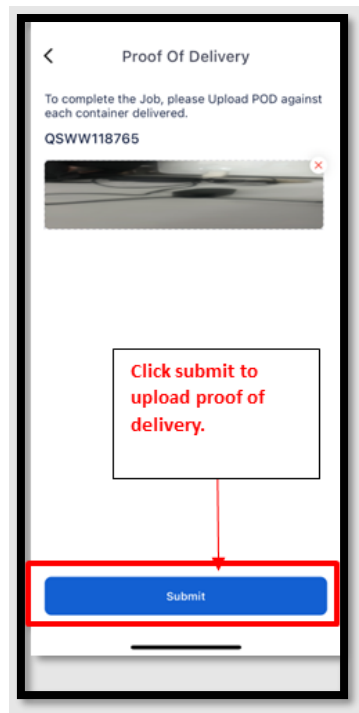
Step 5: Proof of Delivery

- Once the driver swipes to complete the job, a proof of delivery screen will appear.
- The driver needs to upload an image as proof of delivery.
- Click on the "**Upload Image**" option.

- The driver can choose one of three methods to provide proof:
  - **Camera: Take images using the phone camera.**
  - **Gallery: Upload images from the phone's gallery.**
  - **File: Upload any document file**.

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- After selecting or capturing the image, click **on "Submit"** to complete the process.

Summary

The Driver Application enhances communication and coordination during e-token jobs, allowing real-time tracking of driver location and updates on job status. Drivers can upload proof of delivery (POD) and receive support from DP World operations, improving container transportation efficiency. The user journey involves downloading the app, logging in with provided details, starting the job by swiping, completing milestones, and uploading POD images for job completion.