



## Proveo Mobile Users Guide

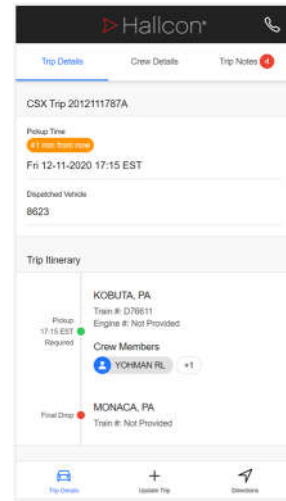
This mobile browser solution provides Hallcon drivers with:

- Visibility to their trip details
- Ability to enter trip events quickly
- 2-way messaging with Dispatch
- Turn by turn directions
- And more!

Proveo Mobile is designed to be fast and easy to use.

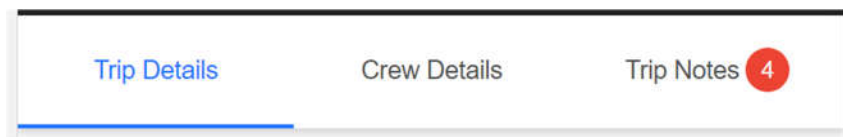
Our clients require **real-time information**. As a driver, it's important that you use Proveo Mobile to update your trip events as they happen.

To start, Proveo Mobile will only be available for Road Trips and Assists.



### How To Use Proveo Mobile

Proveo Mobile requires a smartphone with a mobile web browser. When you are dispatched on a trip a text message link is sent to your smartphone. This link is your one-click access to your trip. Across the top, the tab options allow you to see Trip Details, Crew Details and Trip Notes.



#### Trip Details:

- Shows your Pickup Time, including an info bubble that tells you how soon you need to be at the pickup.
- If your trip is ASAP you will also see a time when the trip will be considered late.
- The Vehicle dispatched to you on this trip.
- Trip Itinerary which includes all crew stops ordered by the client.



#### Crew Details:

- A full listing of crew members expected at each stop (when provided by the client).

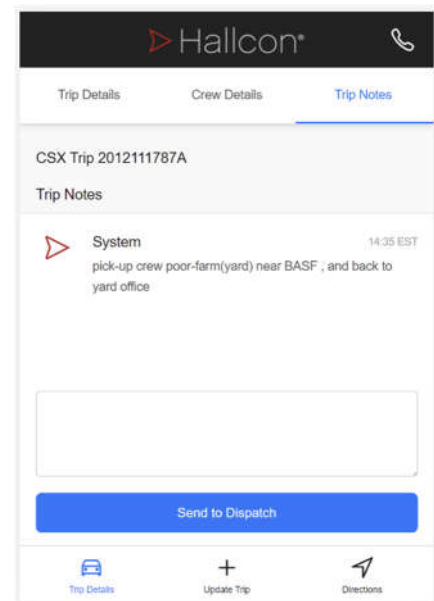


## Trip Notes

- A listing of all communication shared with you about this trip. The red badge in the tab shows that you have that many unread notes to review.  
In this example 4 notes.

Trip Notes 4

- To send a message to dispatch, use your phone's on-screen keyboard to type a message in the space provided and click the blue Send to Dispatch button.
- Your messages to dispatch will be shown in the list of notes.



- Occasionally dispatch will ask you a question that has a set of one-click responses. Simply click the button that reflects your answer to send your response to dispatch.

**Please do not use the Trip Notes feature for sending arrive / depart events for your trip.**



## Trip Updates

- Across the bottom tab, click the Update Trip icon to record trip events.
- Simply follow the guided workflow prompts as you work through your trip. The IVR and Proveo Mobile shares the same questions. If you know how to use the IVR, you already know how to use Proveo Mobile for Trip Updates.
- If at any point in the trip your cell phone is out of range, Proveo Mobile will not be able to save new events. In this case, make note of your arrival / depart times and you will be able to enter them at your next stop when you return to a cellular coverage area.
- Our clients require real-time information. Events must be entered as they occur when possible.



## Turn by Turn Directions

- To see Turn by Turn directions for your trip, click the Directions icon on the bottom tab strip.



## Proveo Mobile – Frequently Asked Questions

**Q: Does Proveo Mobile replace the telephone IVR for entering road trip events?**

**A:** Yes, from now on drivers who have smartphones should use Proveo Mobile instead of the IVR for entering all of your road trip events.

**Q: Will the IVR still be available?**

**A:** Yes, for Yard Shifts and also for drivers who don't have a smartphone. The IVR will also still be available as a backup in case of localized or nation-wide cellular data outages.

**Q: What about the other functions I use the IVR for, such as booking off or rest?**

**A:** These options are still available for everyone on the IVR. Proveo Mobile should be considered a tool for working through your road trips and assists. In the future, more IVR features will start appearing in Proveo Mobile.

**Q: What should I do if I need to record an event and my phone has no data signal?**

**A:** Record the time on your log sheet and enter the missed event at your next stop.

**Q: Can I use Proveo Mobile while driving?**

**A:** No. But the Turn by Turn Directions feature can be used provided the phone is mounted to the dash, windshield by Hallcon-installed mounts.

**Q: Do I need to install an app from the Google Play or Apple App Store?**

**A:** Not at this time. To start, Proveo Mobile will be delivered through a mobile web link for each trip.