SHIPWELL

Mobile App Training Module

You can easily navigate to relevant sections of the module via the table of contents below:

Table of Contents

Introduction

This guide was created to help carriers and drivers navigate through the mobile app easily and effectively according to their business needs. The mission of this document is to help both the carrier and driver learn how to login and navigate Shipwell's shipments through the Shipwell Mobile App.

Through this guide, the carrier obtains knowledge of how to login, book a shipment from the Shipwell load board, navigate the shipment's dashboard page, assign a driver to a shipment, and work through the shipment's detail page.

A driver will obtain the knowledge of how to login in, set his location and notification permissions, navigate through the shipment's dashboard, and complete stop statuses on the shipment's detail page.

Accessing the Mobile App

The **Shipwell Mobile App** can be downloaded for free from either the **Google Play Store** (if you have an Android phone) or the **Apple Store** (if you have an iPhone). Simply search for **Shipwell**.
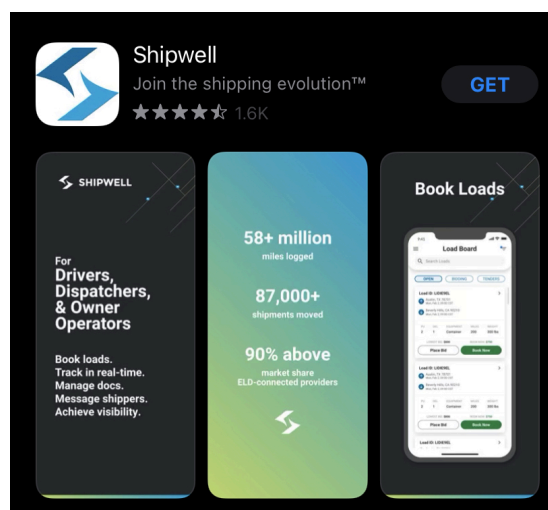
Once the Shipwell mobile app is downloaded carriers can log in using their web platform username and password.

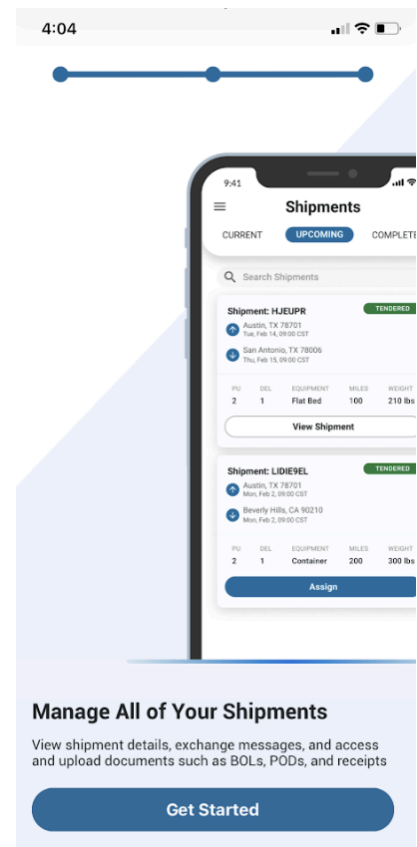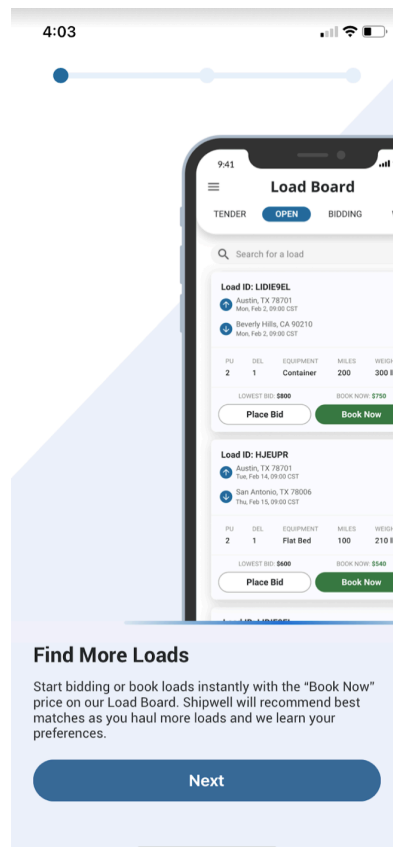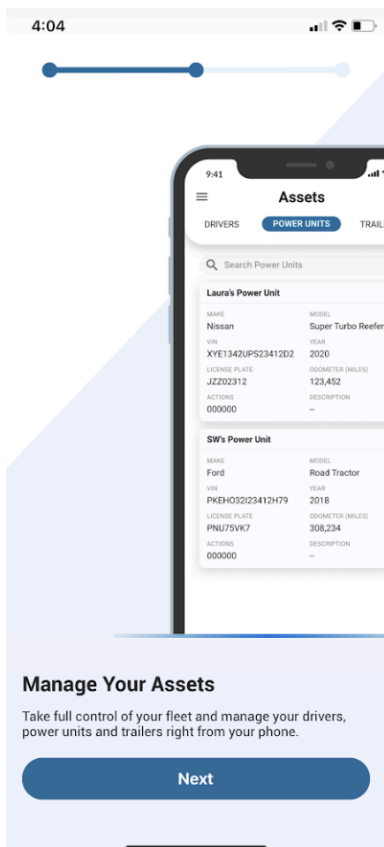The carrier will be notified of their login credentials if they are:

A. Given load board access. This will generate an email with login credentials

    Or,

B. If instructed by the admin to set up to login using their email. A user will need to request a password reset. Required if no load board access is given.

Mobile App Walkthrough - Carrier Perspective

Login

Whenever you first login as a carrier on to the Shipwell Mobile App, you'll be directed to three screens that will take you through the basics of the mobile app. These three screens include:

- Find More Loads

- Manage Your Assets

- Manage All of Your Shipments

Manage Your Assets

Take full control of your fleet and manage your drivers, power units and trailers right from your phone.

Next

Find More Loads

Start bidding or book loads instantly with the "Book Now" price on our Load Board. Shipwell will recommend best matches as you haul more loads and we learn your preferences.

Next

Manage All of Your Shipments

View shipment details, exchange messages, and access and upload documents such as BOLs, PODs, and receipts.

Get Started

Booking on the Load Board - Carrier Perspective

Booking from the Load Board Video - (1:52)

After going through the login prompt, you'll be directed to the **Load Board**. On this Load Board screen, you'll have three tabs at the top of the page: **Open**, **Bidding**, and **Tendered**.

The **Open** tab will show you all the open shipments on the load board. From there, you can place a bid on that load, or book now at the set book now price.
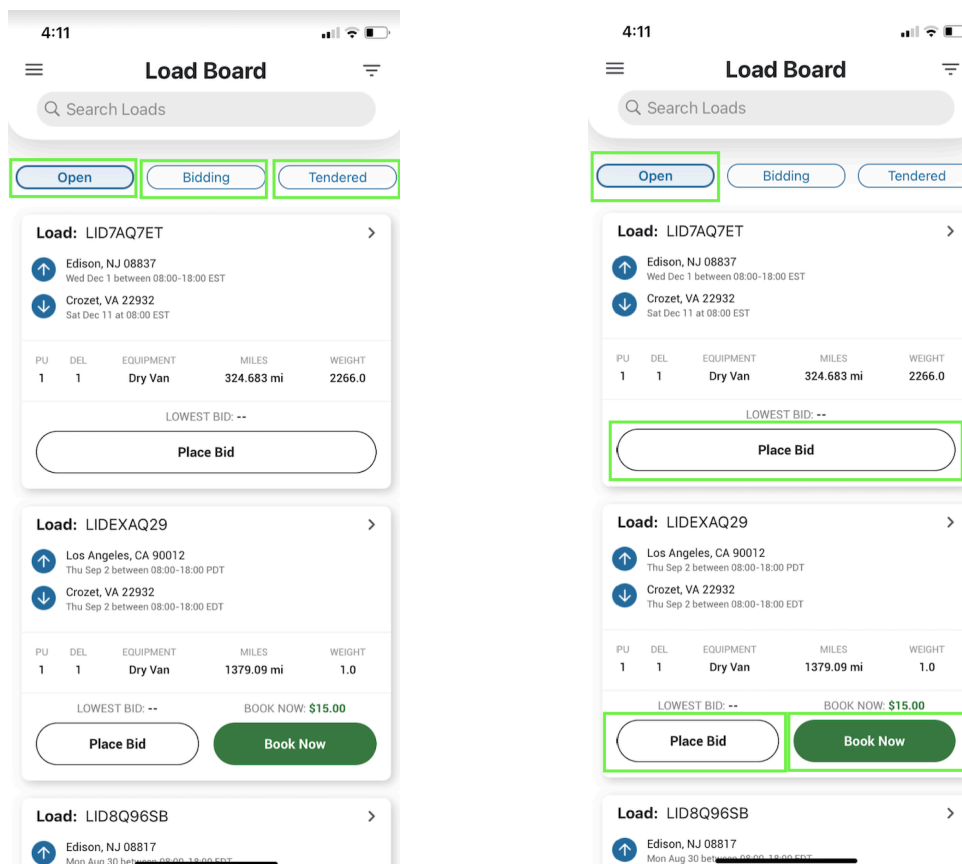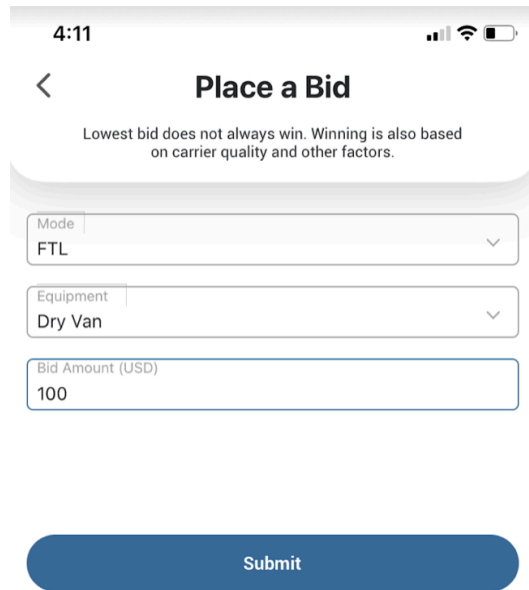

Once you click the "**Place a Bid**" button, a window will open up that allows you to enter in the Mode, Equipment type, and the amount you would like to bid on the load. Remember, the lowest bid does not always win the load. The winning of the load is also based on the carrier quality and other factors associated with the load. Once you submit

your bid, a pop up window will appear letting you know that your bid was successfully submitted
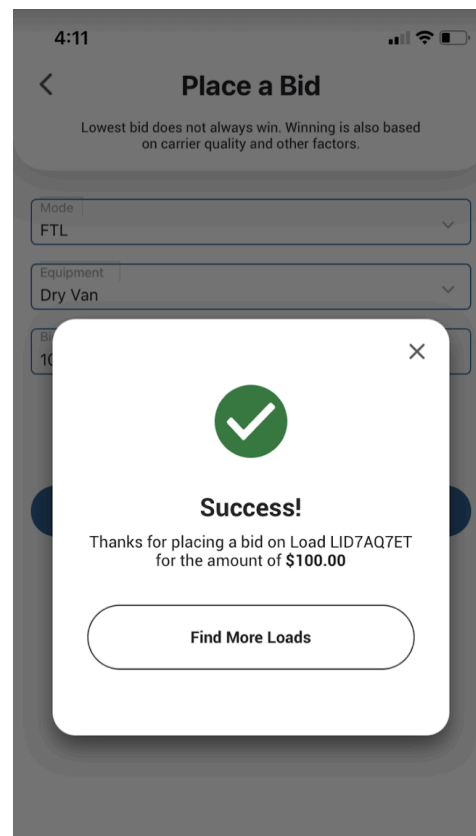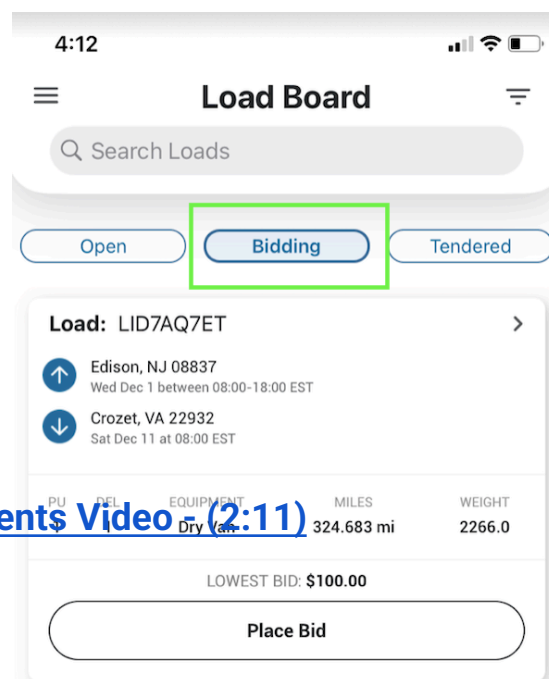

The **Bidding** page will show you all the loads that you currently have a bid placed on. You can continue to input new bids by selecting "**Place Bid**".

[Tendered Shipments Video - (2:11)](#)

The **Tendered** page will show you all the loads that have been tendered to you. From here, you can either **Accept** or **Reject** the tender request. If you are **Accepting** the tender, a window will pop up asking you to confirm that you're accepting this request. If you are **Rejecting** the tender, a window will pop up with reasons as to why you're rejecting this request.
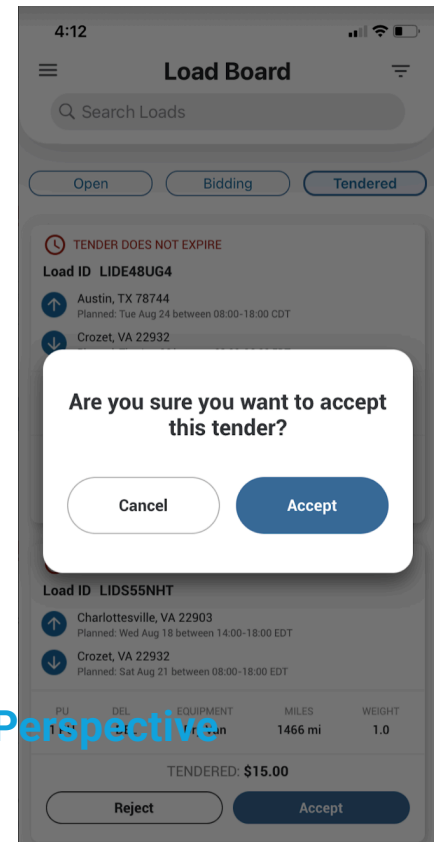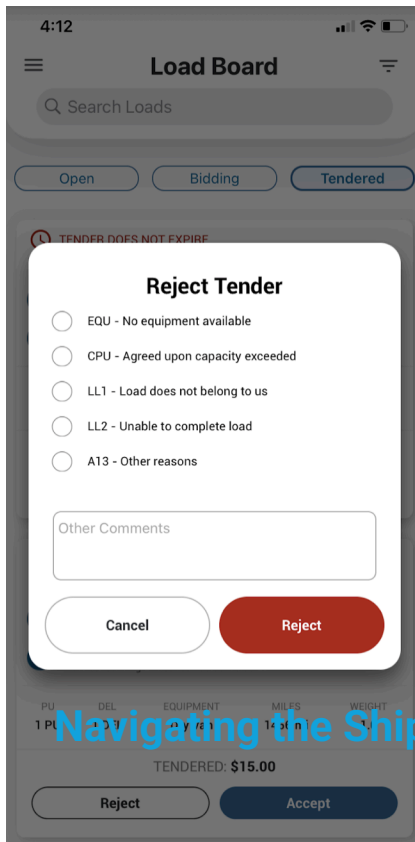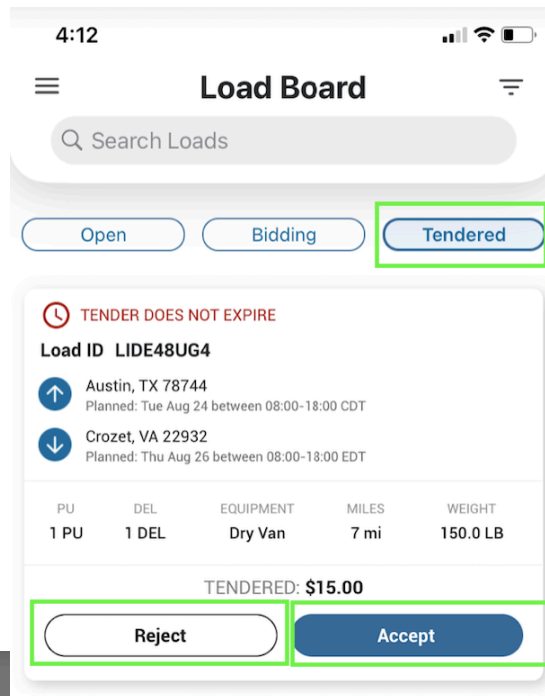
Navigating the Shipment's Dashboard - Carrier Perspective

To see all of your **Active Shipments**, you'll navigate to the **Shipment's Dashboard** page**.** All of your active shipments will be listed under "**Active**". To see all of your shipments that have been delivered, you'll click on the "**Delivered**" tab.
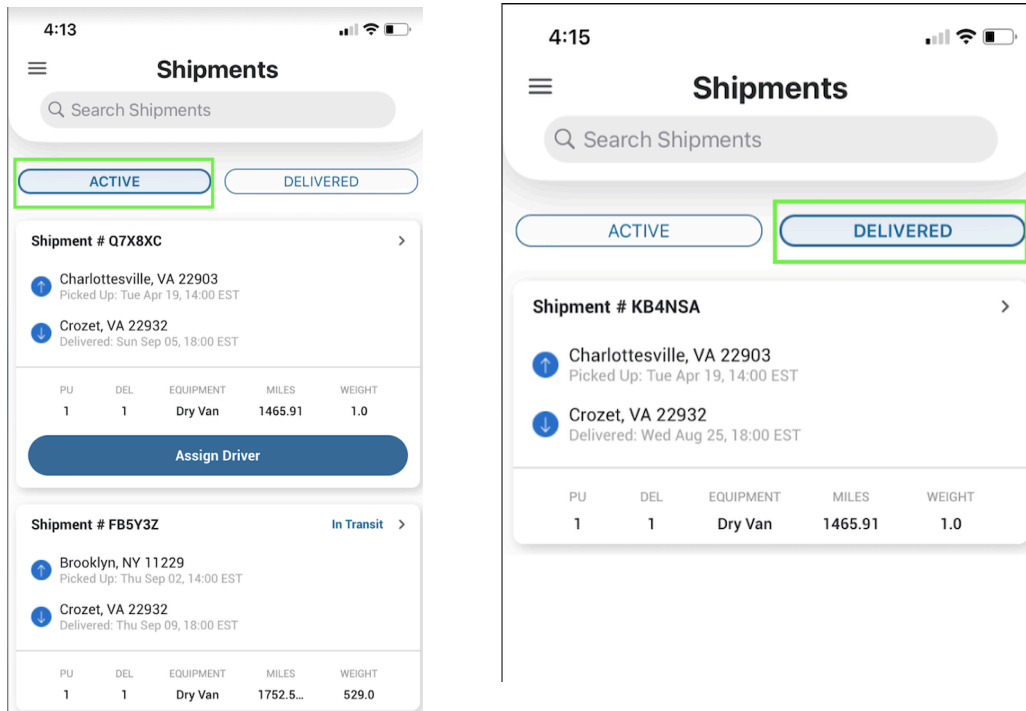
## Assigning a Driver - Carrier Perspective

Assigning a Driver Video - (1:34)

The user with shipment edit permissions will be able to assign a driver to a shipment. Our mobile app is equipped to work on both Iphone and Androids. Below will show a how-to-guide on how to assign a driver to a shipment.
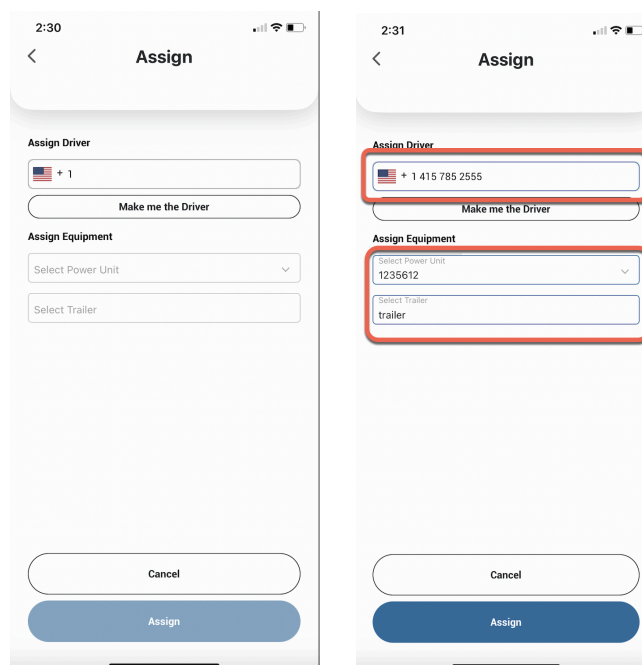
iPHONE USER

Assigning a driver to a shipment when a dispatcher or owner operator:

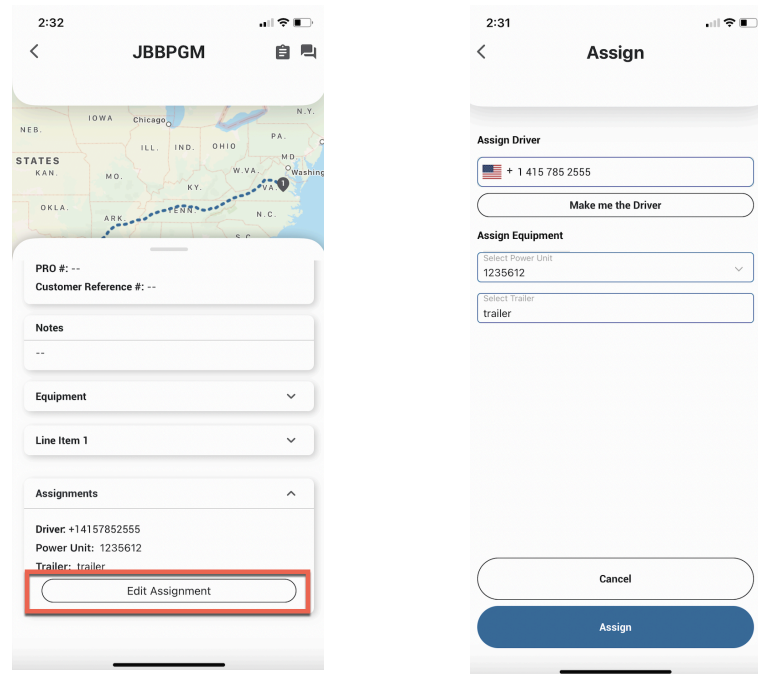1. Navigate to **Shipments** and select the shipment **Assign** button
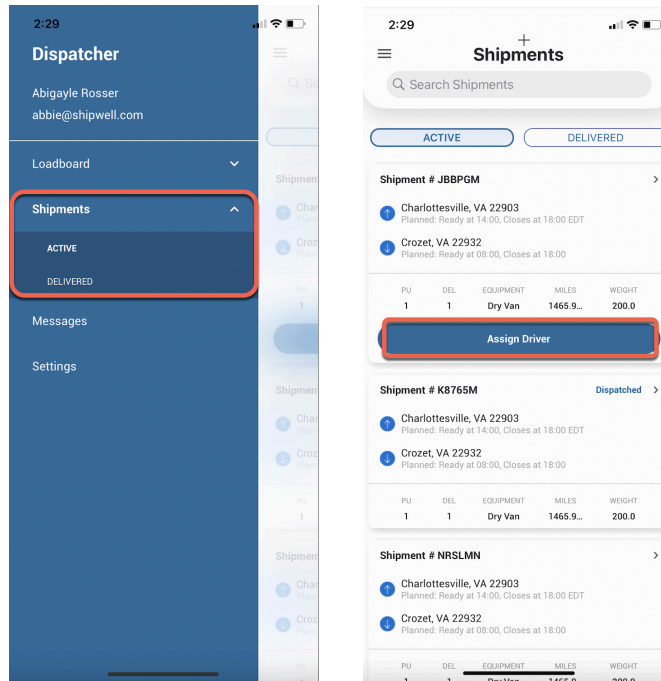
2. Enter a valid cell phone number for the driver. If you are an ELD enabled carrier you can select the truck's power unit from a drop down and enter the trailer's details. Note: To add a new power unit contact your Carrier Success Representative.

3. You can also assign a driver or edit an existing assignment by navigating to **Shipment Details** and selecting **Assignments**.
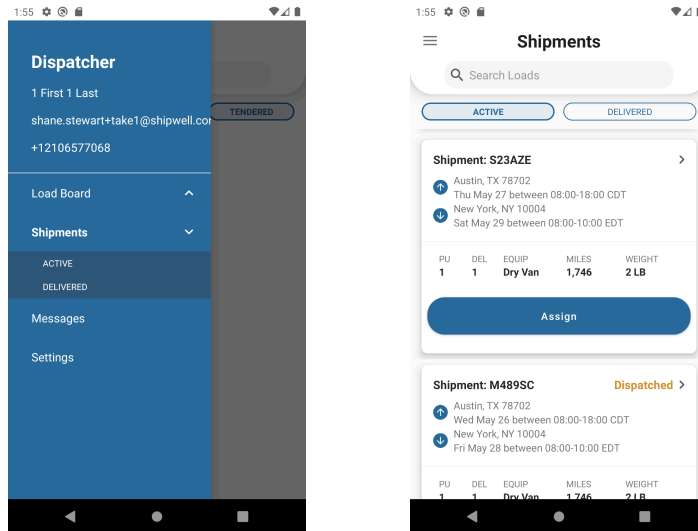
4. If you are an owner operator and wish to assign a shipment to yourself select the **I'm the driver** button to auto-populate with your cell phone number. Note: First time users will be prompted to verify their cell phone by entering a unique pin sent by sms.
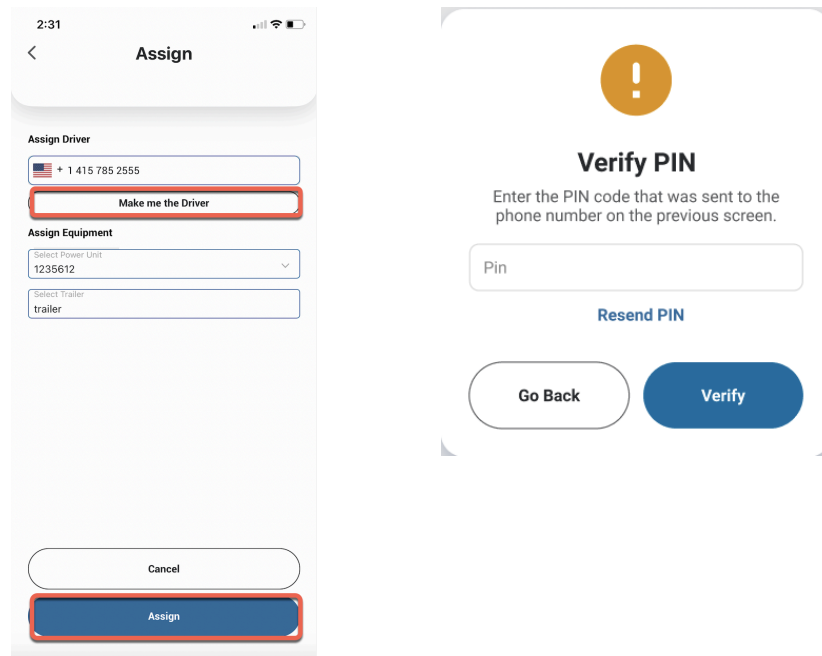
ANDROID USER

Assigning a driver to a shipment when a dispatcher or owner operator:

1. Navigate to **Shipments** and select the shipment **Assign** button.

2. Enter a valid cell phone number for the driver. If you are an ELD enabled carrier you can select the truck's power unit from a drop down and enter the trailer's details. Note: To add a new power unit contact your Carrier Success Representative.
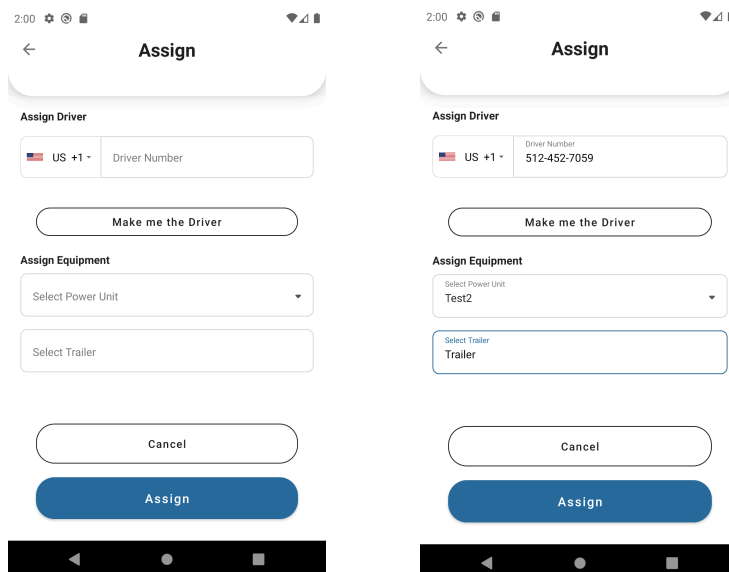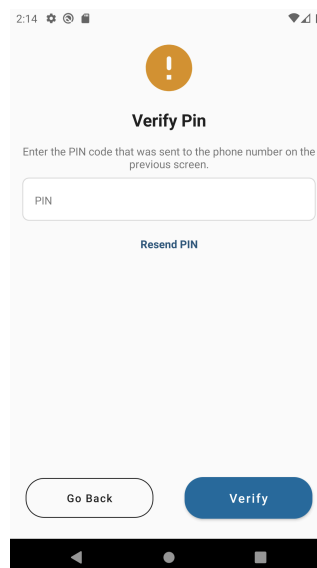
3. The **Assign** button will remain active on the shipment details page in case you need to edit any driver assignment.
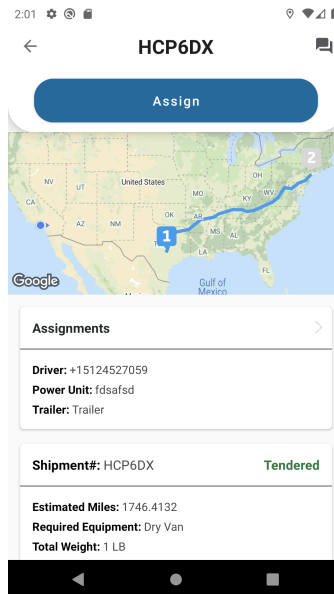
4. If you are an owner operator and wish to assign a shipment to yourself select the **I'm the driver** button to auto-populate with your cell phone number. Note: First time users will be prompted to verify their cell phone by entering a unique pin sent by sms.

Shipment's Details - Carrier Perspective

## Uploading Documents Video - (1:54)

Messages Video - (1:26)

Whenever you click into the shipment, it will bring you to the **Shipment's Detail** page. At the top of the screen, you'll find the **Shipment's ID** along with a clipboard icon and a message icon. The clipboard icon is where all the shipment's **Documents** will be housed. The message icon will show you any **Messages** associated with the shipment.
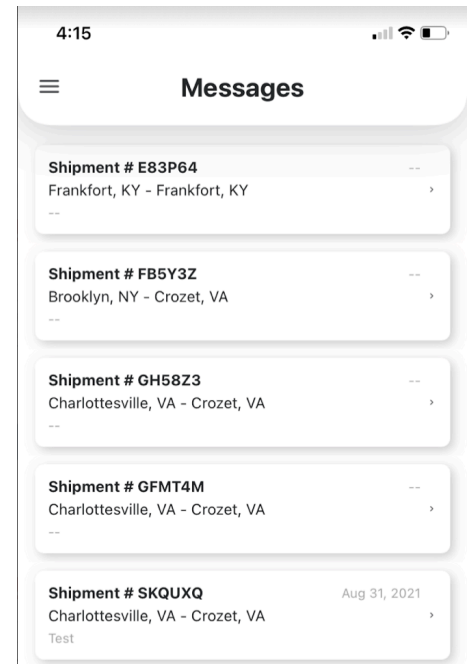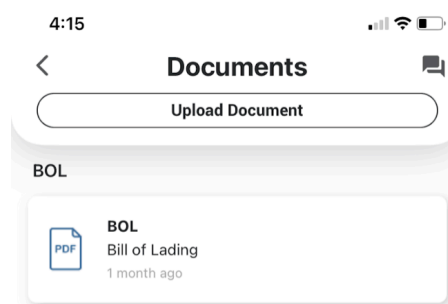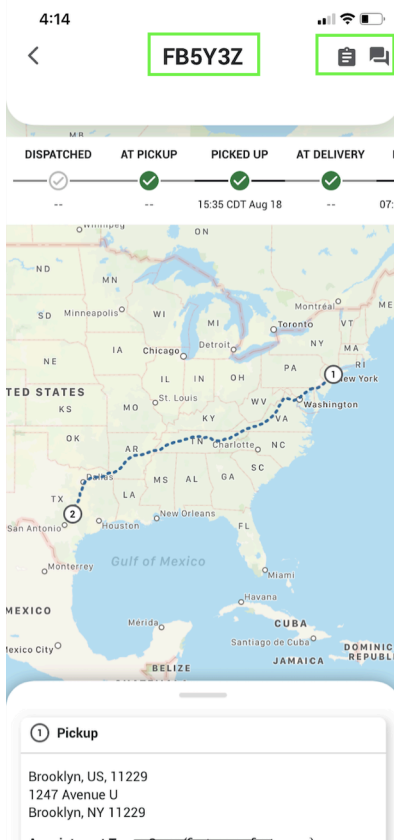
Within the **Shipment's Detail** page, you'll see a timeline and a map of the shipment. This timeline will represent where this shipment is at whether it's being dispatched, at pickup,

at delivery, or has been delivered. The map will also include details of where the shipment is on the timeline.
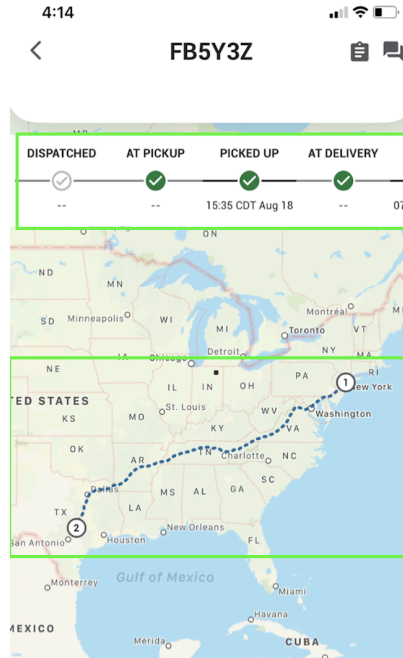
Below the map are the **details of the shipment** which include the pickup and delivery addresses along with any instructions for the shipment, the references that are involved with the shipment, any notes pertaining to the shipment, and equipment type.

Mobile App Walkthrough - Driver Perspective

[Driver Walkthrough Video - (4:22)](#)

Login & Permissions - Driver Perspective

In order to **login as a driver** you'll enter your mobile phone number and pin that is associated with your Shipwell account. After logging in you'll be prompted with Shipwell's start screens that will show you how to manage your shipments, automate your location updates, and receive messages and notifications.
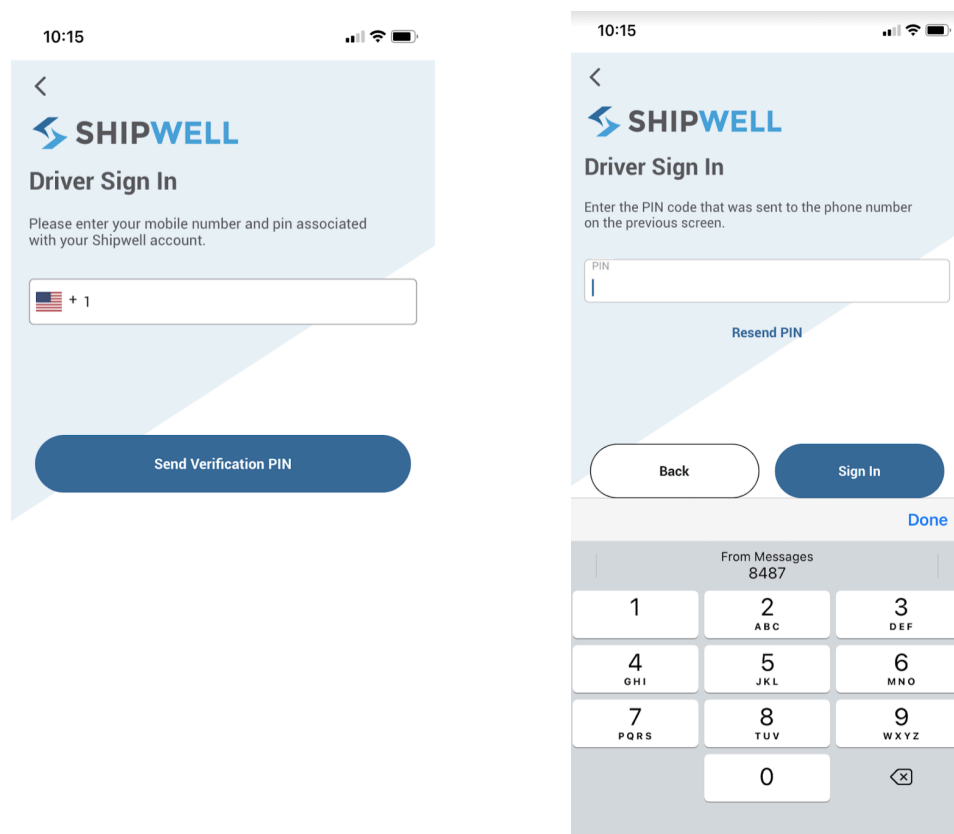

During the **"Automate Your Location Updates"** screen, you'll be asked to allow Shipwell to view your location in order to track shipments and display your location while

reviewing shipment details. You'll click on the "**Allow While Using App**" button in order to allow tracking during shipments.
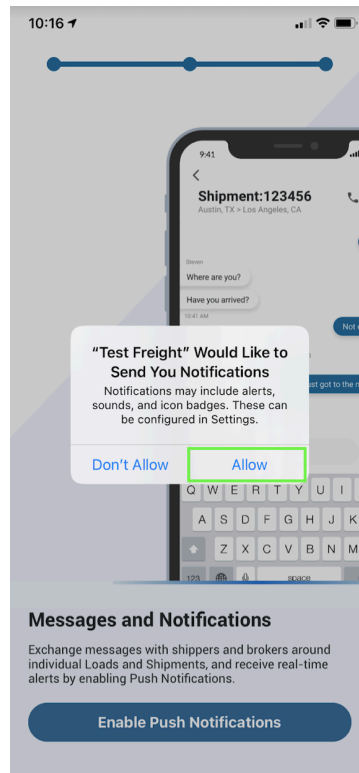
During the "**Messages and Notifications'** ' screen, you'll be asked to enable permission for Shipwell to send you notifications. This is so that the shippers and broker can contact you through the app about any information pertaining to the shipment that you will need to be aware of during the duration of this load. In order to receive these notifications, you'll push the "**Allow**" button.
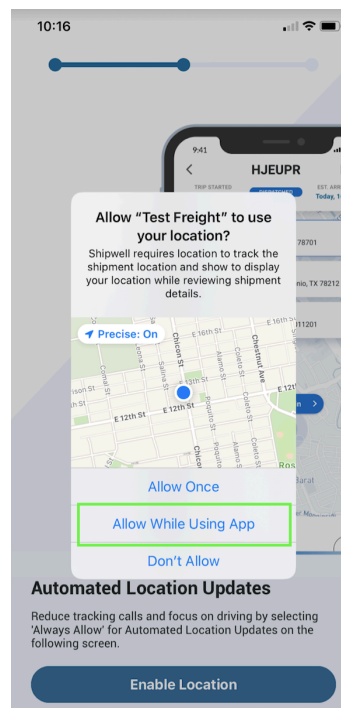
Mobile Device Location Settings - Driver Perspective

To track a shipment from a driver's mobile device, the driver will need to give location tracking permissions to the Shipwell Mobile App. In case the driver missed doing the permissions at the beginning of signing in, he can also change his settings to allow his location. A driver must set their location settings to - **ALLOW ALWAYS,** meaning that their tracking data can be sent even when the Shipwell Mobile app is closed. This setting does not mean a driver is always tracked. Tracking only activates when an assigned shipment is dispatched and ends once the driver has left the delivery facility or uploaded proof of delivery.
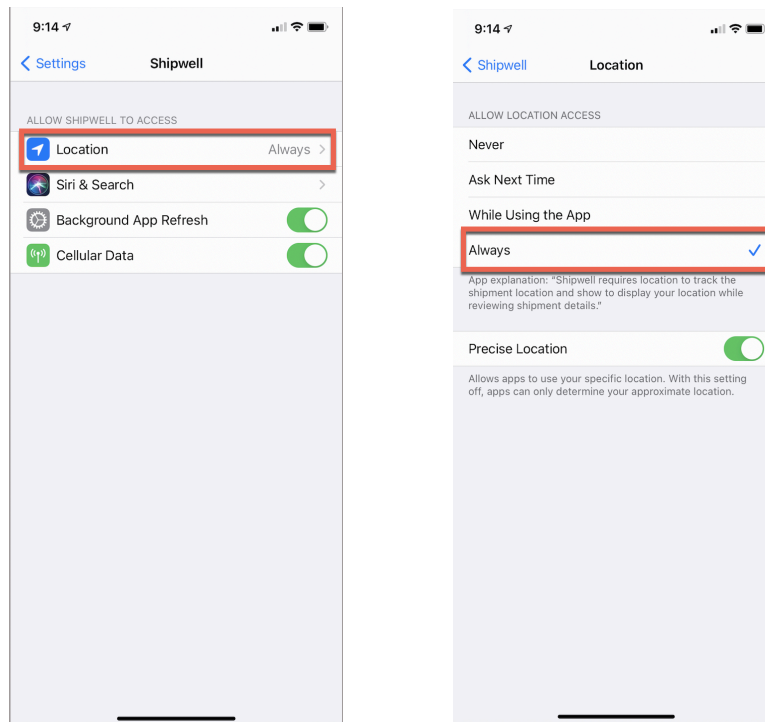
iPHONE USER

Location settings can be set by the driver. On an iPhone:

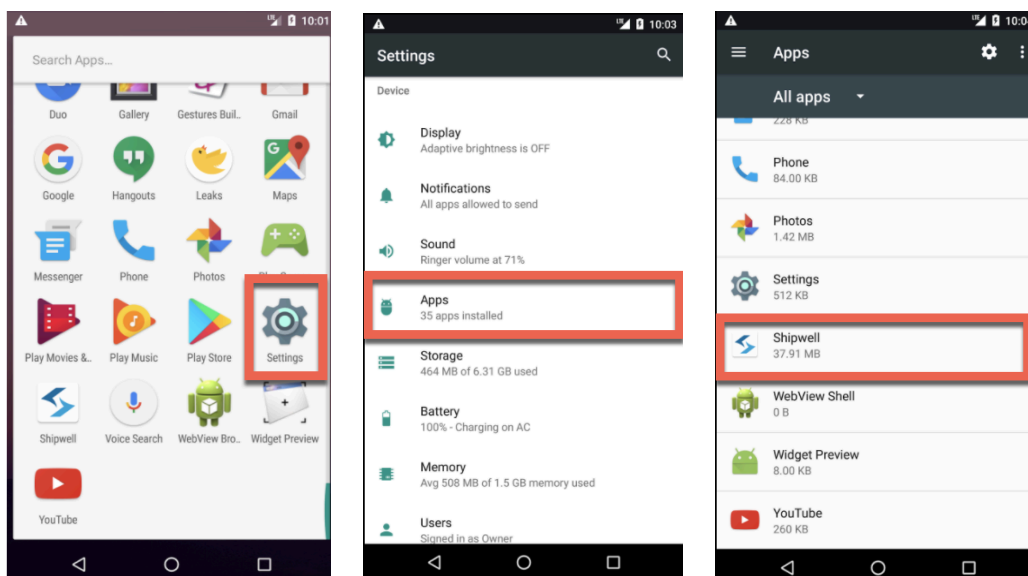1. Navigate to **Settings** and scroll down until the **Shipwell app** is listed.
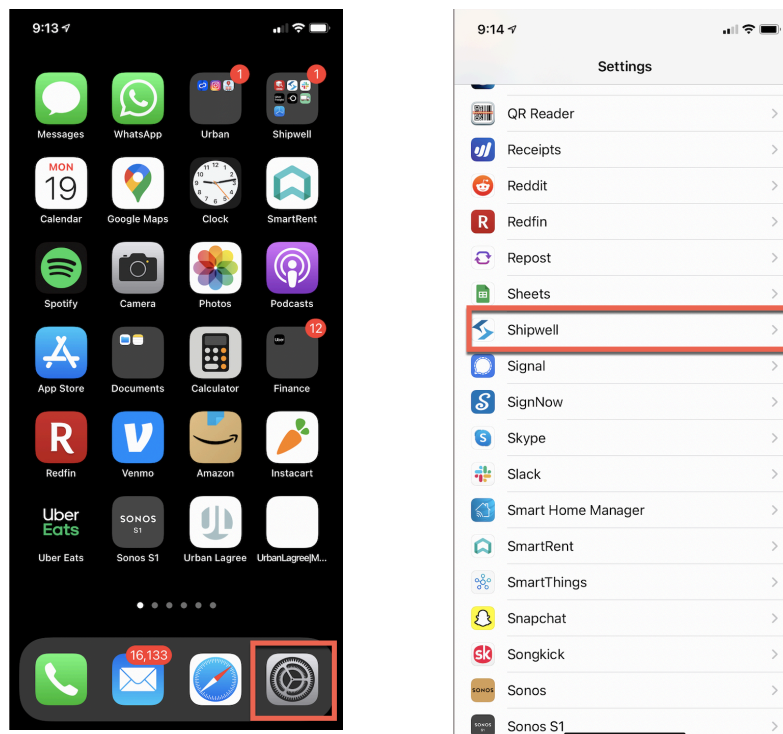
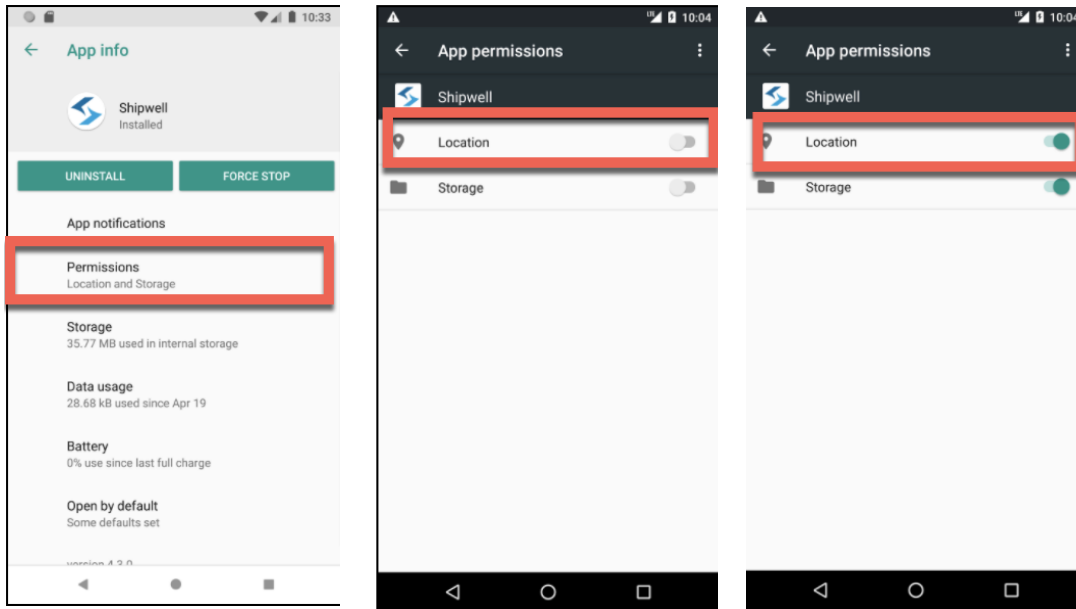2. Once selected, set the **Location** field to **Always**

ANDROID USER

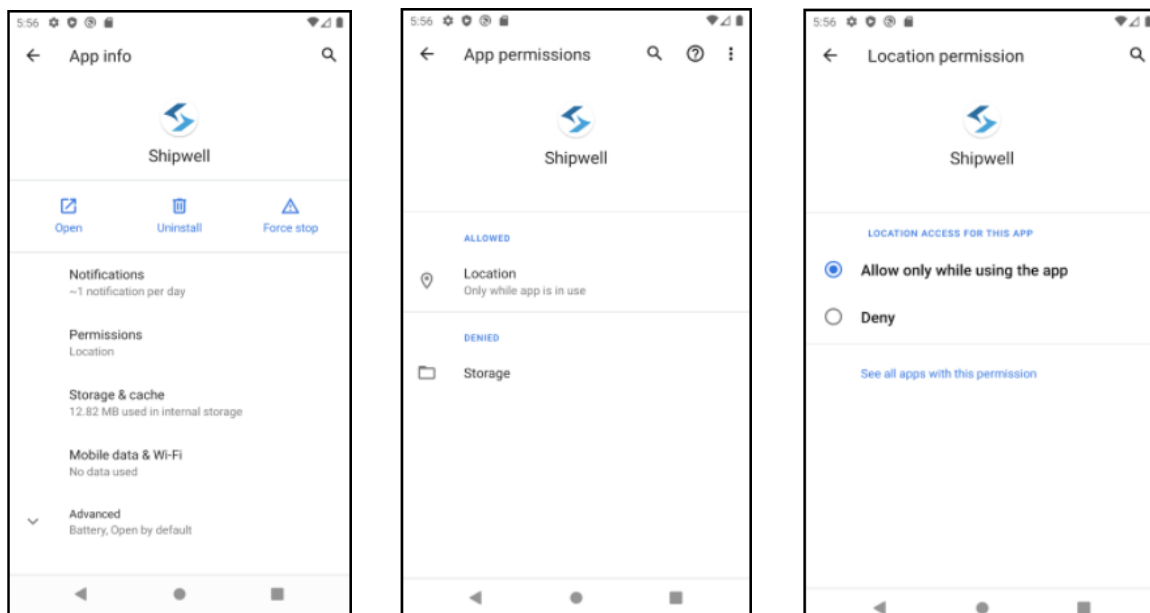Location settings can be set by the driver. On an Android:

1. Navigate to **Settings > Apps** and scroll down until you see the **Shipwell app**.

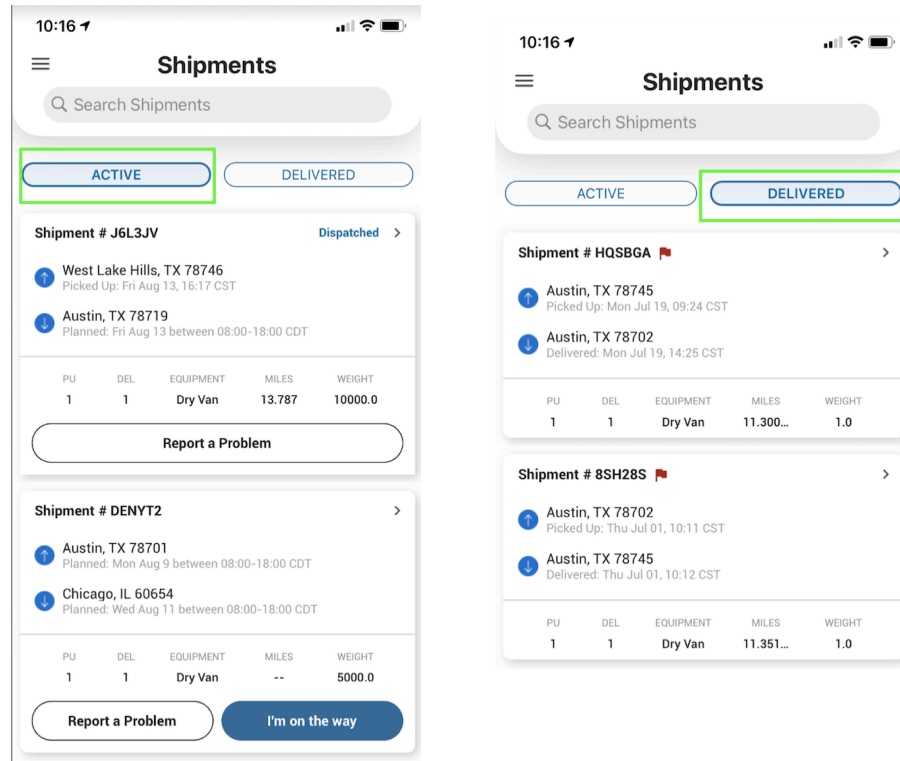2. Select Shipwell **Permissions** so the **Location** toggle is On/Green.

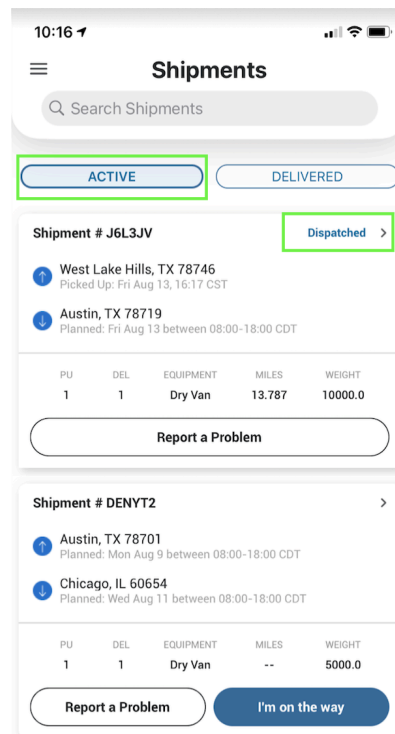3. For Android OS Versions 10 or newer:

Navigating the Shipment's Dashboard - Driver Perspective

On the **shipment's dashboard** page you can view both your **active** and **delivered** shipments.

On your **Active** shipment's you'll be able to see the shipment you're currently running and the status of that shipment whether it is **Dispatched**, **At Pickup**, **In Transit**, or **At Delivery**.

There is a button below the shipment titled "**Report a Problem**" . If a problem during this shipment occurs, this button will create a **flag** on the shipment and generate a reason as to why there is a problem. For example, these flags can include: **Late**, **At Risk**, or **Detention** for reasons such as accidents, Incorrect address, Mechanical Breakdowns, etc.

A button titled "**I'm on the way**" will be on shipments that haven't been dispatched out yet. Once you click this button, your status for this shipment will change to **Dispatched** and you'll be expected to start driving for this shipment.
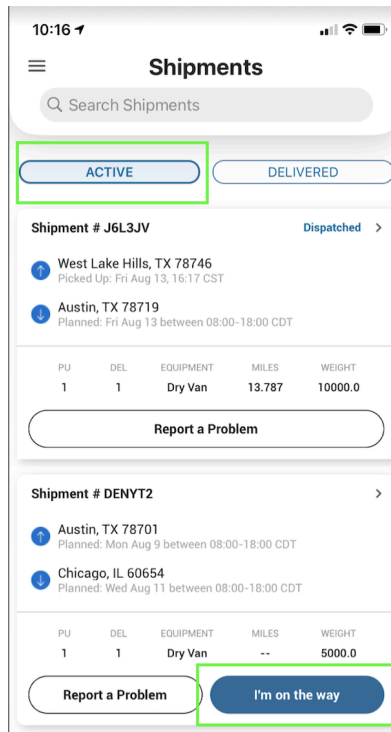
Shipment's Detail Page - Driver Perspective

When you click into a shipment, the **shipment details page** will pop up. At the top of the page you will find the shipment's ID, along with the clipboard icon for **documents**, and the message icon for any **messages** associated with the shipment. You'll also see the "**Report a Problem**" button at the top as well.
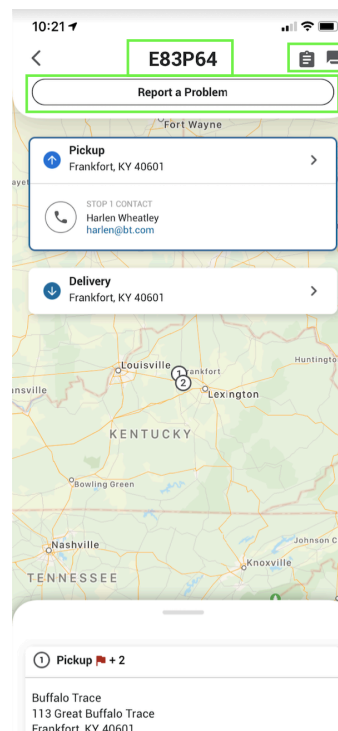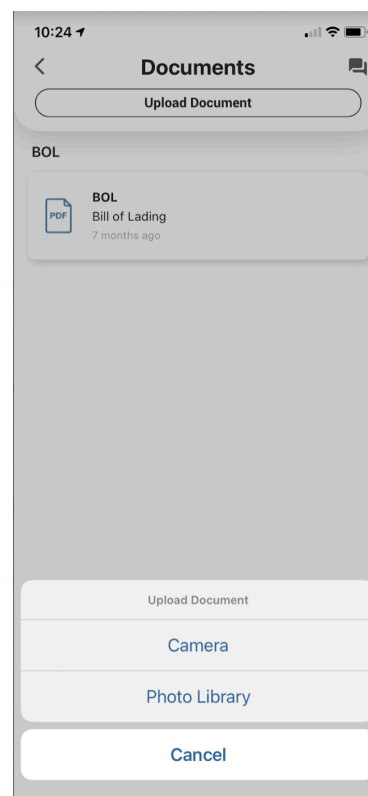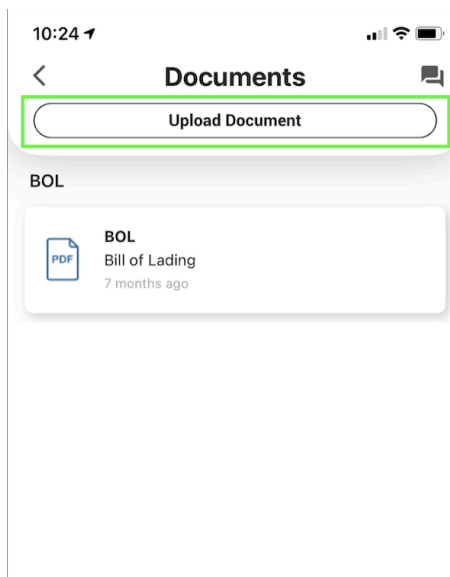
Uploading Documents Video - (1:54)

To access your **Documents** associated with your shipment, you'll click on the **Clipboard Icon**.
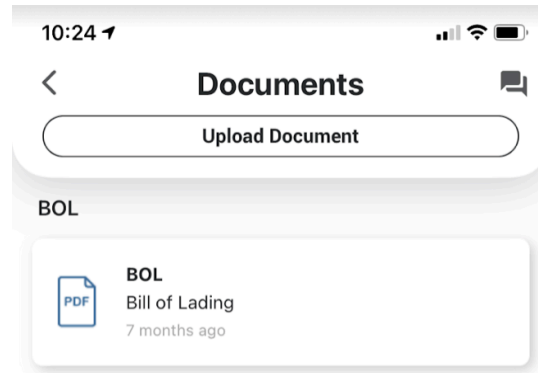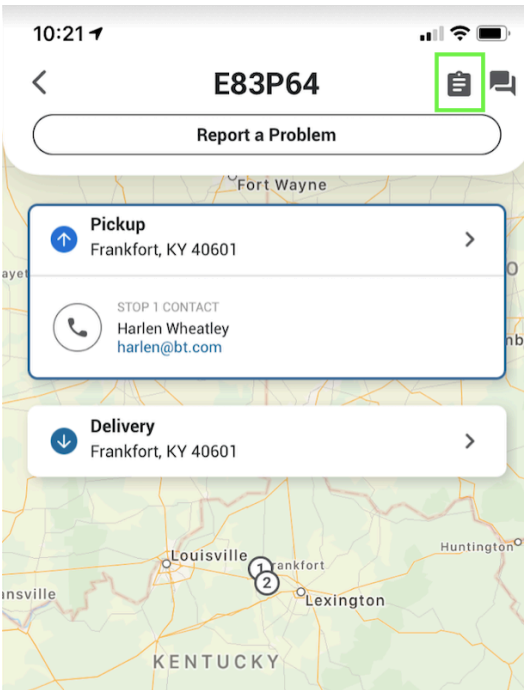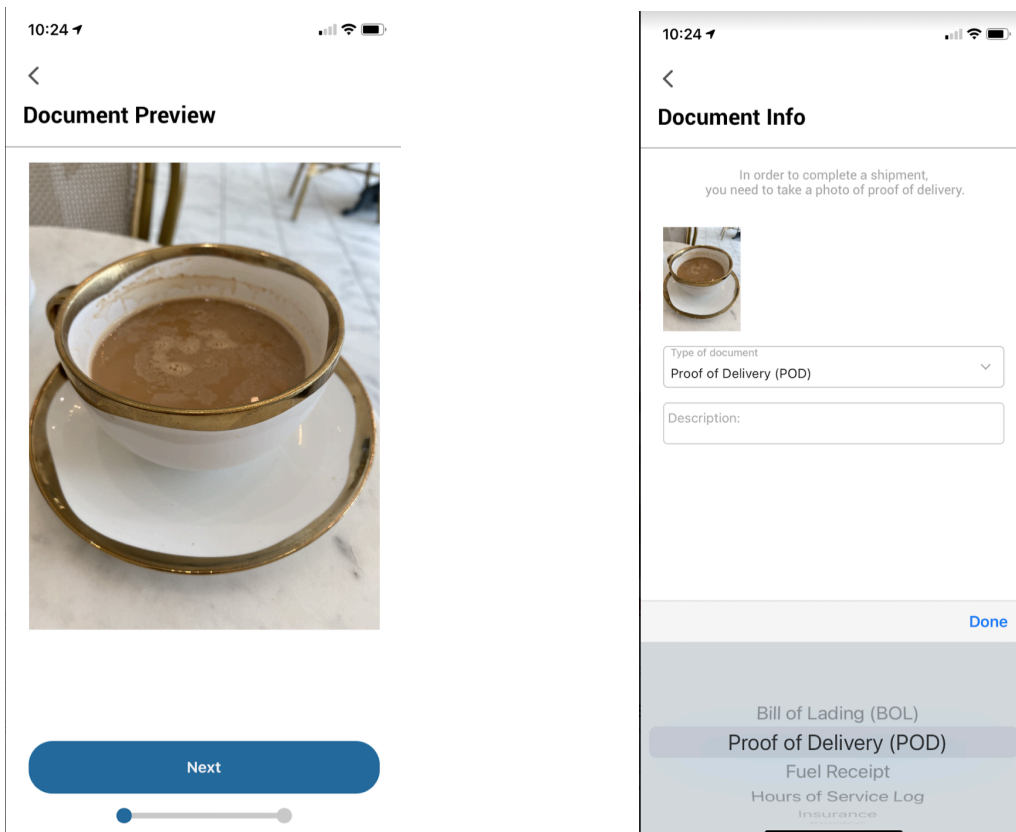

To **Upload a Document** you'll click the button titled **"Upload Document"** at the top of the page. You'll be prompted to select either Camera or Photo Library in order to upload a photo of the document.
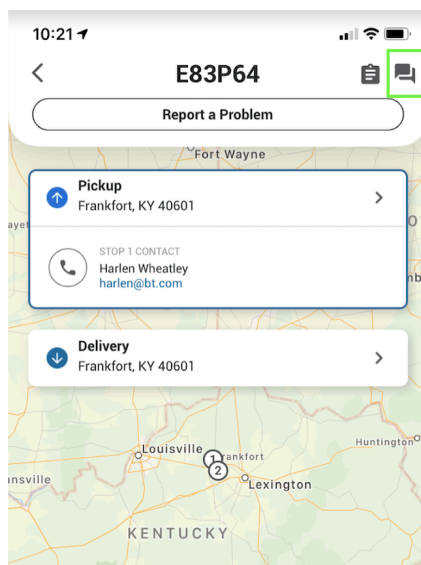
After selecting your photo, you'll be able to preview the document and list what type of document you're uploading whether it be a BOL, POD, Receipt, etc.
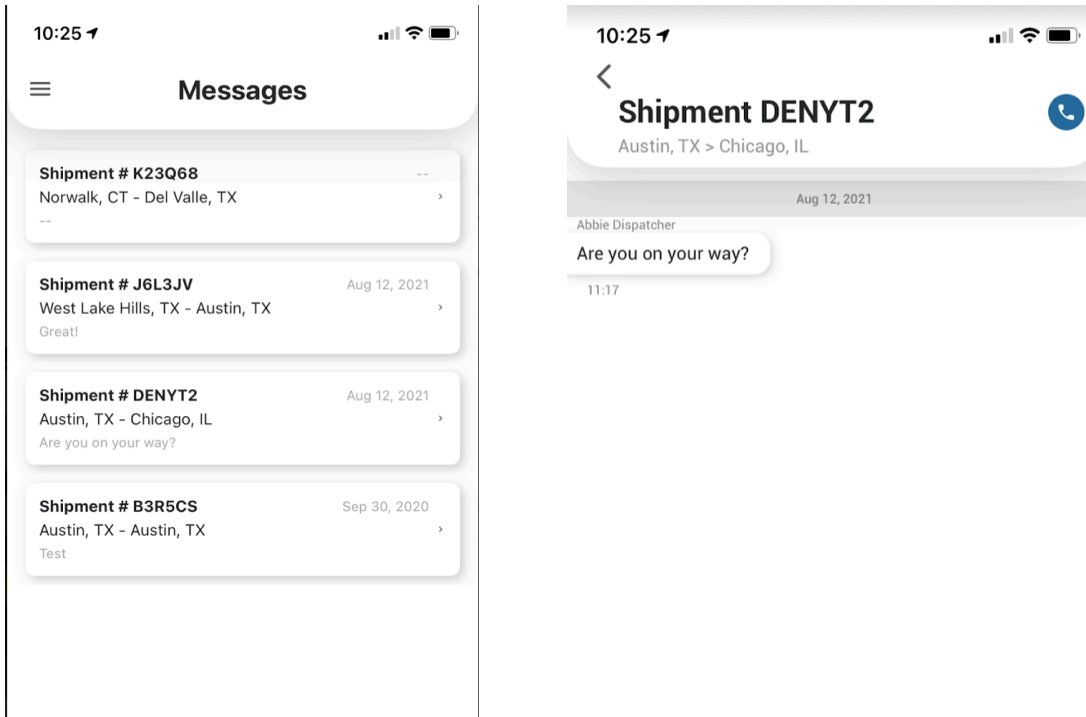

Messages Video - (1:26)

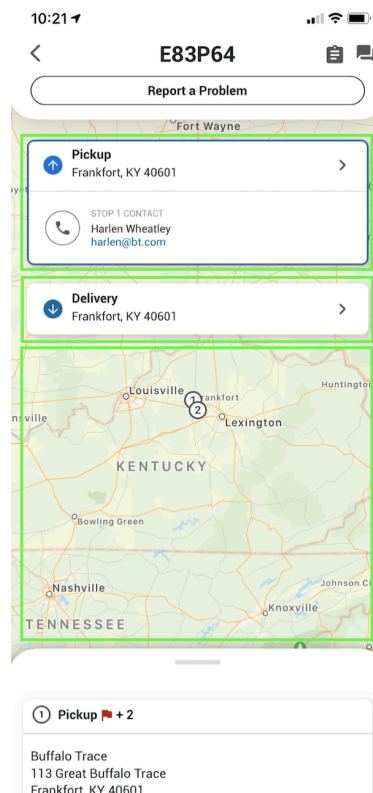Your **Messages** will also be at the top of the **Shipment's Detail Page** in the upper right corner.

Once you click on the **Message** icon, it will bring you to a message board window where you can view all your messages associated with all your shipments.


Below that you'll see the **map** with the pickup address and delivery address along with any contacts that are involved with these shipment locations.
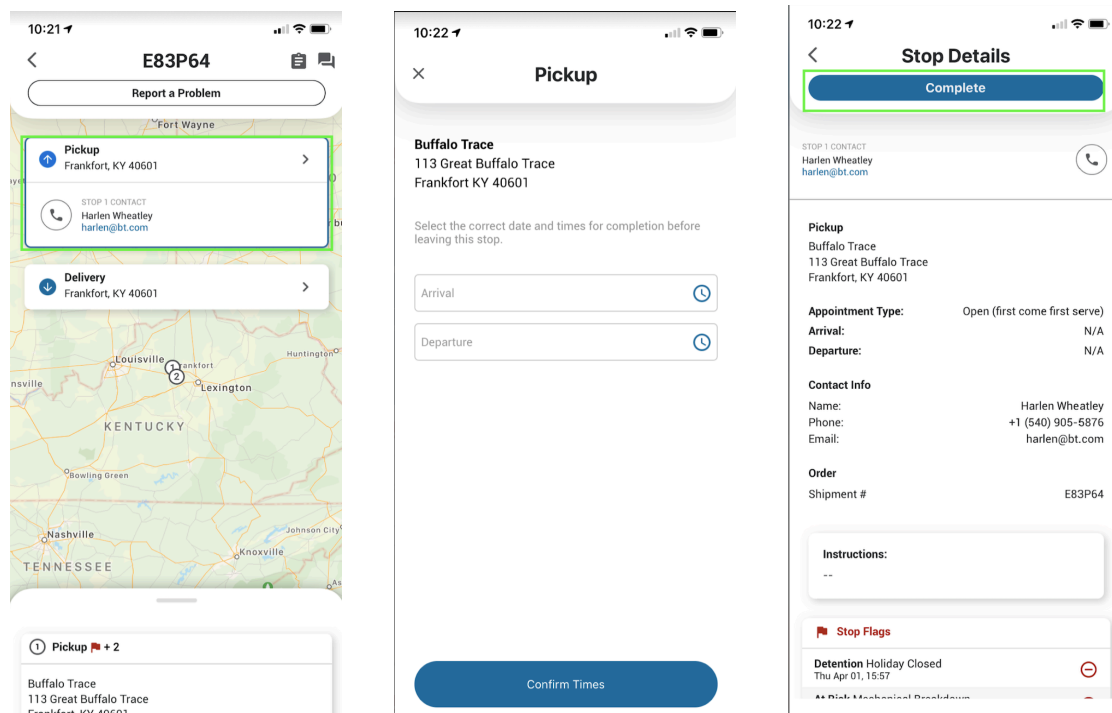
Back on the **Shipment's Detail Page**, you'll see a pull up tab with more information on the shipment and all the details associated with it including the pick up and delivery address, the reference numbers, notes, and equipment.
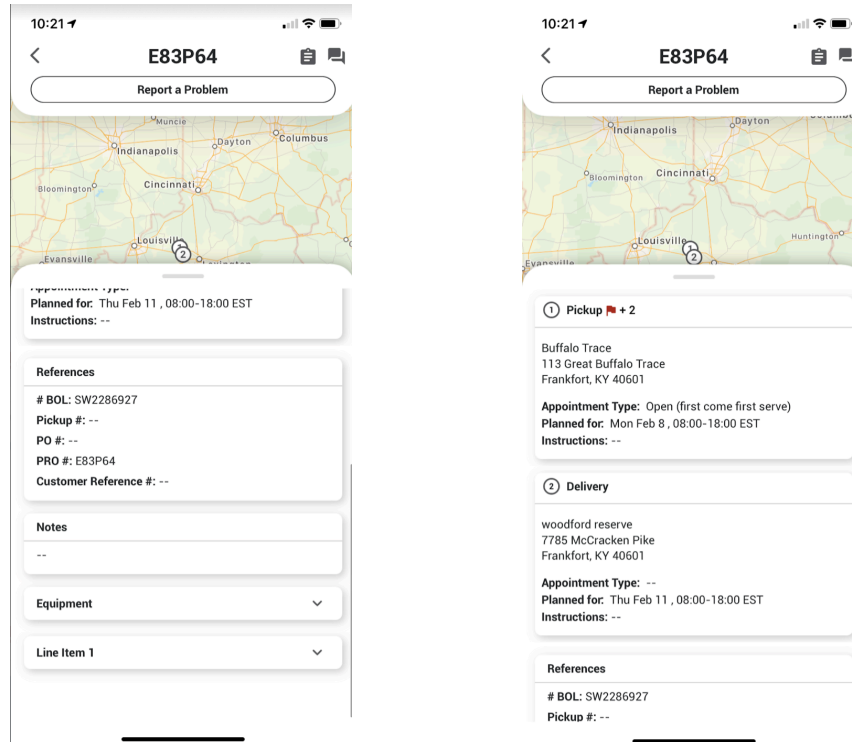
If you scroll back up to the top, and click on **Pickup**, it will bring you to the **Stop Details Page**. At the top you'll see a "**Complete**" button. You'll click this button whenever you have completed picking up the shipment. You'll then confirm your Arrival and Departure details.

You'll do the same step once you **Deliver** the shipment as well. You'll click the "**Complete**" button whenever you finish delivering the shipment, and then confirm your Arrival and Departure details.