CentralDispatch

Why use the Central Dispatch Mobile App?

» Manage dispatches anywhere and anytime.

» Protects carriers from damage claims.

» Electronic proof of pickup and delivery.

» Includes dispatches for the public marketplace and any connected private marketplace.

» Updates to shipper for vehicle status and condition saves time and drives efficiency for both shippers and carriers.

Where can I find the app?

CentralDispatch Carrier Hub app

iOS App Store: https://apps.apple.com/us/app/centraldispatch-carrier-hub/id6469280412

Google Play Store: https://play.google.com/store/apps/details?id=com.coxauto.logistics.mobile.cd

App Navigation

Log In Screens

Select **Sign In** once the app is open.

Enable biometric login capability from initial log in page. This is dependent on device type and features available.

CentralDispatch
by Cox Automotive

SIGN IN

LOG IN WITH FACE ID

CentralDispatch
by Cox Automotive

Sign In

Username

Password

☐ Remember my Username

Sign In

Forgot?   ☺ USERNAME   🔒 PASSWORD

Not A Member?

Create An Account

Enter Central Dispatch username and password

Select the checkbox next to **Remember my Username** for easier access in the future.

Recover forgotten username or password from app log in page.

Main Screen

The main screen is where a carrier can manage all loads that have been dispatched and signed through delivery.

Expanded or consolidated view of dispatches within the tab.

Quick message bars to alert user when last update was and if any loads are past due, how many of the total.

Bottom bar options: Quick links to take the user back to the main inventory page or go to **MORE** option functionalities.

Sort option dropdown for inventory within tabs. Choices are different between the **Pending Pick Up** and **Pending Delivery** tabs.

Tab options to manage dispatches at different stages of transport.

START INSPECTION button on every page to quickly initiate an inspection at any place in the app.

Tab definitions:
- **Pending Pick Up** – Loads that have been dispatched and accepted but not yet marked picked up.
- **Pending Delivery** – Loads that have been marked picked up, either with an EBOL or manual date entry.
- **Error** – Any inspection that did not upload due to lack of connection to internet

Pending Pickup tab sort options:
- Pick Up Date
- Pick Up Location
- Pick Up City, State
- Delivery Date
- Delivery Location
- Delivery City, State

Pending Delivery tab sort Options:
- Delivery Date
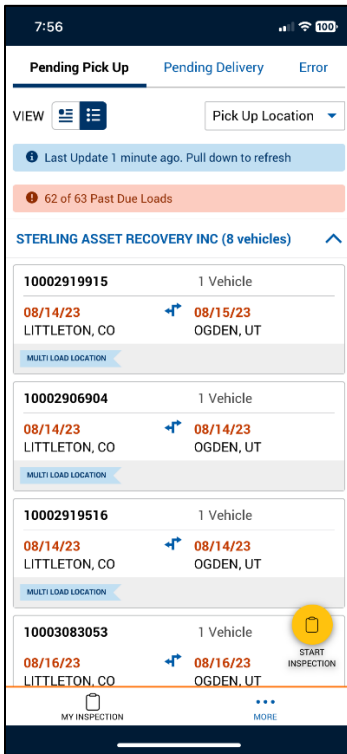- Delivery Location
- Delivery City, State

NOTE: MORE options are based on the marketplace connections of the user.
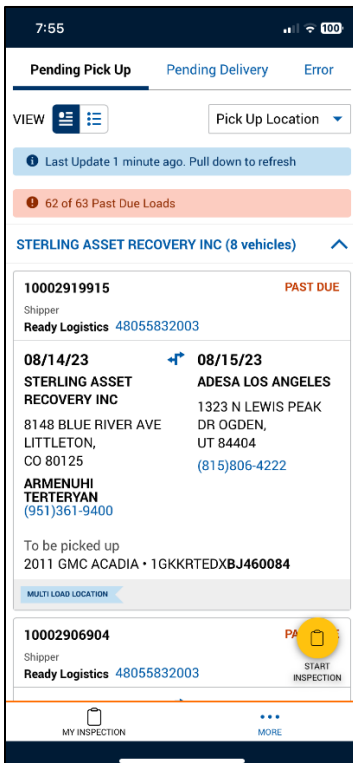
Pending Pick Up Tab

Consolidated results view:

The consolidated view includes the following information the results page and on each vehicle card:

- Pickup location
- Number of units dispatched that are picking up at that location
- Load ID
- Number of vehicles per load
- Estimated dates of pickup and delivery
  - Will show in red if past due
- City and state for both pickup and delivery
- Route mapping link
- Multi Load Location flag

Expanded results view:

The expanded view includes the following information the results page and on each vehicle card:
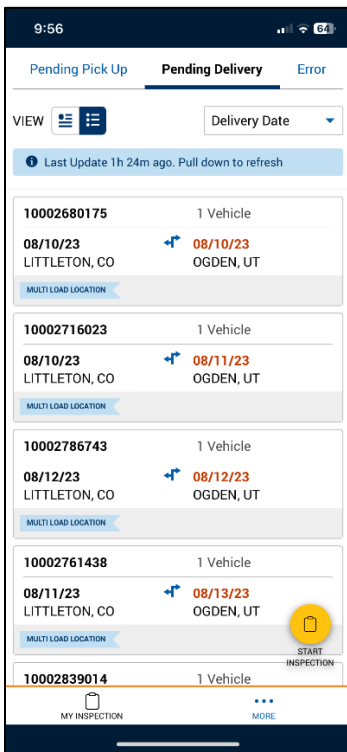
- Pickup location
- Number of units dispatched that are picking up at that location
- Load ID
- Shipper name and contact number
- Past Due flag, if applicable
- Number of vehicles per load
- Estimated dates of pickup and delivery
- Name of pickup and delivery location
- Full address for both pickup and delivery
- Contact name, phone, email for pickup and delivery, if available
- Year, make, model and VIN of vehicle(s)
- Route mapping link
- Multi Load Location flag
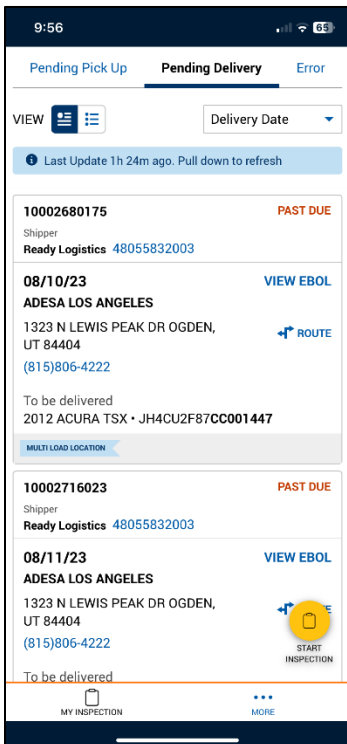
Pending Delivery Tab

Consolidated results view:

The consolidated view includes the following information the results page and on each vehicle card:

- Delivery location
- Load ID
- Number of vehicles per load
- Estimated dates of pickup and delivery
  - Will show in red if past due
- City and state for both pickup and delivery
- Route mapping link
- Multi Load Location flag

Expanded results view:

The expanded view includes the following information the results page and on each vehicle card:

- Delivery location
- Load ID
- Shipper name and contact number
- Past Due flag, if applicable
- Estimated date of delivery
- Name delivery location
- Full address for delivery
- Contact name, phone, email for pickup and delivery, if available
- Year, make, model and VIN of vehicle(s)
- Route mapping link
- Multi Load Location flag
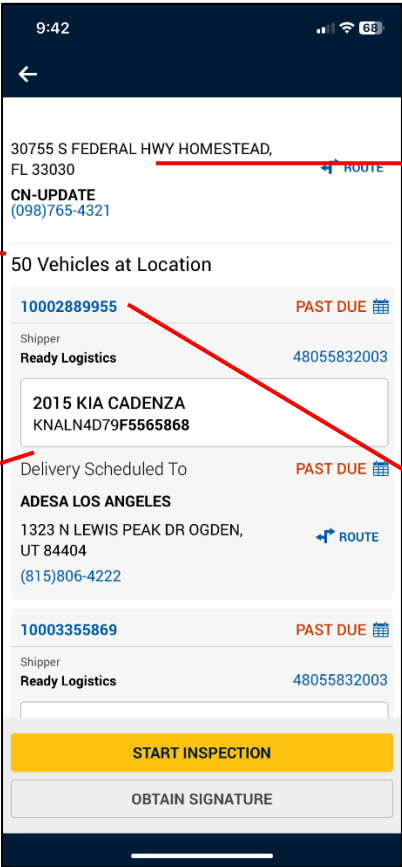
Location Page

Once a vehicle is selected, the app will show all the vehicles for that location on the next screen.

Total number of loads dispatched and available to transport at that location.

Vehicle information mirrors the expanded view of the main results page.

Location Name, Address, Contact, and contact number.

Click the load ID to enter the load details page for additional details.

9:42

30755 S FEDERAL HWY HOMESTEAD, FL 33030
CN-UPDATE
(098)765-4321

50 Vehicles at Location

10002889955   PAST DUE
Shipper
Ready Logistics   48055832003

2015 KIA CADENZA
KNALN4D79**F5565868**

Delivery Scheduled To   PAST DUE
ADESA LOS ANGELES
1323 N LEWIS PEAK DR OGDEN, UT 84404   ROUTE
(815)806-4222

10003355869   PAST DUE
Shipper
Ready Logistics   48055832003

START INSPECTION

OBTAIN SIGNATURE

Load Details Page

This screen appears after clicking into a vehicle card from the results if only one vehicle is at the location or after choosing the vehicle from the Location page list. The user can scroll down to see all pertinent information for the load.

Cancellation link available

Vehicle location details mirroring information from expanded view and location details page.

Transport Order Notes and Pre-Dispatch Notes for Shipper specific needs.

Calendar link to reschedule estimated pickup and delivery dates.

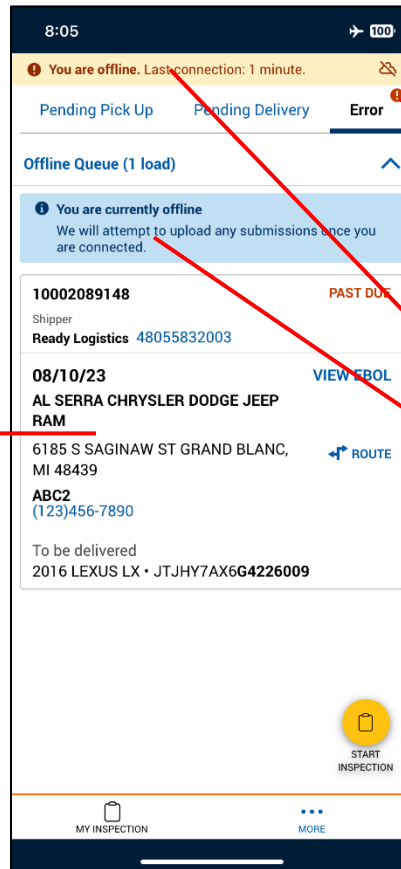## Error Tab

The error tab will show a red exclamation point if there are any outstanding loads that need to be submitted due to being offline. This queue will only be used if offline while completing inspections until service is restored.

Vehicle detail card showing all information available in expanded view and access to view the EBOL.

Indicator that a load is present in the Error queue.
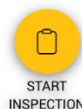
Offline indicators

Performing an Inspection

NOTE: Users with a driver role will only see loads assigned to them in the app and are not able to see all carrier company loads.

NOTE: Only listings that include full VINs will be available to inspect on the mobile app.

The steps outlined below are the same steps to be taken for both pickup and delivery inspections.

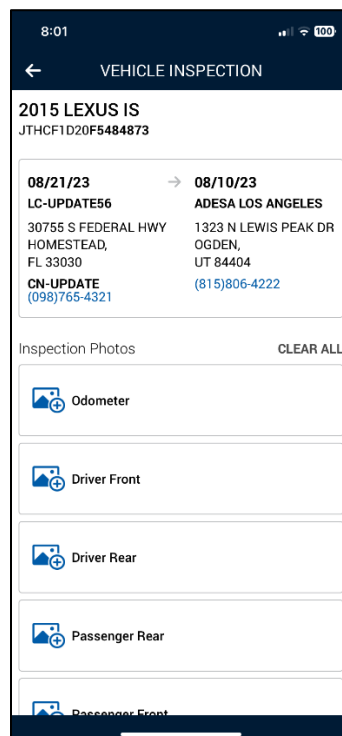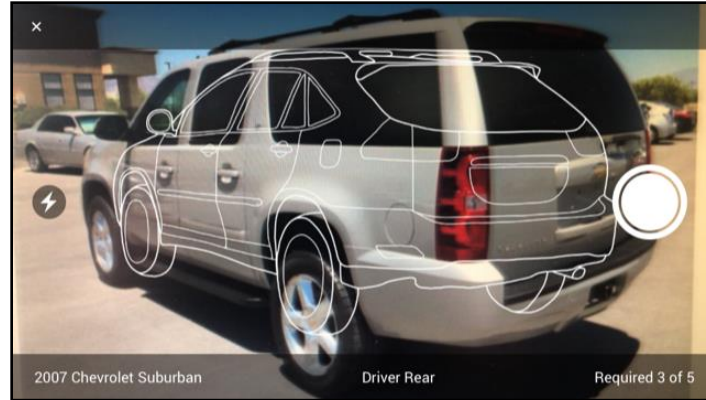1. Begin by selecting **START INSPECTION** from the bottom of any screen.

2. Scan the VIN on the vehicle or choose the keyboard icon to enter 4 digits of the VIN and select the correct load.

3. Select an inspection photo option to begin, align the vehicle and take the associated photo for that area displaying on the app.
    a. To retake a photo, use the **RETAKE** icon.
    b. Photos required include:
        i. Driver Front
        ii. Driver Rear
        iii. Passenger Rear
        iv. Passenger Front
        v. Odometer
        vi. Roof
        vii. Key / Key Fob
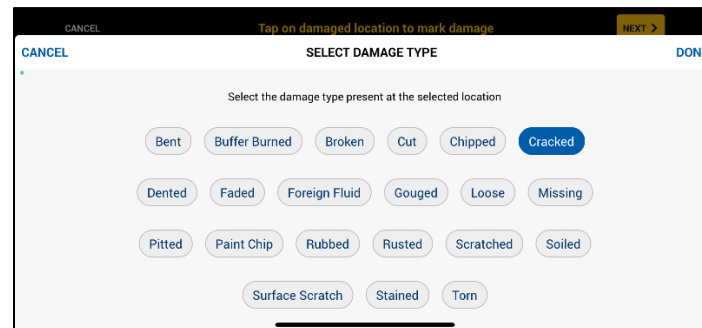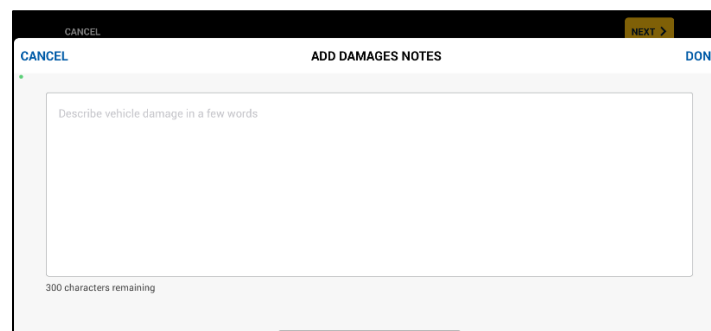   viii. Up to 19 additional photos may be taken

4. Once a photo is taken, damage can be added by clicking the **MARK DAMAGES** icon.

    a. Click the image in the area where the damage is present on the vehicle.

    b. Choose type(s) of damage from the pop-up **SELECT DAMAGE TYPE** menu and click **DONE** when complete.

    c. Notes related to the damage can also be added by using the **NOTES** icon.
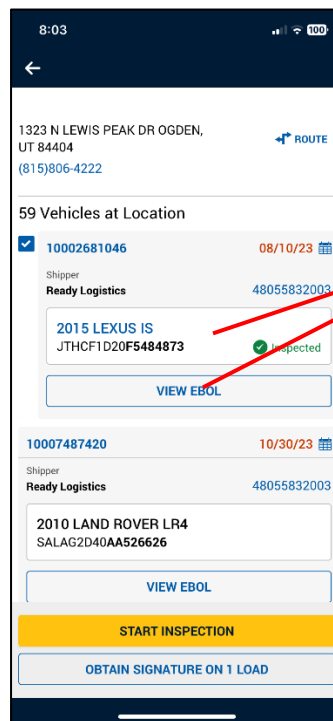
5. Click the **NEXT >** button to move to the next photo in the inspection.

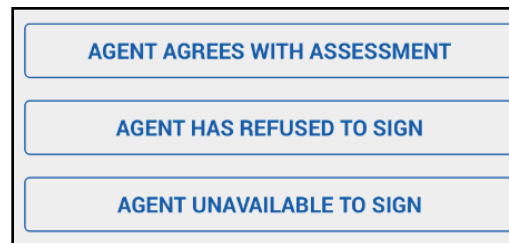6. Once the inspection photos and damage are noted, select **INSPECTION COMPLETE**.

7. Are there additional inspections needed at the location?
   a. If yes, proceed the next inspection can be started to take photos and add damages.
   b. Proceed with getting signatures by choosing the **OBTAIN SIGNATURE** button.

For delivery inspections, the unit already inspected with photos and damages will display the Inspected icon and will have the option to view EBOL from the pickup.

8. Choose the most appropriate signature options.

a. **AGENT AGREES WITH ASSESSMENT** - If the agent is available and agrees to sign, enter their name and have them sign the signature page, then click **COMPLETE.**

b. **AGENT HAS REFUSED TO SIGN** - If the agent refuses to sign at pickup or delivery, choose that option, enter the first and last name of the receiving agent and select **SUBMIT** or **SKIP** if the name is unknown.

c. **AGENT UNAVAILABLE TO SIGN** - If the agent is unavailable to sign, choose that option.

9. The load processing screen will appear. It is important to not close the app while this step is in progress, or the inspection details may be lost.

10. Once the app shows the load has been successfully picked up or delivered the inspection is complete.
11. Select whether to go to the next load or to go to the pending delivery list of loads available.

Viewing and Sending Electronic Bills of Lading (EBOL)

EBOLs can be accessed in different areas of the app and depend on the status of the vehicle transport. EBOLs can be emailed from the **Pending Delivery** tab before starting the inspection or from the **MY COMPLETED LOADS** area.
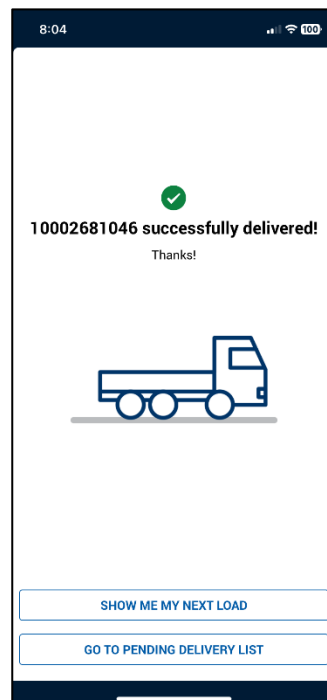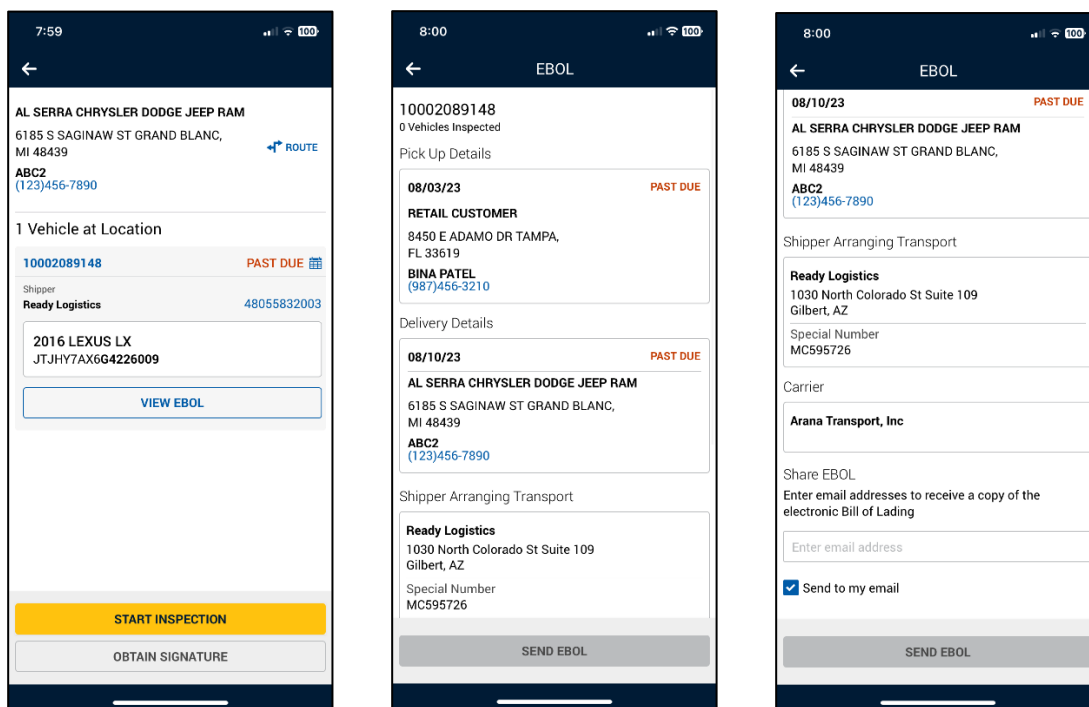
NOTE: Once the inspection is complete, the EBOLs are also available on CentralDispatch.com under the **Dispatches** section.

Accessing from the **Pending Delivery** tab:

1. Find the load desired.
2. Click on the vehicle card.
3. Click **VIEW EBOL**.
4. From the **EBOL** screen, scroll to the bottom.
5. From the **Share EBOL** section, enter the recipient(s) email address.
6. The default to send to the email on file for the driver is checked and can be removed to not receive a copy of the EBOL.
7. Click **SEND EBOL**.

Accessing from the **MY COMPLETED LOADS** section:

1. Click on the **MORE** button on the bottom banner.
2. Select **MY COMPLETED LOADS** option.
3. Locate the load.
4. Click **SEE EBOL**.
5. The system will automatically open to the PDF version of the EBOL.
6. This can be downloaded, emailed, texted from the mobile device.

Rescheduling Estimated (Scheduled) Dates

NOTE: This is only available in Private Marketplaces and is not available for Public Marketplace inventory.

1. Locate the load that requires rescheduling.
2. Select the vehicle card.
3. Once in the location list or the load screen, select the calendar icon to move into the **Select Date** screen.

Location Screen:	Load Details Card:

NOTE: Loads can only be rescheduled for pickup dates prior to the pickup inspection being completed.

4. From the **Select Date** screen, choose the new dates in the calendar.
   a. Even if the dropoff date is not changing it must be chosen on the calendar.

5. Select the reason for the date changes from the dropdown list.

6. In the **Notes to Shipper** section, enter specific detailed notes supporting the date changes.

7. When finished, select **CONFIRM** at the bottom of the screen.

Cancelling an Order

Only loads that have not yet been marked picked up can be cancelled.

1. From the **Pending Pick Up** tab, locate the load that requires cancelling.
2. Select the vehicle card.
3. The cancellation can be started from the location page by swiping left and selecting **CANCEL PICK UP** or by clicking into the load details and once in the load screen, select the **CANCEL PICK UP** option under the load ID.

From the Location Screen: From the Load Details page:

4. From the **Cancel Load** screen, choose the most appropriate reason for the cancellation from the dropdown.

5. Add notes for the shipper in the space below the dropdown. Include any order specifics as needed.
6. Select **CANCEL LOAD** at the bottom of the device page.
7. From the pop-up, confirm the cancellation by selecting **CANCEL LOAD**.

8. Confirmation will appear at the top of the screen if the cancellation is completed successfully.

Load L12770503 has been cancelled.

Troubleshooting and FAQs

<u>Miscellaneous App Questions:</u>

Q: Is there an additional cost to access the mobile app?
A: Currently there is no additional cost.

Q: How do I login to the app?
A: The app will take the user to the Central Dispatch login page. iOS users can set up Face ID and Android users can set up biometric log in capabilities to make access to the app more efficient. Once on the next page the user will utilize their Central Dispatch login to access their public and private marketplace inventory.

Q: Do I have to have location services enabled to use the Central Dispatch app?
A: Location services must be enabled to use the app and comply with client guidelines.
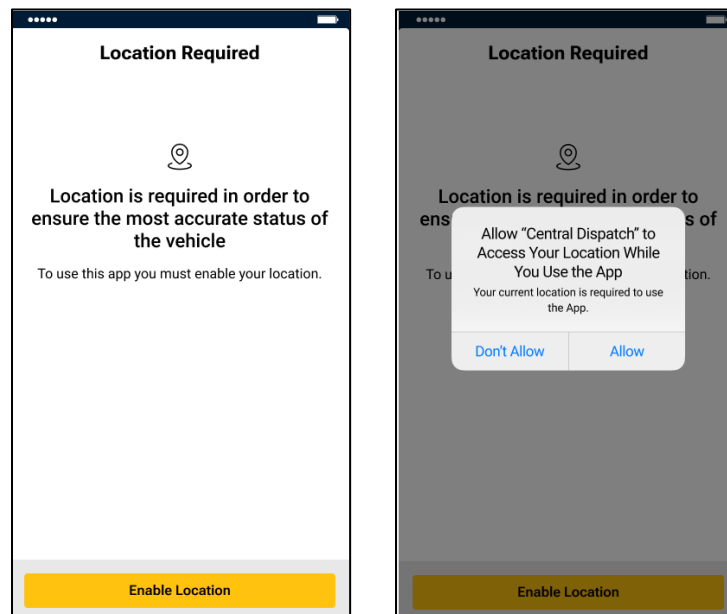

Q: What should I do if a pop-up displays that I'm in Offline Mode?
A: This pop-up will appear when service to the device is offline for any reason (i.e. airplane mode, out of Wi-Fi or cell service range). The inspections in progress will not upload until service is restored, instead the images and signatures obtained will stay on the device under the 'Error' tab until connection is restored.

Q: Does the app time out?
A: There isn't a time out feature, but if you close the app and re-open it, the app will take the user to the 'Pending Pickup' tab.

Q: Can I accept a dispatch on the mobile inspection app?
A: No, currently loads can only be accepted via Central Dispatch.com today.

Q: Can I search the Open Marketplace on the mobile inspection app?
A: No, currently the Open Marketplace can only be accessed on CentralDispatch.com.
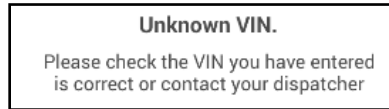
App Inspection and Photo Questions:

Q: What should I do if the VIN I'm scanning isn't recognized by the app?
A: When given an error while trying to begin an inspection by scanning or manually entering the VIN, first, double check and re-try the entry. If the error is still received, reach out to the appropriate Shipper of the vehicle to check the VIN was uploaded correctly. In addition, you can select the question mark icon on the scanning screen to bring up Scanning Tips that could assist.

> **Unknown VIN.**
>
> Please check the VIN you have entered
> is correct or contact your dispatcher

Q: How can I view my loads on the app?
A: All new loads that do not have an inspection started will be in the 'Pending Pickup' tab of the app. If an inspection has been completed for pick up and is awaiting the start of the drop off inspection it can be found in the 'Pending Delivery' tab.
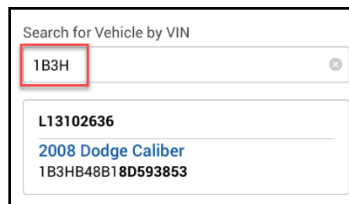*The last 100 completed inspections can be found under the More Options area by choosing Completed Loads.*

Q: Does an inspection need to be completed at both pickup and delivery?
A: Depending on the requirements of the shipper, a full vehicle inspection may need to be completed at both pickup and delivery.

Q: Will the app allow scanning the VIN for a specialty unit?
A: The app will only allow full 17-digit VINs to be scanned. Try entering 4 digits of the VIN manually to find the load assigned.

> Search for Vehicle by VIN
>
> 1B3H
>
> L13102636
>
> 2008 Dodge Caliber
> 1B3HB48B1**8D593853**

Q: What are the different icons on the Pending Pickup and Pending Delivery tabs next to the Year, make and model of some of the vehicles?

A: INOP , TWIC , ENCLOSED , OVERSIZED LOAD/WIDE LOAD

Q: What does the Route icon do?
A: The route icon will give options to get directions from google maps from the current location to a pickup or delivery location, or it will provide the entire route from pickup to delivery for the user.

> 08/10/23   08/10/23
> LITTLETON, CO   OGDEN, UT
>
> Where would you like directions to?
> Select Desired Route
>
> Directions to Pick Up Address
>
> Directions to Delivery Address
>
> Show Full Route
>
> 08/12/23   08/12/23
>
> Cancel

Q: Why am I seeing a message stating, 'Cannot Inspect Vehicle'?
A: This message will appear on the mobile app when inspection photos are attempted to be taken outside of the range of the pickup or dropoff location listed on the transport order. This is a feature based on the Private Marketplace connections and will not occur with Public Marketplace inventory.
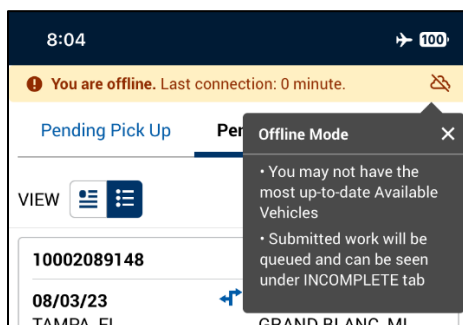

Q: What if I am at the pickup or dropoff location but I'm getting the 'Cannot Inspect Vehicle' error message?
A: If required, manual proof of delivery will need to be submitted after manually updating the pickup and dropoff dates on CentralDispatch.com. This is a requirement based on Private Marketplace guidelines and does not occur with Public Marketplace inventory.
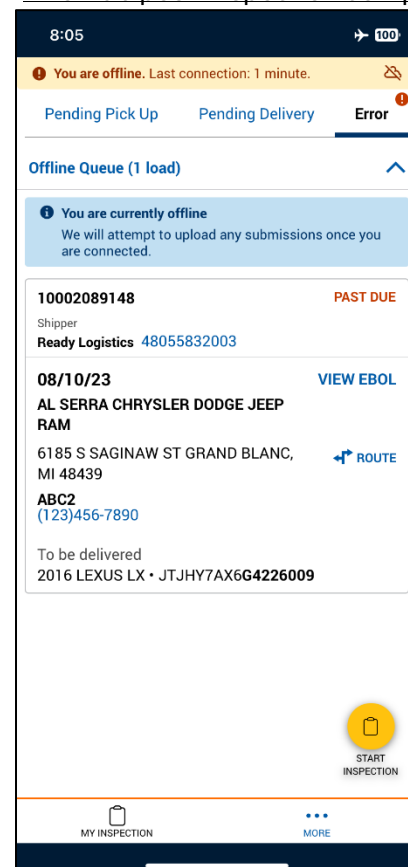
Q: What will happen if I do not have access to the internet while picking up or dropping off and I want to ensure I'm in range of the location?
A: The app will advise that the user is offline. The inspection will stay in the Error tab of the Mobile App until internet service is restored and then the inspection will upload automatically.
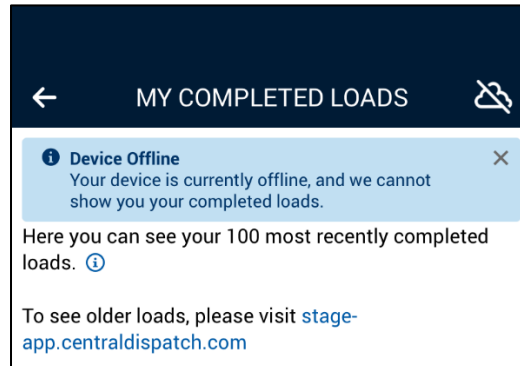
Error pop-up when offline:

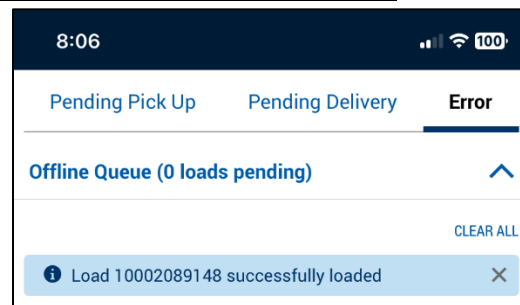Error tab post-inspection completion:

Error message when attempting to view completed loads while offline:

Successful load of unit from Error tab after reconnection to service:

Q: What if there is a new version of the app available? Should I install it before or after finalizing an inspection?
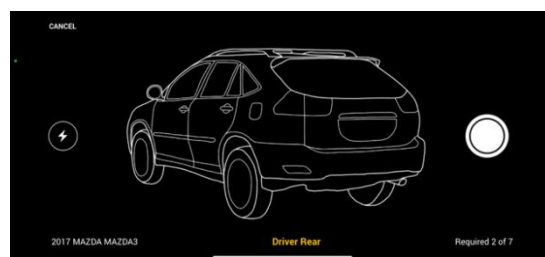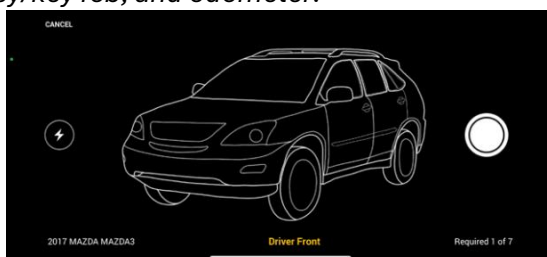*A: If there is a new version of the app it is always recommended to update as soon as you can. If you are in the middle of an inspection, finalize the inspection being worked on before updating to the new version. The update can be done later when the inspection is complete.*

Q: What happens if the app closes in the middle of an inspection?
A: Re-open the app and find your order by selecting 'START INSPECTION' at the bottom of the screen and either scanning or manually entering the VIN. Then proceed with the inspection.

Q: What photos are required for inspection?
A: Seven photos are required for an inspection, including the driver front, driver rear, passenger front, passenger rear, roof, key/key fob, and odometer.

Q: Can I take additional photos?
A: Yes, the app will allow you to take up to 19 additional photos. There are additional photo tags to help categorize the additional photos taken (Floor Mats, Spare Tire(s), Navigation Disk(s), 3rd row seat/Interior console, Manual, and Miscellaneous).

Q: I cannot take the picture in the dark, what should I do?
A: This is the same issue a driver would face completing a paper BOL in the dark. The app does have a flash that can be turned on to take photos in dim lighting.

Q: What should I do if I accidentally select a damage button?
A: If the damage button is checked in error on the photo, unselect the damage button and click 'DONE'.

Q: Can I go back and add extra photos or damage to photos after I'm done with the inspection?
A: Photos and damages can be adjusted up until the signature is processed at the pickup and drop off locations. Access to change pick up photos and damage is restricted if the signature section has been completed and the unit is now in the 'Pending Delivery' tab. Once the signature is received for the drop off, those photos and any damages can't be edited either.
To adjust damages, photos or notes on an inspection that has not had the signature obtained, locate the vehicle inspection record by scanning the VIN and select the photo you wish to update. You can also select 'Clear All' to retake all photos on the inspection prior to obtaining the signature and completing the inspection.

Q: What can I do if I am unable to find my loads on the mobile app after the pick-up inspection is complete?
A: Try selecting the 'Start Inspection' button at the bottom of any screen and scanning the VIN to see if it pulls up that way, the order could've moved to the 'Pending Delivery' tab with the remaining pending delivery loads. Additionally, work with your admin to ensure that the load is showing as assigned to you as a driver.

Q: How can I view EBOLs?
A: Log onto CentralDispatch.com and go to the 'Dispatches' tab. Find the load, click the 'View EBOL' to view the pictures and any damage marked during the inspection. Loads that are picked up and not yet delivered can have their EBOL sent to an email or phone via text using the inspection app under the **Pending Delivery** tab. On the app, EBOLs are also visible under Completed Deliveries in the More Options menu for the most recent 100 completed deliveries.

Q: Can multiple inspections be done at once at the same pickup or delivery location?
A: Yes, the app will display a Multi-Vehicle Location banner when there are multiple dispatches picking up at the same pickup under the **Pending Pickup** tab and same drop off under the **Pending Delivery** tab.

Q: Are multi-VIN loads available in the mobile app?
A: Yes, they can be managed in the mobile app. There are different views in the **Pending Pickup** and **Pending Delivery** tabs that will show the multi-VIN loads and the vehicle details.

Q: What should be done when one vehicle is not available for a multi-VIN load and the app will not allow me to skip it?
A: If the load is scheduled for multiple vehicles (i.e. 4-vehicle load, but there are only 3 vehicles available), the app will not allow you to skip a vehicle and complete the inspection process.   Carrier would need to call their shipper partner and have the 1 vehicle cancelled or removed from the load.

Q: How will a carrier know if they are attempting to do a multi-VIN inspection with loads at different address locations?
A: The carrier will get a message at the top of the app to indicate that there are multiple addresses included in the inspection.