



ReadyLogistics...

Ready Logistics Carrier Inspection Tool FAQs



Carrier Inspection Tool

Driven by CentralDispatch
by Cox Automotive

General Questions:

Q. How do carriers provide feedback on the mobile carrier inspection app?

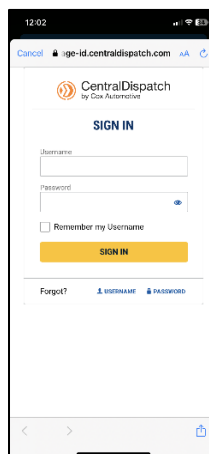
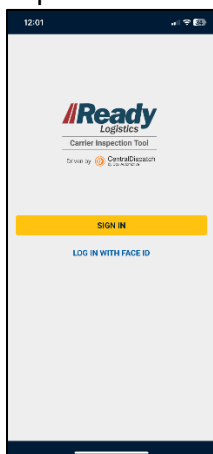
A. Carriers will be able to provide feedback directly to the Carrier Relations Team by calling 1-480-823-3200. They can also submit via the feedback area of Carrier Connect or send via the chat on Carrier Connect. Carrier Connect can be found at <https://carrierconnect.readylogistics.com/>.

Q. Is there an additional cost to access the mobile carrier inspection app?

A. Currently there is no additional cost.

Q. How do I login to the app?

A. The app will take the user to a login page showing the Carrier Inspection Tool driven by Central Dispatch to sign in. The 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 private marketplace inventory.



App Troubleshooting Questions:

Q. What happens if I take pictures, get a signature, and/or finish an inspection when my device is offline?

A. Photos, Signatures and finalizing inspections are still able to be completed when offline. The vehicle record will go into the 'INCOMPLETE' tab and the system will automatically attempt to load the information to the server once back online.

Q. What if there is a new version of the app available? Should I install it before or after finalizing an inspection?



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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 at a later time 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 to process your inspection

Q. What should I do if the VIN I'm scanning isn't recognized by the app?

A. When given an error when 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 Carrier Experience Team at 1-480-558-3200 or via the Carrier Connect messaging option. In addition, you can select the question mark icon on the scanning screen to bring up Scanning Tips that could assist.

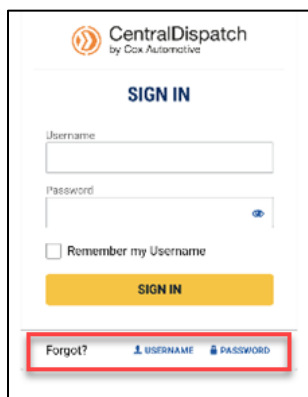
Q. Can I go back and add extra photos or damage to photos after I'm done with the inspection?

A. Photos and damages can be adjusted up until the signature is processed at the pickup/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. If I need my password reset, what should I do?

A. Once on the Central Dispatch log-in page the user can utilize the Forgot Username or Password links in order to reset their password via self-service.





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Q. Do I need to give the mobile inspection app access to my camera and Location (GPS)?

A. In order to complete inspections, the camera and Location services must be enabled. This also needs to happen to be compliant with client and Logistics protocols.

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 'Available' tab.

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 'Available' 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.

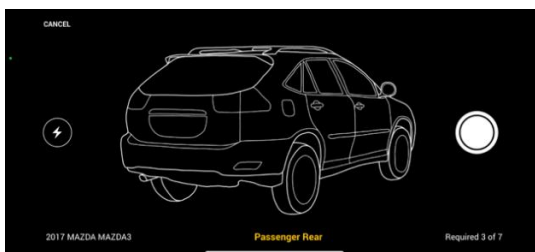
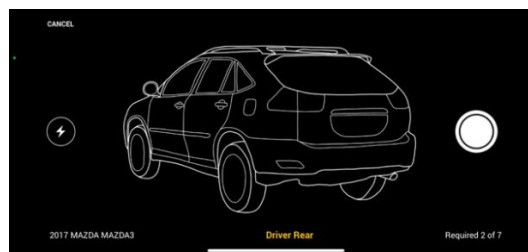
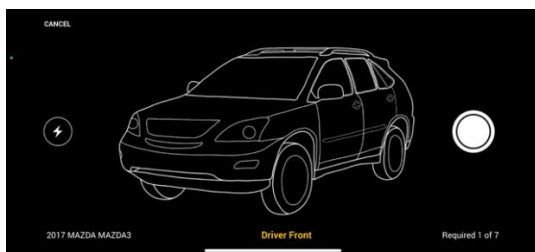
Any inspections completed on that device within the last 7 days can also be found under the Welcome menu (hamburger menu option) on the app.

Q. Does an inspection need done at both pickup and delivery?

A. Yes, a full vehicle inspection needs to be completed at both pickup and delivery.

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.





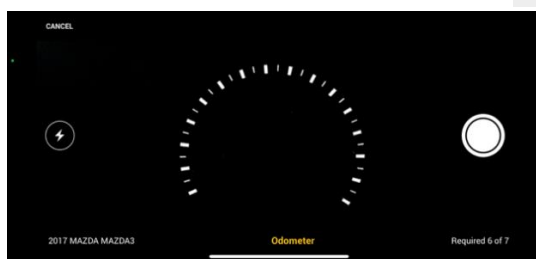
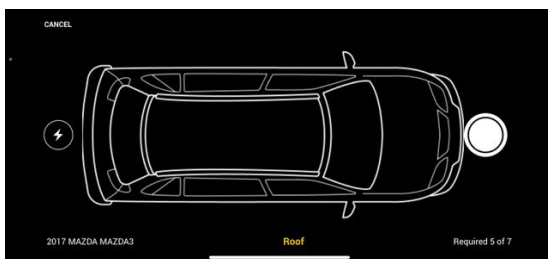
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Q. Can I take additional photos?

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. What if no one is available to obtain a confirmation signature at pickup and drop off?

A. There are three options available on the app for the Obtain Signature step, use the option that best fits the situation:

1. Agent agrees with assessment.
2. Agent has refused to sign.
3. Agent unavailable to sign.

***Some clients require a valid signature on file and will not accept options 2 and 3.

Q. Who gets a copy of the electronic Bill of Lading (eBOL)?

A. When the Drop Off Inspection has been completed, the eBOL is sent to Ready Logistics and to the carrier's company email address on file. If there are any additional parties that need a copy you can type in an email address or a fax number and share the eBOL prior to the signature step via the app.

Q. How can I view my eBOLs?

A. Log onto your dashboard via the Ready Logistics Private Marketplace. 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 the Completed Deliveries option in the hamburger menu for recent completed deliveries.



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Q. Can I update the load status on the mobile inspection app?

A. Yes, you are required to update any changes to your pick up or drop off dates as soon as possible.

Q. How can you view the photos during the signature process?

A. To view the inspection photos and any damage details added prior to the signature process click on the Year, Make and Model link to view the photos. This will open all the images taken to show the agent before they sign using the 'Obtain Signature' button.

Q. Can I accept a load on the mobile inspection app?

A. No, loads can only be accepted via the Ready Logistics Private Marketplace.

Q. Can I search the Open Marketplace on the mobile inspection app?

A. No, the Open Marketplace can only be accessed on the Ready Logistics Private Marketplace.

Q. I am not able 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.

Q. One vehicle is not available for a 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 Carrier Experience team and have the 1 vehicle cancelled or removed from the load.

Q. I cannot take the picture in the dark.

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 in order to take photos in dim lighting.

Q. The app will not allow the Carrier to scan vin for a specialty unit:

A. The app will only allow full 17-digit VINs to be scanned. Try entering the first 4 digits of the VIN manually to find the load assigned.

Q. Is Lot Vision linked on the carrier inspection tool app?

A. If a Manheim location has rolled out Lot Vision, then it will show on the app with the following icon to link to the Lot Vision site for vehicle location.





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Q. What are the different icons on the Available 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. Are multi-vin loads available in the new mobile app?


A. Yes, they are able to be managed in the new mobile app. There are different views in the **Available** tab that will show the multi-VIN loads and the vehicle details.

Condensed View:

L20142566	4 Vehicles
12/17/20 Atlanta, GA	→ 12/22/20 Darlington, SC

Expanded View:

510 Echota Dr NW Atlanta, GA 30318 Dealer Services (615)773-6554	201 North 83rd Avenue Tolleson, AZ 85353 Shannon (623)907-7085
To be picked up 3 mix vehicles v	 FIND ON LOT

01/18/21 Manheim Georgia 510 Echota Dr NW Atlanta, GA 30318 Dealer Services (615)773-6554	→	01/20/21 Manheim Phoenix 201 North 83rd Avenue Tolleson, AZ 85353 Shannon (623)907-7085
To be picked up  FIND ON LOT		
3 mix vehicles ^		
2020 Chevrolet Malibu •		
1G1ZD5ST6LF029190		
2017 Kia Forte • 3KPFK4A74HE101455		
2019 Dodge Durango • 1C4RDHDG9KC650318		

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.



Q. What if I am at the pickup or dropoff location but I’m getting the ‘Cannot Inspect Vehicle’ error message?



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A. A paper BOL will need to be submitted after manually updating the Ready Logistics Private Marketplace on CentralDispatch.com pickup and dropoff dates.

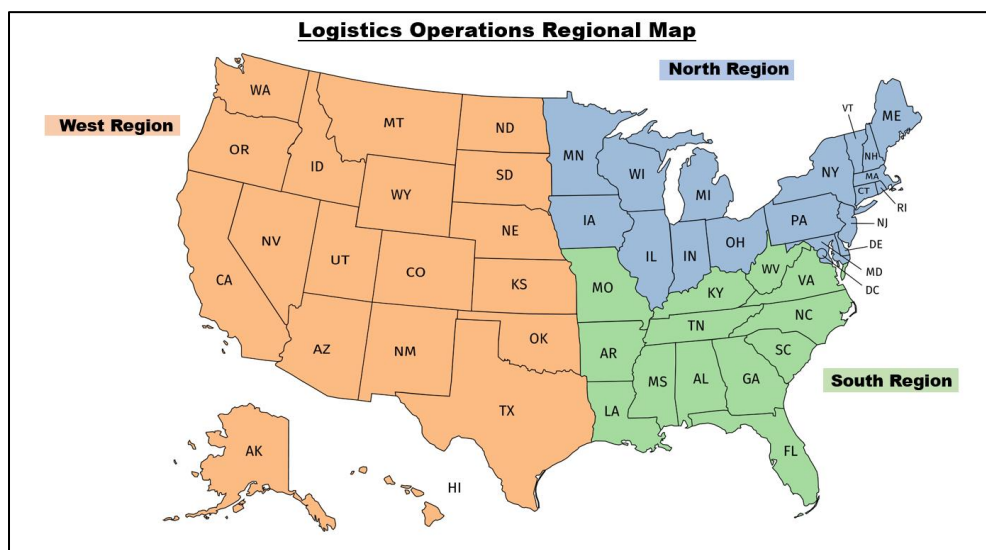
Q. What will happen if I do not have access to the internet while dropping off or picking up and I want to ensure I'm in range of the location?

A. The inspection will stay in the Incomplete tab of the Carrier Inspection Tool App until internet service is restored and then it will upload.

Q. Where should I submit a manual Bill of Lading?

A. Manual BOLs should be submitted to the regional inboxes to ensure payment is processed. The inboxes and a map of the regions are below.

- Ready Logistics North Region (blue): rad.logisticsnorthregion@coxautoinc.com
- Ready Logistics South Region (green): rad.logisticsouthregion@coxautoinc.com
- Ready Logistics West Region (orange): rad.readylogisticswestregion@coxautoinc.com



Q. How will a carrier know if they are attempting to do a multi-load inspection with loads at different address location?

The carrier will get a message at the top of the app to indicate that there are multiple addresses included in the inspection.

Note: Multiple delivery addresses. Be aware that different loads may have different delivery locations.