

WHY USE THE APP?

- Manage loads from anywhere and anytime
- Protects carriers from damage claims
- Faster payment processing

WHERE TO GET THE APP?

- App Store—<https://apps.apple.com/us/app/1dispatch/id1490607348>
- Google Play Store—<https://play.google.com/store/apps/details?id=com.manheim.logistics.mobile>

USERNAME/PASSWORD

- Same as the Central Dispatch private marketplace login. Can use biometrics on iOS (Touch/Face) and Android (Fingerprint) devices.

HELP LINE

- Call the Carrier Relations Team at 480-558-3200 for questions or help with the app. Carrier Connect also has a chat feature.

ENABLE LOCATION

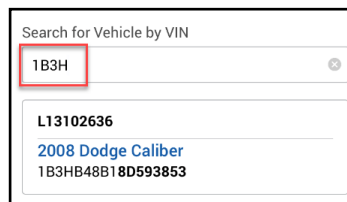
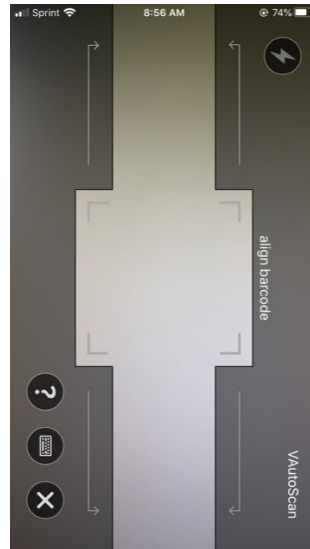
- Locations must be enabled in order to use the app and comply with client guidelines

CARRIER RESOURCES

- All training and announcements directed to our carrier community will be posted on Carrier Connect at: carrierconnect.readylogistics.com

1. START WORK

Start work by selecting 'START INSPECTION' from the bottom of any screen and scan the VIN or manually enter first 4 digits of VIN after selecting the keyboard icon.

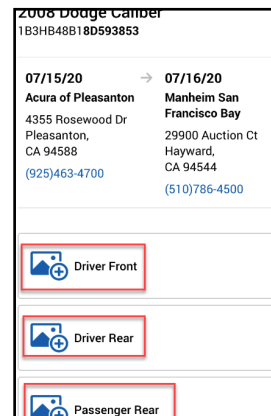


2. TAKE PHOTOS


Select a required photo box to add associated photo and select 'NEXT PHOTO>' to move to the next required photo. The camera icon will allow you to retake a photo, if needed.

Required photos:

- Driver Front
- Driver Rear
- Passenger Rear
- Odometer
- Roof
- Key/Key Fob

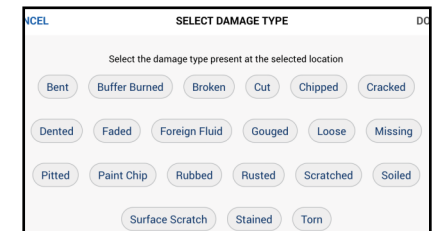



3. MARK DAMAGE/ADD NOTES

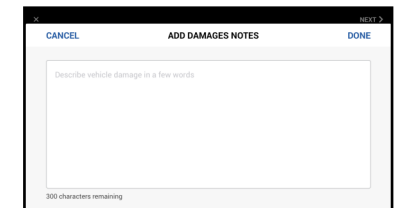
While taking photos select the  icon to add damages, next click on area where damaged.

Choose type(s) of damage from the popup menu and select 'DONE' when complete. If no more damage to be noted, then proceed by selecting 'NEXT PHOTO>'.

*If damage area is checked in error on the picture, unselect the damage button(s) and click 'DONE'.



Notes can also be added by using the  icon and add any details related to the damage and select 'DONE' when complete.



Any issues with the app please call 1-480-558-3200 to speak with Carrier Relations Team or chat via the Carrier Connect app (link located in the Welcome menu on the app).

4. FINISH & GET SIGNATURES

Select 'INSPECTION COMPLETE' to proceed with signature. Have pickup location contact enter their name, sign and 'COMPLETE'.

If agent refuses to sign, choose that option, enter the first and last name and select 'Submit' or 'Skip' if name is unknown.

If agent is unavailable to sign, choose the appropriate option.

*To obtain signatures for multiple loads see the multi-load signature instructions.

5. DROP OFF INSPECTION

1. Find load to deliver by:

Going to the bottom of any page and selecting 'START INSPECTION', scan or enter VIN

2. Take images for drop off

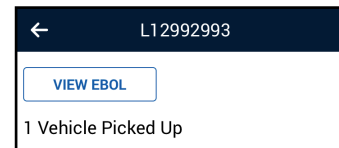
3. Add damages and notes

4. When photos are done, select 'INSPECTION COMPLETE' to return to vehicle card.




6. SUBMIT eBOL

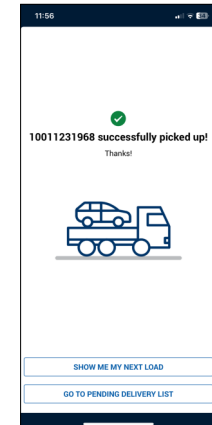
Prior to finalizing the order you will have the opportunity to email the EBOL. At the top of the page select the 'VIEW EBOL' button. Under the Share eBOL section, enter the email address(es) to send the file to, and select 'SEND EBOL'



7. FINALIZE INSPECTION

Select the 'OBTAIN SIGNATURE' button, choose agent signature option and 'COMPLETE' the Drop Off Inspection.

Once agent has signed and the inspection is done, the load page will close, the system will provide a delivery page with links to the 'Pending Delivery' tab and the next load.



****When working a multiple vehicle load there is an option to move to the next inspection prior to completing steps 6 and 7 until all vehicles within the load have been inspected.**

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Carrier Inspection Tool

Driven by CentralDispatch by Cox Automotive

1. FIND LOADS/LOCATION

View multiple loads at the same location by tapping on a load to view the pickup/drop off location details page

Locations where a carrier has multiple loads will be indicated by a blue 'Multi-Load Location' flag on the Available and Pending Delivery tabs within the mobile app.

L20298374

06/30/21	07/07/21
Manheim New Jersey	Ellis Infiniti
70 Route 68 Bordentown, NJ 08505	145 Colonel Glenn Plaza Little Rock, AR 72210
Galina Langshteyn (781)246-2300 x123 (885)787-9897	Travis Coleman (501)320-1400

To be picked up
2012 Kia Soul • KNDJT2A52C7435812

MULTI LOAD LOCATION

Use the Route icon to view directions to the Pick Up or Delivery address or the full route. The icon will take the user to "Google Maps."



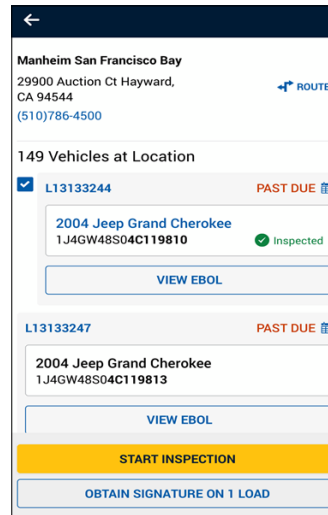
2. CHOOSE LOADS TO INSPECT

Tap on vehicle to inspect and select the yellow 'Start Inspection' button at the bottom of the screen.

Continue to take the images and mark damages required for the inspection.

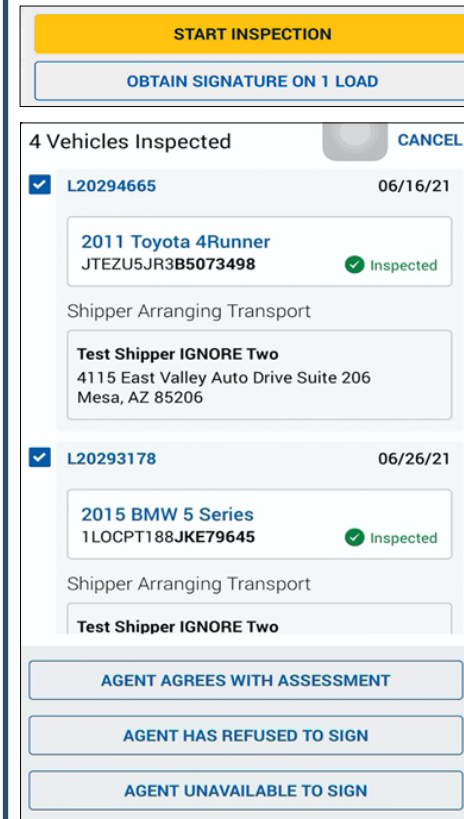
When complete with first inspection, tap on the next load being picked up at that location and 'Start Inspection' and take required photos.

Repeat until all loads at the location have completed inspections.



3. OBTAIN SIGNATURES

Ensure all of the loads needing a signature from the same location have a green checkmark next to them and then select the 'Obtain signature on x Loads' button from the bottom of the screen. Proceed with the signature steps.



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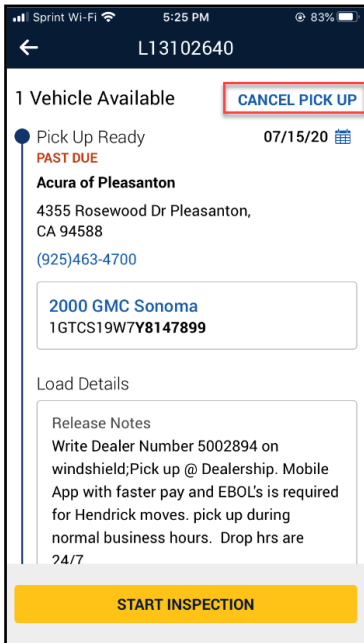
Carrier Inspection Tool

Driven by CentralDispatch by Cox Automotive

1. FIND VEHICLE/LOAD

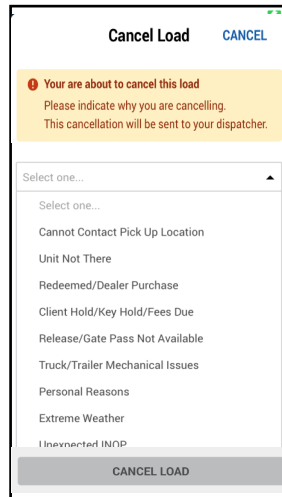
Select the 'AVAILABLE' tab in the app. Find the load that requires cancelling and select the vehicle card. Once in the load screen, select the 'CANCEL PICK UP' option under the Load ID.

**Loads can only be cancelled if an inspection has not been started. If a cancellation is needed mid-transport please contact Carrier Experience team at 1-480-558-3200.

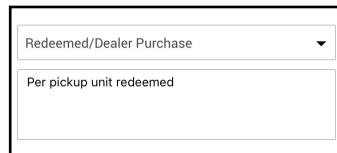


2. CHOOSE REASON/ADD DETAILS

On the next screen choose the reason for the cancellation from the drop down that best fits the situation.

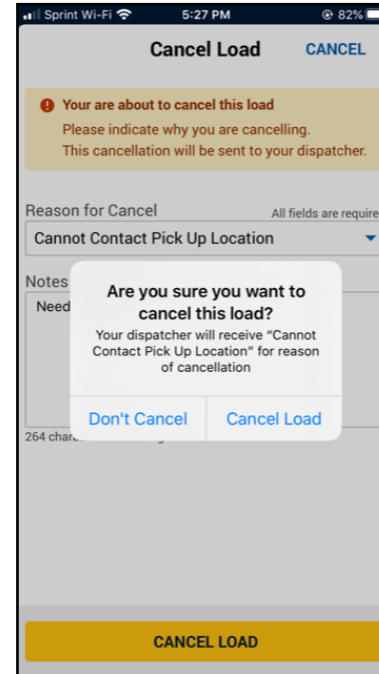


Add notes to the shipper in the space below with more details for the cancellation. Include contact name providing information and more specifics. Select 'Cancel Load' at the bottom of the device page.



3. CONFIRM CANCELLATION

Confirm the cancellation by hitting 'Cancel Load' on the pop-up that appears.

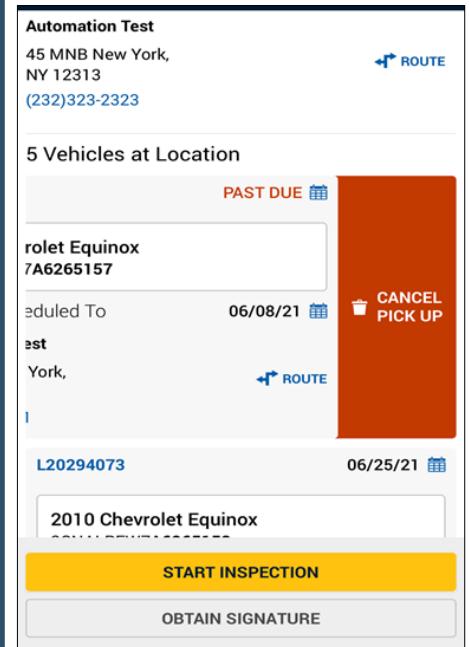


Confirmation of cancellation will appear at the top of the screen in green if cancellation was completed successfully.



CANCEL FROM DETAILS PAGE

A load can also be cancelled from the pickup location details page by sliding the load to the left and then tapping the large 'Cancel Pick Up' button.

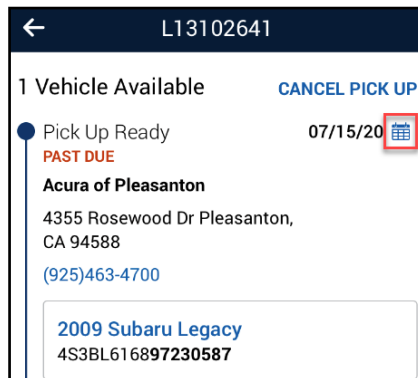


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1. FIND VEHICLE/LOAD

Select the 'AVAILABLE' tab in the app. Find the load that requires rescheduling and select the vehicle card. Once in the load screen, select the calendar icon to move into the Select Dates screen.

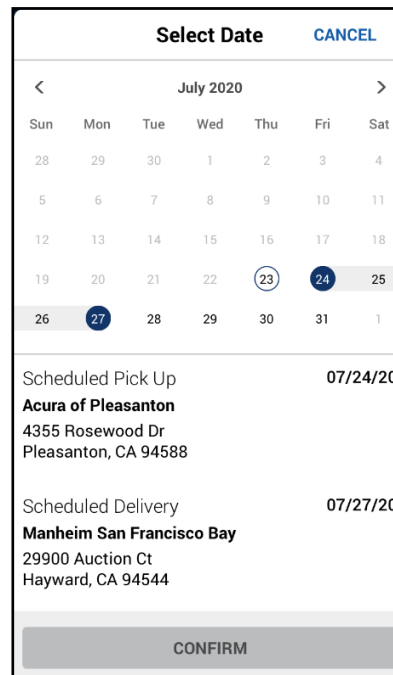
**Loads can only be rescheduled for pickup dates prior to the pickup inspection.



2. CHOOSE UPDATED DATES

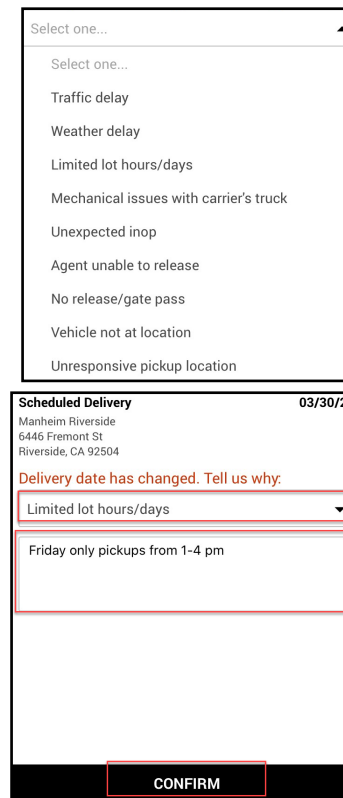
On the dates screen, choose the new Pick Up and Delivery dates in the calendar. As the dates are chosen, the Scheduled Pick Up and Scheduled Delivery dates will update below the calendar.

**Even if Drop Off dates are not changing, a date must be chosen in the calendar.



3. ADD DETAILS

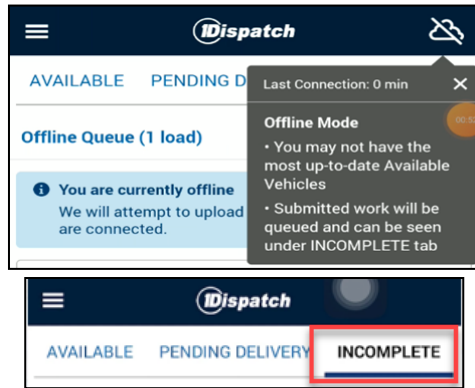
Choose the reason for the date changes from the drop down menu below. Next, enter in specific detailed notes supporting the date changes into the 'Notes to Shipper' space. When finished select 'CONFIRM' at the bottom of the screen.



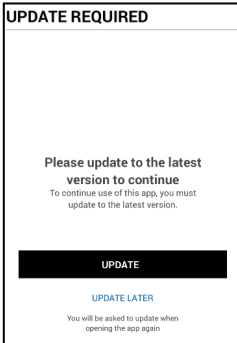
Any issues with the app please call 1-480-558-3200 to speak with Carrier Relations Team or chat via the Carrier Connect app (link located in the Welcome menu on the app).

SERVICE OFFLINE

When service is offline for any reason (including airplane mode) the app will not allow an inspection to be submitted, however, when offline, images and signatures can still be obtained. The loads will go into the 'Incomplete' tab until connection is restored. An Offline cloud icon will appear in the Load Details, Vehicle Inspection, VIN Search and EBOL screens.



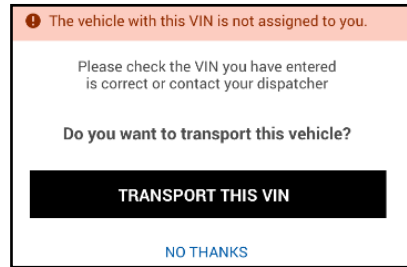
APP UPDATE



When a new version of the app is available the system will automatically give the below announcement requesting the update.

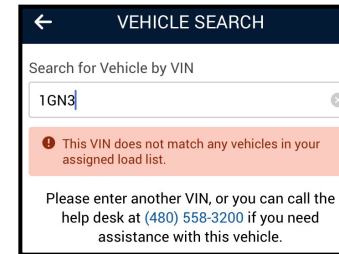
ISSUE WITH VIN SCAN OR MANUAL VIN ENTRY

You may receive one of the following error messages while trying to access a load by VIN scan or manual entry. If one of these messages appear and you have double checked the VIN, call Carrier Experience for assistance at 480-558-3200



Unknown VIN.

Please check the VIN you have entered is correct or contact your dispatcher



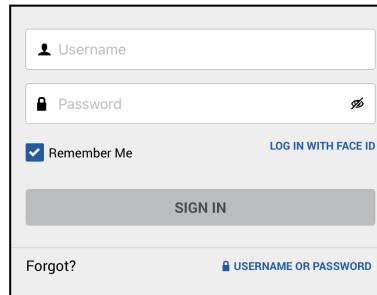
Vehicle Not Eligible For Transport

This vehicle is not eligible for transport. Call us at [1-480-558-3200](tel:1-480-558-3200) for assistance or try another VIN.

Confirm

PASSWORD RESETS

Password resets or recoveries can be done via the *Forgot Username or Password* feature on the Inspection App.



CANNOT INSPECT VEHICLE—OUT OF RANGE

When the 'Cannot Inspect Vehicle' error is displayed the user is out of range for either the pickup or dropoff location listed on the transport order, depending on what inspection is attempted to be completed. The driver will need to be within range for the app to work and submit an EBOL. If unable to be in range or there are challenges, a manual BOL will need to be submitted after manually marking the vehicle picked up and dropped off on the Private Marketplace website.



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