



# FreightTracer Carrier & Driver Onboarding Script

## Purpose

This document to be used by customers who are dispatching a driver on a FreightTracer shipment for the first time. There are two parts of the document. The first explains how to introduce that FreightTracer is required to be awarded the shipment and should be discussed with the carrier. The second, is to onboard the driver to the mobile app for the first time.

It is very important to express to the driver that they are required to run this app. The benefits of them running it should be very clear to the driver. No check calls, no distractions, POD upload capabilities and being paid quicker.

We have seen that properly that setting the expectations with the carrier and driver upfront and properly explaining the app will dramatically improve success rates, thus improving the success and quality of your business.

## Carrier Introduction

*Hello, My name is [Name] and I work for [Company] and this shipment requires that the driver run our mobile visibility app, FreightTracer, to be awarded the shipment. It will require that your driver have an iPhone or Android smartphone. It uses very limited data and is a very small app. If you will comply with this requirement and your driver agrees to run the app for the entire shipment, you will be tendered the load. FreightTracer will allow your driver to avoid check calls and will also allow him to upload the POD once the shipment is completed.*

## Driver Introduction

*Hello, my name is [Name] and I work for [Company] and this shipment requires that you run our mobile visibility app, FreightTracer. By running FreightTracer, you will avoid any check calls and we will let you drive with limited distractions. You can also upload the POD upon load completion so that you get paid quicker!*

*You should be receiving a text message with shipment instructions and a link to download FreightTracer from the app store. The app can also be found by searching for "FreightTracer Mobile" in the app store.*

*Once you download the app, please allow all permissions the app requires (location, files, camera). We only use the camera app to upload the POD and we don't access your files on your system. Please open the app and enter your phone number. Please make sure there is no + sign in front of your number. Once your number is entered, you will see the "My Shipments" page with the load information related to this shipment. Please click on the load, acknowledge the terms and conditions and then you will be shown the detail load information. This is when monitoring starts. Please keep the app running for the lifetime of the shipment. If you go on break or need to shutdown your phone, please put the load "On Break" and take it "Off Break" once you are back driving. Please also upload the POD once the shipment has been completed by clicking the "Upload POD" button. Thanks for using FreightTracer and have a safe trip!*



