



team transport & logistics

TEAM TRANSPORT DRIVER APP

USER GUIDE (ANDROID/SAMSUNG)



CONTENTS

Contents	Page
App Expectations	3
Getting Started	4
Start Work	5
Viewing & Accepting Jobs	9
Arriving on Site	12
Site Safety Assessment	14
Getting Proof of Delivery on Site	15
Leaving a Site	18
Second Leg/Delivery Point	19
Completing a Finished Job	20
Making a Bulk Pickup/Delivery	22
Completing a Pre-Load Job	26
Recording Rest Breaks	27
Communicating with Dispatch	28
Finishing Work Each Day	29
Updating Your App.....	30
Troubleshooting	30
Prestart User Guide	35
Employment Hero APP Setup.....	41


APP EXPECTATIONS

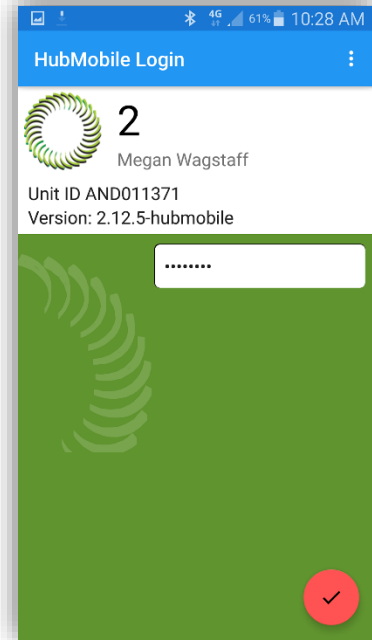
As a driver performing work for Team Transport & Logistics you are required to learn, understand and use the App on a daily basis.

You are expected to:

- Use your App every work day; it is your driving life line
- Perform and fill out a daily safety inspection using your App every work day
- Use your App as a first method of communication with dispatchers (App messaging is quick and simple)
- Always have a hard copy run sheet in your truck as a backup if the App fails
- Take good care of your phone as it is an essential asset to you and Team Transport

GETTING STARTED

Turn on your phone and open the Hub Mobile App. Login using the four-digit password provided to you and hit the red tick icon ().

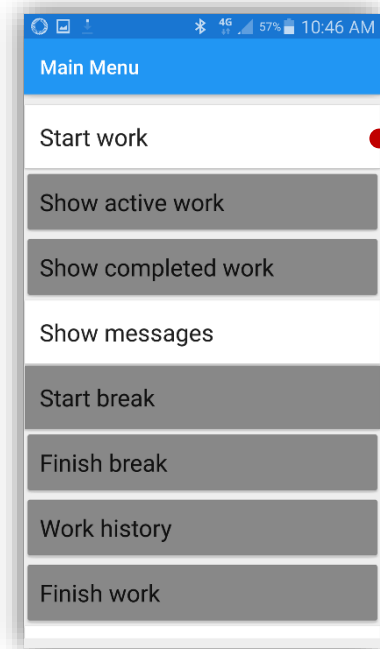


After logging in, the App should take you to the home screen (pictured right).

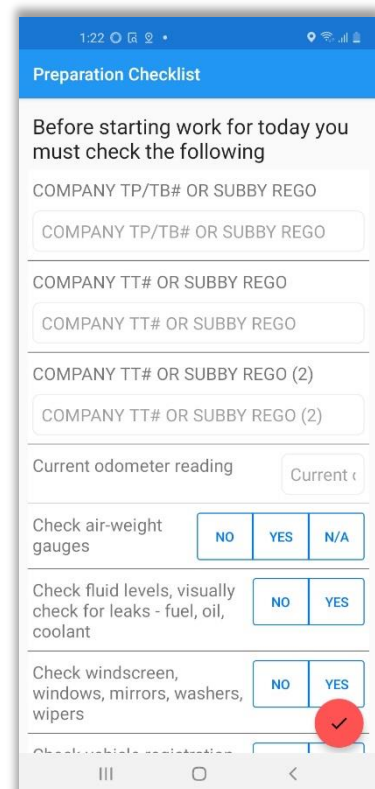


START WORK

Select the 'start work' option
In the main menu screen, to
access your daily checklist/
preparation checklist.



You will need to **scroll** down
the page to complete your
daily checklist (pre-start
truck and trailer inspection).
You must perform and record
this compulsory safety
inspection before starting
work each day.

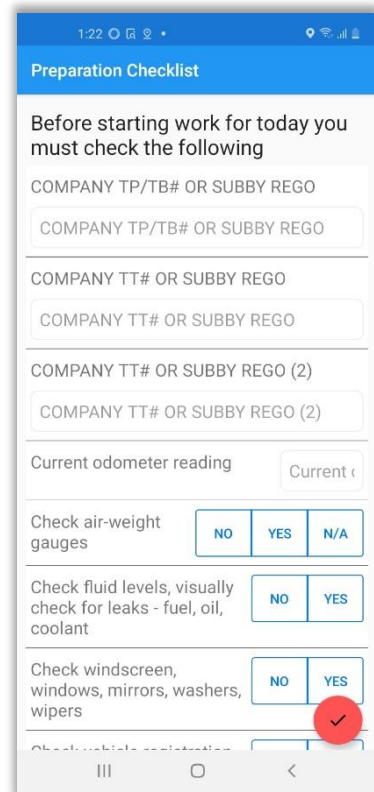


START WORK (CONTINUED)

Enter the truck and/or trailer number that you are using for the day and its odometer. If you are a subcontractor driving your own vehicle, please list your driver number and odometer in these boxes. If a checkpoint doesn't apply to you, hit 'N/A'.

Select the tick icon when finished ().

You will then be asked to record a signature and your name. After you have signed select 'Submit'.



1:22

Preparation Checklist

Before starting work for today you must check the following

COMPANY TP/TB# OR SUBBY REGO

COMPANY TT# OR SUBBY REGO

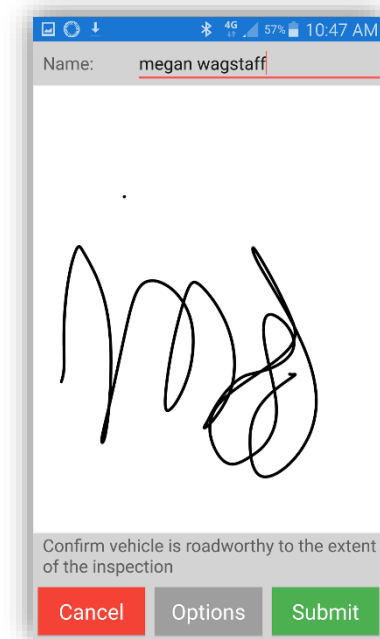
COMPANY TT# OR SUBBY REGO (2)

Current odometer reading

Check air-weight gauges

Check fluid levels, visually check for leaks - fuel, oil, coolant

Check windscreen, windows, mirrors, washers, wipers



Name: megan wagstaff

Confirm vehicle is roadworthy to the extent of the inspection

Cancel Options Submit

PRESTART CHECKLIST

(PREPARATION CHECKLIST – START WORK CONTINUED)

The following items must be checked prior to starting work on any truck and/or trailer:

- Check Air-weight Gauges
- Check fluid levels, visually check for leaks - fuel, oil, coolant
- Check Windscreen, windows, mirrors, washers, wipers.
- Check Vehicle Registration label & number plates are in place
- Check all lights, clearance lights, reflectors & lenses
- Drain Air tanks Daily
- Check couplings, air & electrical
- Check Gauges and controls
- Check tyres, tread integrity, visually check wheels and wheel nuts
- Check lead is secure - Check for product leakage
- Check Dangerous goods label in place (if applicable)
- Check chains and lifting gear for faults and expiration
- Check load restraints for faults and wear and tear
- Fit for Duty
- Free from drugs and alcohol
- License Current to operate Vehicle

PRESTART CHECKLIST

TRAILER INSPECTION for PRIME MOVER DRIVERS ONLY

When you are given a Prime Mover Job where you are collecting a trailer, you will need to carry out a trailer pre-start inspection on your App to continue on with the job. See example of inspection list below:

1:22

Preparation Checklist

It you have a load on check load is secure and restrained correctly

Check Dangerous Goods label in place (if applicable)

Check chains, lifting gear and load restraints for faults, wear and tear, and valid expiration date

Fit for Duty

Free from Drugs and Alcohol

License current to operate vehicle

Comments

Do you have any further comments to report

Do you have any further comments to re

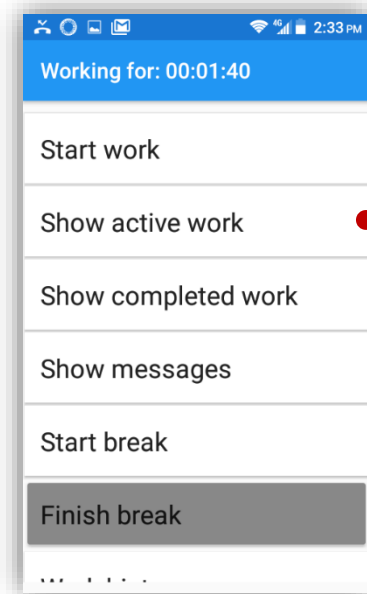
If there is an issue with your truck, or equipment that isn't an option in the checklist, you can write a note in this section.

If you record an item as a 'fail' you are required to call Operations Manager, Heath Skinner (0438 438 309) or Despatch (1300 138 326 or via App message) to report the issue and get further instructions. You must not continue without doing so.

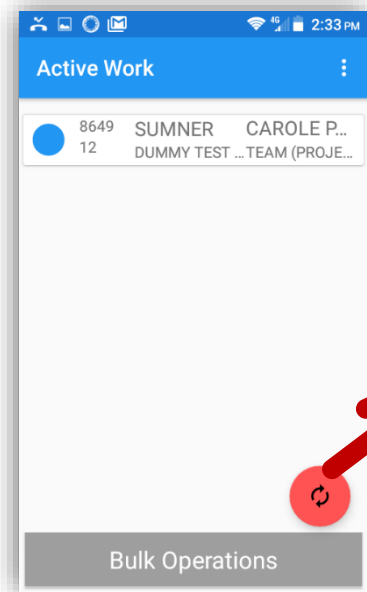
Once further instructions have been provided by Heath or Despatch and/or a resolution has been found for the issue, you must change the item from a 'fail' to a 'pass before finishing your pre-start inspection.

VIEWING & ACCEPTING JOBS

After returning to the home screen, select the 'Show active Work' option to view any jobs that are allocated to you.



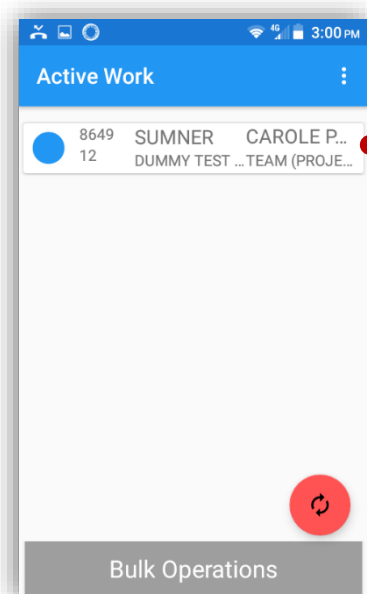
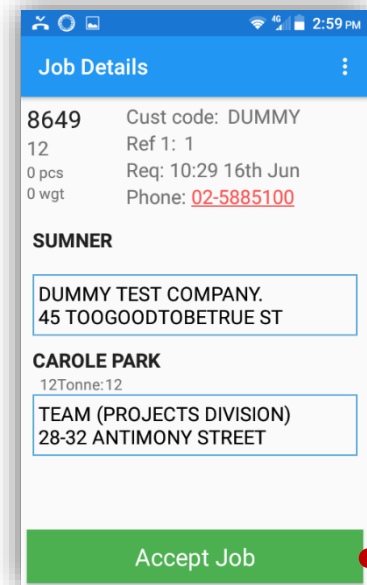
Once in Active Work you will need to reload your Active Work page by hitting the refresh button (do this each morning to receive up-to-date job information)



VIEWING & ACCEPTING JOBS (CONTINUED)

When a job is allocated to you, you'll hear a notification alarm. You will need to access the 'Show active work' screen to see view and accept the job. **You must accept the job within two minutes** or the job will be de-allocated. Accept the job by pressing the 'Accept Job' button.

You can then find your allocated job in the Active Work screen.

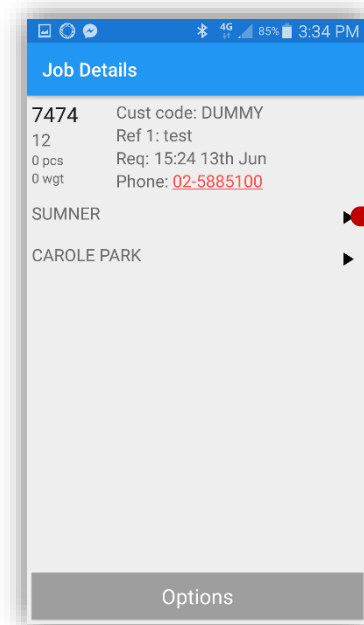


VIEWING & ACCEPTING JOBS (CONTINUED)

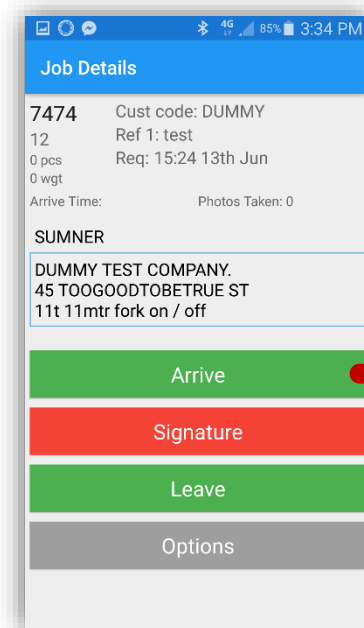
- You can return to the Show active work screen at any time to review the jobs' details
- The jobs that are allocated to you will appear in the Show active work screen until the jobs are complete
- If more than one job is listed in the Show active work section, ensure that you are looking at details of the current job
- Always check rate details and the date to make sure that the allocated job is for that day
- Scroll up and down the Show active work screen to review additional legs on a job
- You may receive jobs that relate to equipment pickup or coming to the workshop for maintenance and services

ARRIVING ON SITE

Upon arrival at the pickup point, select the current job in your active work screen. Hit the right arrow next to the relevant site address/suburb to open up the 'Job Details' page.

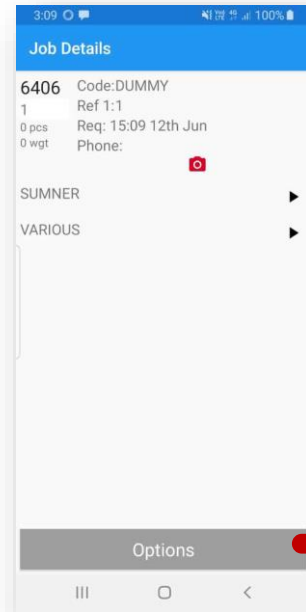


Once open, select 'Arrive' and then respond to the safety message using the process explained on the following page.

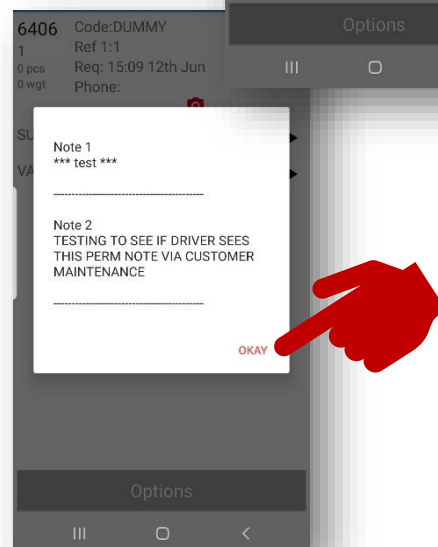
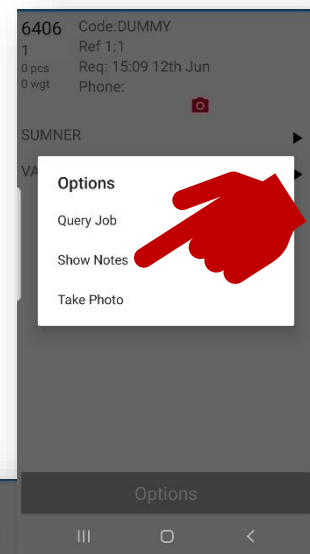


ARRIVING ON SITE (CONTINUED)

You can view notes relevant to the job at any time by selecting 'options'.

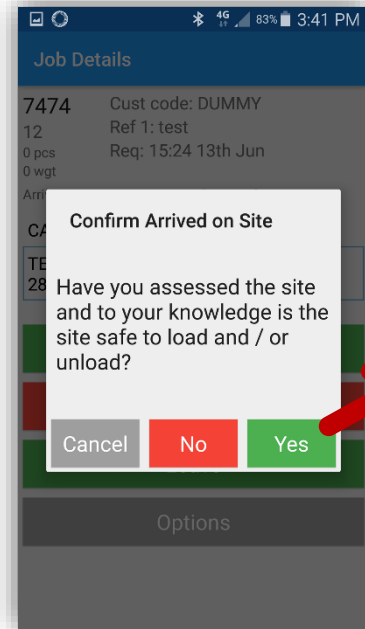


After opening the options menu Select 'show notes'. When you have read the notes and wish to close the menu, select 'OKAY'.



SITE SAFETY ASSESSMENT

After arriving on site, this message will appear on your screen. You need to assess if you feel that it is safe on that job site to load/unload. If you feel the site is safe, select the 'Yes' option. If you select the 'No' option a team member will contact you via your APP or phone. If no one contacts you within five minutes, contact Team directly.

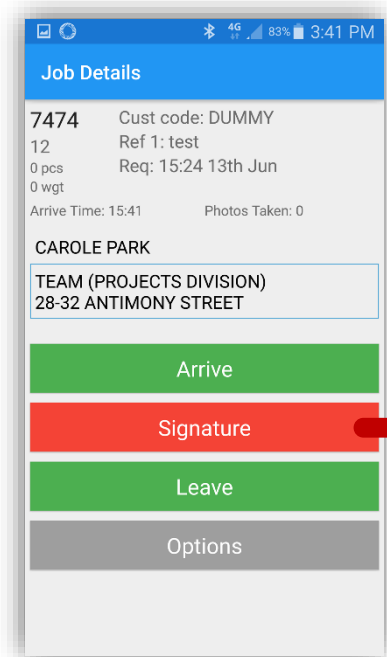


Examples of what to look for:

- Entry & access points
- Pedestrians & traffic
- Ground surface
- Powerlines
- Unloading area
- Possible hazards
- Speed limits
- Clear exit
- Electrical cables
- Filled trenches

GETTING PROOF OF DELIVERY (POD) ON SITE

Recording first and last names of the person on site at both pick up and drop off locations is essential. To record this, while in the job's screen select the 'Signature' option.

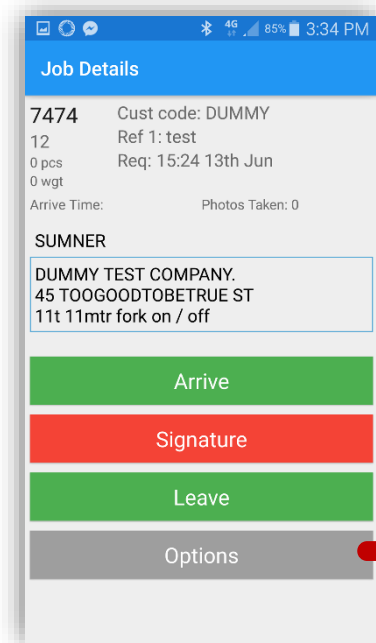


Enter first and last name in the 'Name' area (click on the area and the keyboard will appear). Get the person to sign in the area below and hit the green 'Submit' button. If there is no one on site please advise your dispatcher and sign as N.O.S (not on site).

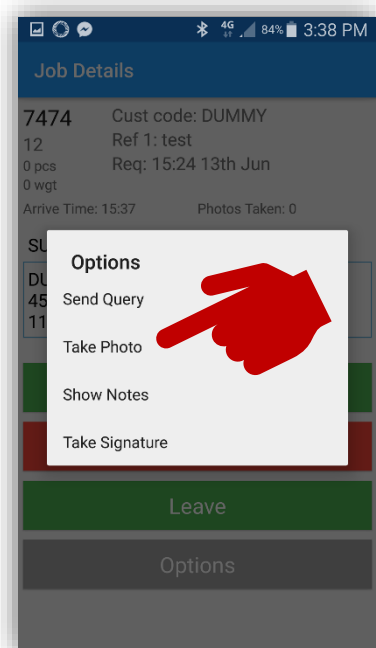


GETTING PROOF OF DELIVERY ON SITE (CONTINUED)

You are also required to take a photograph of the load at pick up and drop off locations for proof of delivery (POD). Ensure the photo is clear and upright. After submitting the name and signature, back at the job screen hit the 'options' button which will open the options menu.



Once the options menu is open, select the 'Take Photo' Button. If you forget this step you will not be able to Progress forward.



GETTING PROOF OF DELIVERY ON SITE (CONTINUED)

Take a photo of the load. If you are happy with the photo hit 'OK'. If you are not happy with the photo hit 'Retry' and take another photo. To take additional photos repeat the above process.

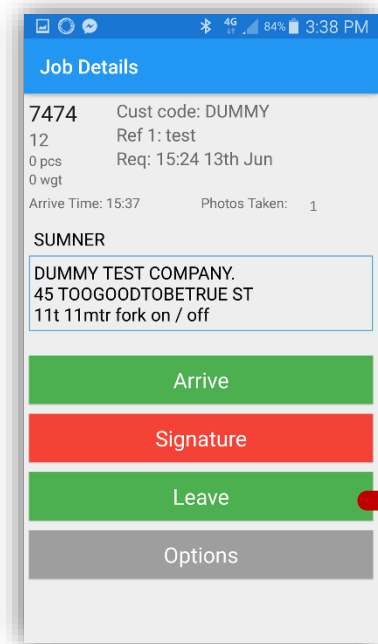


Note

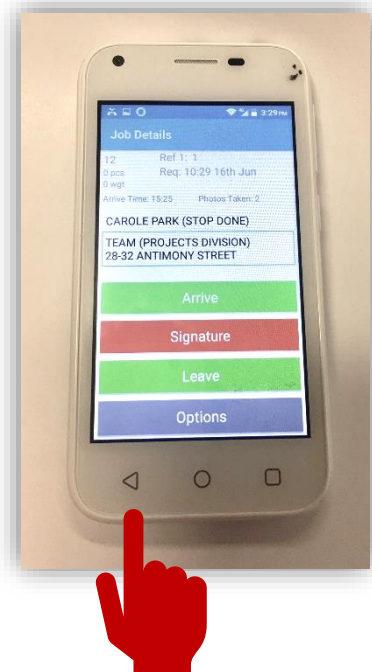
- Tile company deliveries require 4 photos
- If the site does not allow photography, advise your dispatcher, and take a photo of the site entry point or something similar to identify the site.

LEAVING A SITE

After you receive POD and you are ready to leave the site you must select the 'leave' option on your screen.

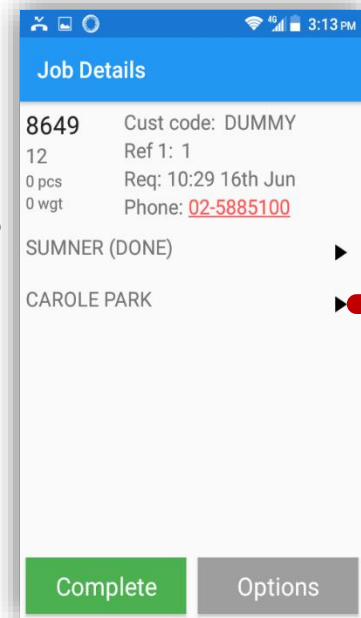


You will need to hit the 'Arrive Pickup' arrow to return to the main job page.

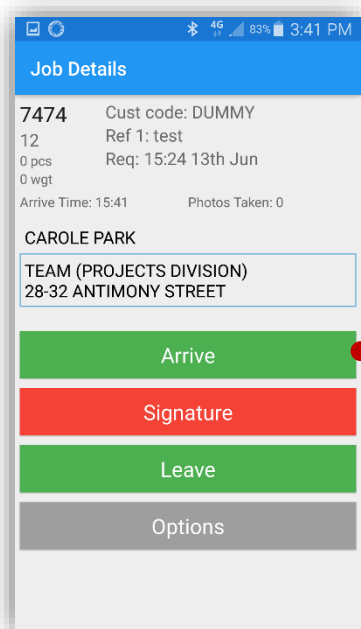


SECOND LEG/ DELIVERY POINT

Once on the main job details page you'll be able to see the delivery suburb. Hit the arrow to open the job leg. Commence your journey to the delivery point.



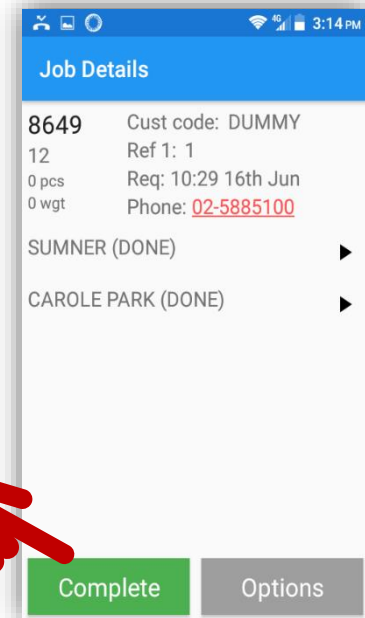
On arrival, select 'Arrive' and respond to the safety message using the same process explained on page 11.



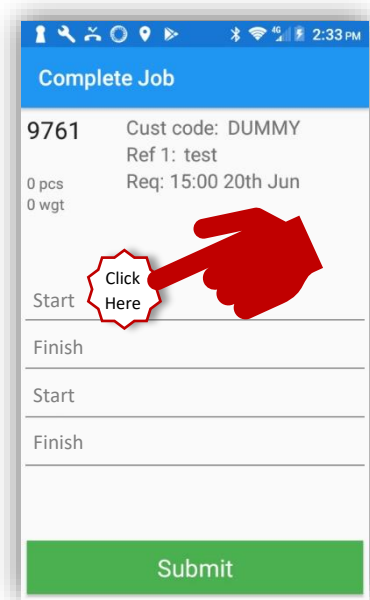
...Carry through the usual steps (arrive, name, signature, photo, leave etc.)

COMPLETING A FINISHED JOB

Find and open the relevant job in the active work screen. Once open, select the 'Complete Job' option.



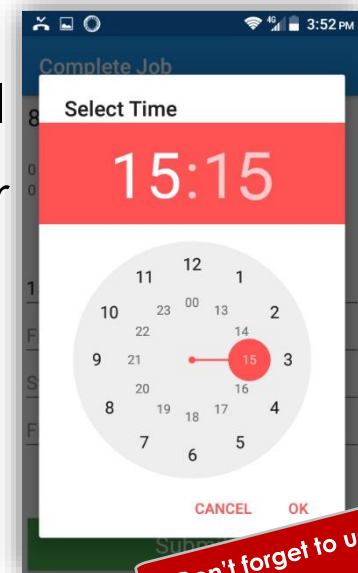
You will then need to fill in your job times. Click on each empty line and select your start and finish times in 15 minute increments, using 24-hour time (travel time varies due to truck size; check this with your dispatcher). Then select the 'Submit' option.



SEE THE NEXT PAGE FOR INSTRUCTIONS ON HOW TO SELECT TIMES

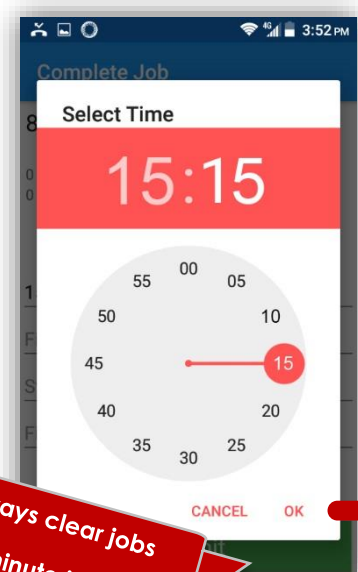
COMPLETING A FINISHED JOB (selecting the times)

Go around the clock wheel, while pressing on the screen until the pink circle is highlighting your desired number. If the number/time you are after is on the outer-circle, you may need to move your finger across the screen horizontally to access the numbers in the outer-circle. After the correct time is selected, press 'OK'.



Don't forget to use 24-hour time!

Once you have selected the hour for the job, you will need to repeat this process to select the minutes. Then press 'OK'.

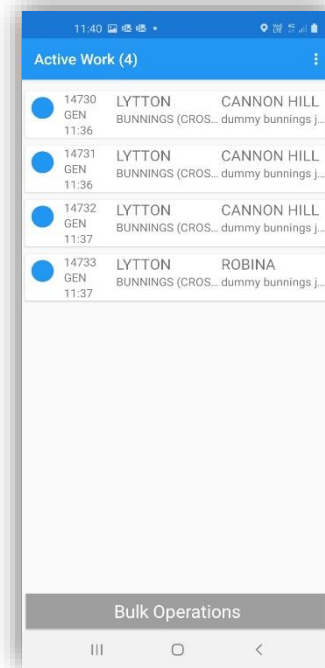


Always clear jobs in 15 minute intervals!

Making a Bulk Pickup/Delivery

What is a Bulk Delivery/Pickup?

You may receive jobs that relate to stock transfers, usually through Bunnings. These specific jobs require you to follow the Bulk Pickup and Delivery Process. As shown, you may receive multiple jobs with the same pickup and delivery details.

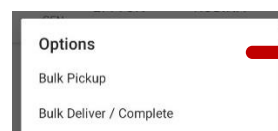
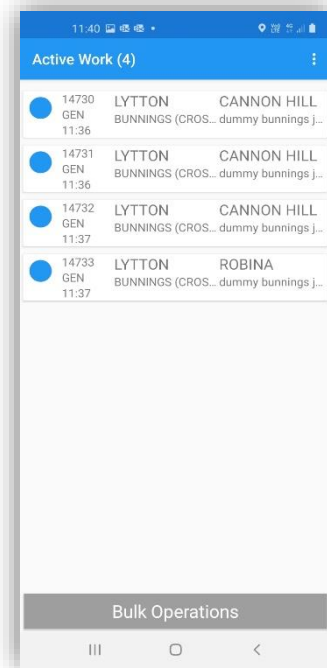


Receiving Bulk jobs

To receive bulk jobs, you must reload your Active Work folder.

Making a Bulk Pickup

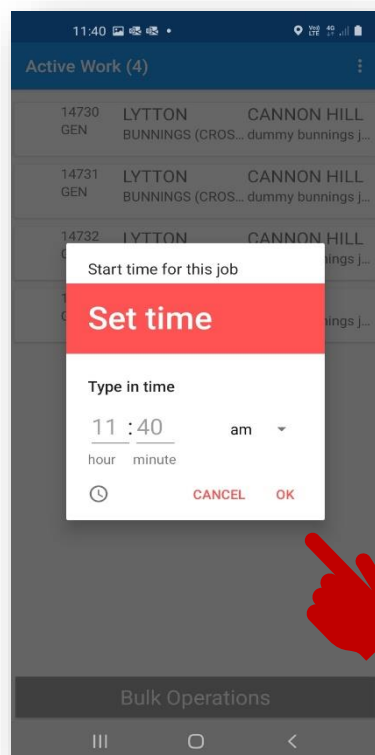
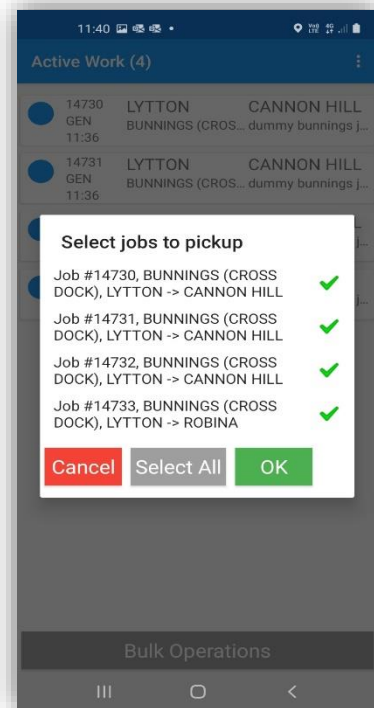
When arriving on site you will need to open your Active Work folder. You must then hit the Bulk Operations button located in the bottom of your screen. Continue by pressing the 'Bulk Pickup' option.



Making a Bulk Pickup (CONTINUED)

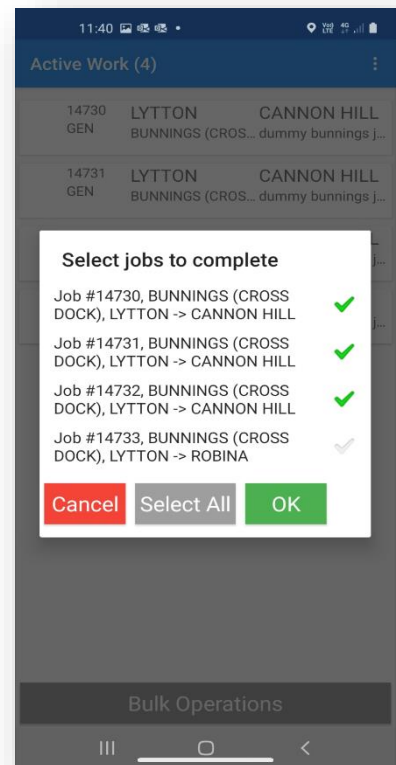
You will then be asked to Select jobs to pick up. Locate the jobs picking up from the same location. As show in this example, there are four orders picking up from Lytton. Proceed by selecting the duplicate pickups, then hitting done.

You will then need to enter your arrival time, which will count for your arrival at all of the jobs picking up from the same location.

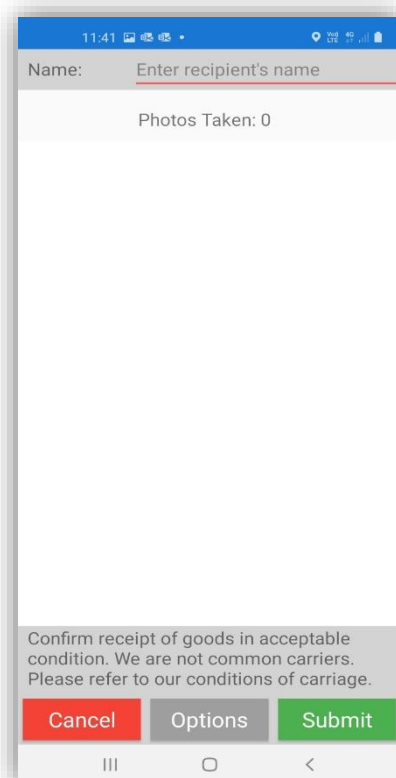


Making a Bulk Delivery

To make a bulk delivery, open your Active Work Folder, hit the bulk operations button, and select Bulk Delivery. Select the jobs you are delivering, as shown in photo there are three orders delivering to Cannon Hill. Once selected, hit the done button. Set your arrival time.



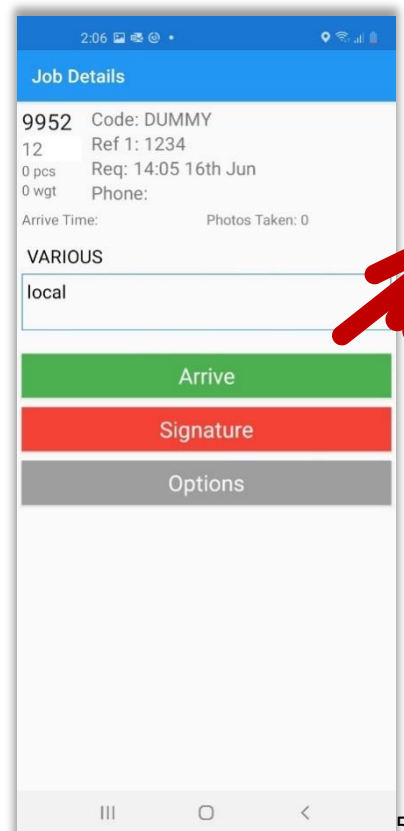
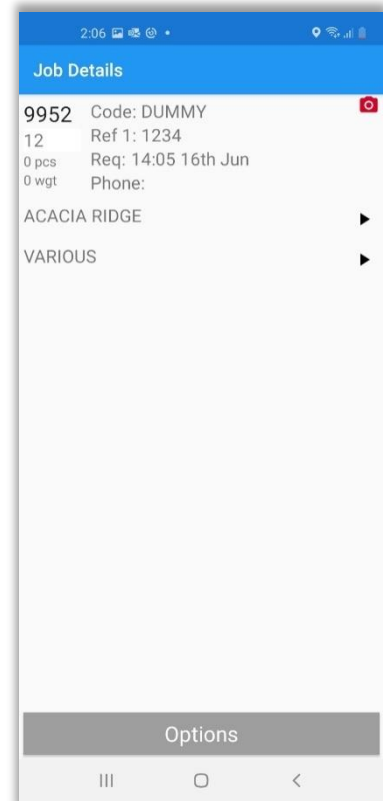
You will then be required to get a name, signature and photos of the orders you have delivered. Once you have all of this, hit submit and the selected jobs will clear from your Active Work folder.



COMPLETING A VARIOUS JOB

Find and open the relevant job in the active work screen. Once open you will see 'Various' at the delivery Address. Select the arrow on the Various tab

To complete a Various leg, you will follow the same process on any other job by completing the 'Arrive, Signature and Leave' Options. You will repeat this exact same process on the various tab at each leg of the job until you are finished.



COMPLETING A PRE-LOAD JOB

Go to the current job in active work and select the 'Complete Job' option (as explained on Page 17). It is important that you don't do this step until the load is delivered. You'll need to clear jobs in 15 minute increments, using 24-hour time.

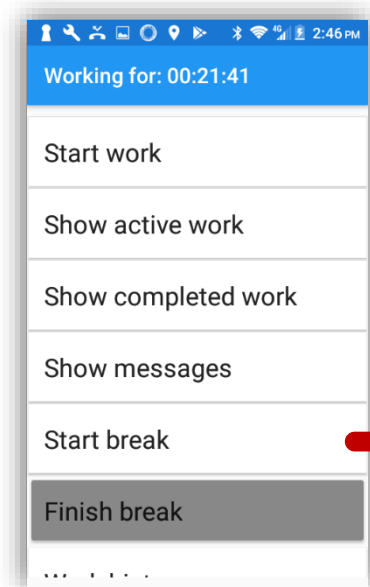
Complete Job	
9761	Cust code: DUMMY
	Ref 1: test
0 pcs	Req: 15:00 20th Jun
0 wgt	
15:00	← START TIME
16:00	← FINISH TIME
06:00	← START TIME
08:00	← FINISH TIME
Submit	

You will see two sets of times: In the first 'Start Time' section, enter the time that you arrived for the pre-load. In the first 'Finish Time' section, enter the time plus travel once pre-loaded. Using the second 'Start Time' section, enter the time you arrived at the delivery point. Using the second 'Finish Time' section, enter time plus travel once delivered.

After entering in all job times, select 'Submit'.

RECORDING REST BREAKS

Your break times must be entered into your App as you take them. To record your breaks, go to your home screen, hit 'Start Break'.



When you complete your break and return to work, hit 'Finish Break'.




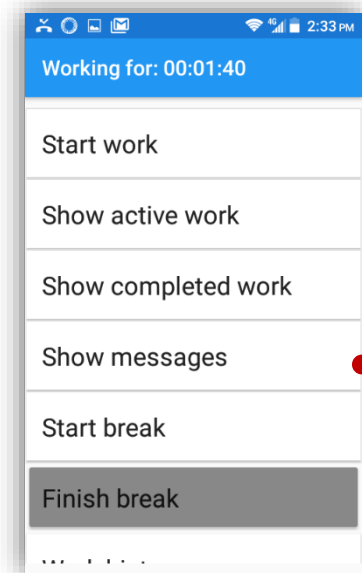
** rest break includes any period of downtime that exceeds 15 minutes.**


** You can only work 12 hours in a 24-hour period and have at least a one hour break during this time.**

COMMUNICATING WITH DISPATCH

To send a message:

Go to the home screen and select 'Show Messages'. Once open, click on the pencil icon () to write the message.



Click in the 'type message' section. Using the pop-up keyboard, type in your message and hit '  ' to send.



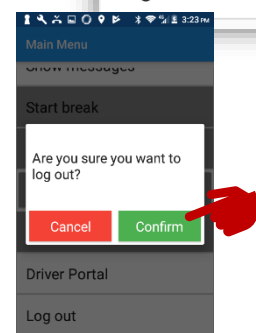
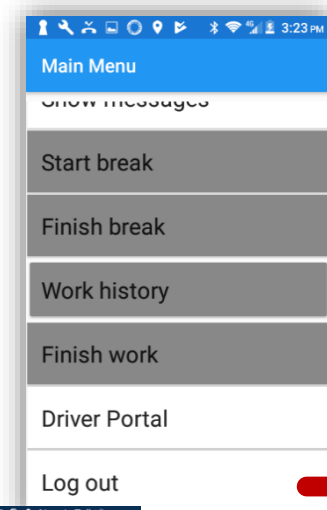
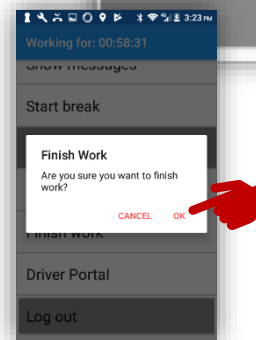
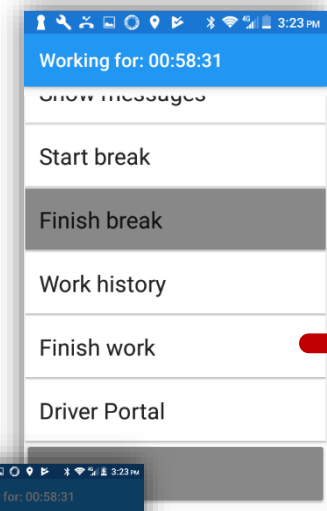
Receiving a message:

If you receive a message from dispatch an alert will sound and the message will appear on your screen. The message alert tone may continue to sound until you acknowledge and/or reply to the message.

FINISHING WORK EACH DAY

At the end of each day you must log off. This step is important as failure to log off may result in issues with the operation of your App. Log off by returning to the home screen and clicking on 'Finish work'. You will then be asked to confirm that you wish to finish work. Select 'OK'. Once back to the home screen, select 'Log Out'. You will be asked if you are sure, select 'Confirm'.

Note that you must stay logged on and carry your device with you until 5pm



UPDATING YOUR APP

Update your App by plugging your device into an electrical socket overnight. Please do this once a week at least.

TROUBLESHOOTING

If your APP is not connecting to the network ensure the following:

- You have location services turned on at **all times** when working for Team Transport
- You have wifi turned off
- You have data

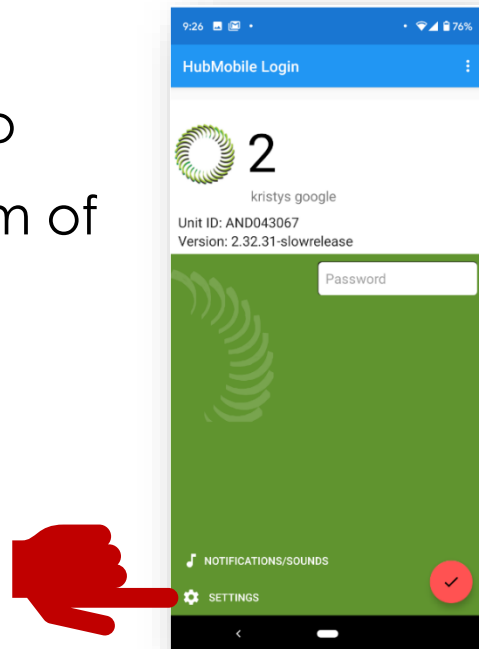
These settings can all be adjusted in the settings section of the phone

****Note that the Facebook Messenger App conflicts with the Hub Mobile App and therefore cannot be installed on the device used for work ****

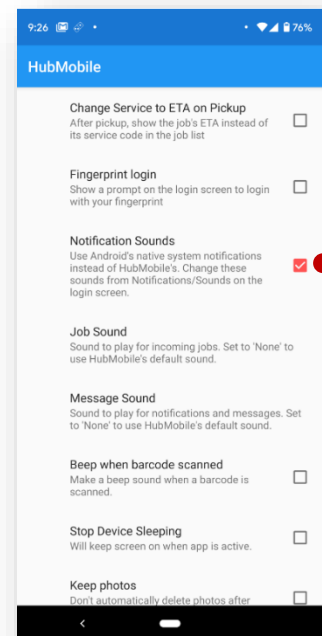
If you have any further questions or need assistance with anything App-related, please contact our Depot.

CHANGING YOUR ALERT TONE

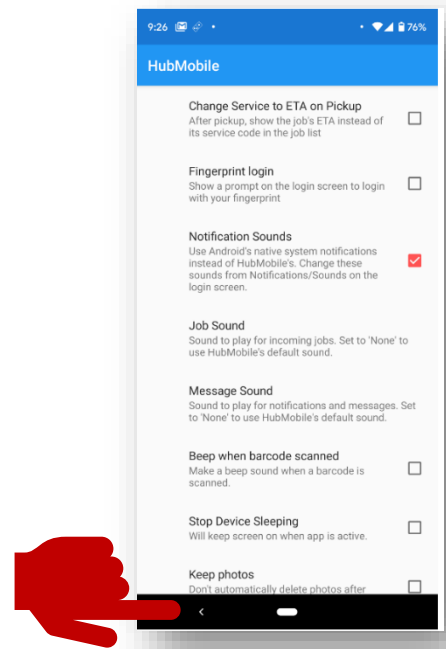
Before signing in to the app tap “settings” at the bottom of the screen.



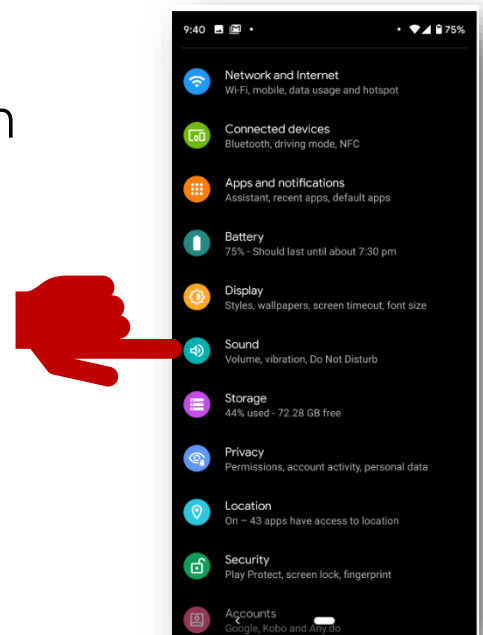
Tap on “Notification Sounds” and ensure that the box is ticked.



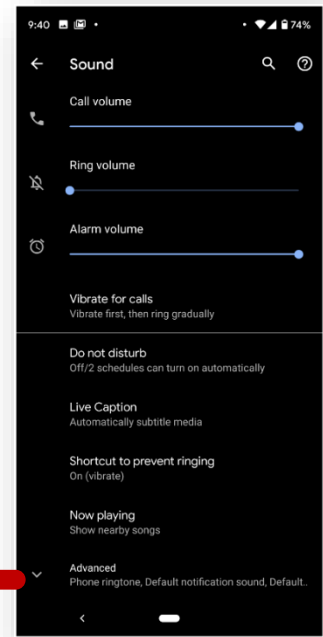
Then, close the screen by tapping on the “<” symbol



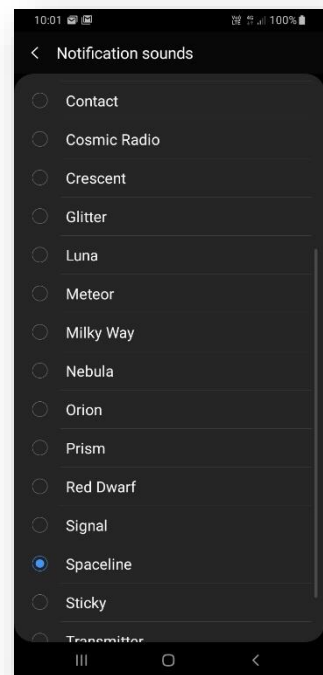
Then, go to the phone settings on the main screen and tap on “sound”



Scroll down and select
“advanced”



You can now select the sound you like. You can sample the sound of the alert tones by clicking the names of each one! Once you're happy with the sound and it is selected on your screen, close the screen by tapping on the “<” symbol – your new sound will now be saved.



Please note: you are in a noisy environment & the tone only runs for 10 seconds, please choose a sound that you can easily identify & hear.

Service Codes - guide

Hourly

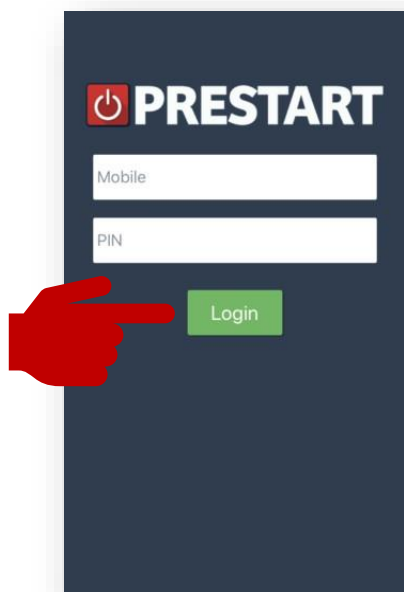
<u>SERVICE CODE</u>	<u>SERVICE DESCRIPTION</u>
1	1 TONNE UTE
1R3	1 TONNE RACKS
2	2 TONNE
4	4 TONNE
6	6 TONNE
8	8 TONNE
12	12 TONNE
14	14 TONNE
PM	PRIME MOVER
SEM	SEMI TRAILER
STL	SEMI TAUTLINER
SF	SEMI FORK
BD	B-DOUBLE
DD	DROP DECK
EXT	EXTENDABLE TRAILER
DEX	DOUBLE EXTENDABLE TRAILER
6C	6T CRANE
12C	12T CRANE
14C	14T CRANE
SC	SEMI CRANE
CNE	CRANE TRAILER
PMC	PRIME MOVER CRANE
HL4	HEAVY LIFT CRANE 4T+
6T	UP TO 6T TILT TRAY
11T	6T-11T TILT TRAY
TG	TAILGATE 4-12T
12F	12T FORK
14F	14T FORK
6F	6T FORK
LAB	LABOUR
W	WIDELOAD
D	DANGEROUS GOODS

Trip Rate

Service Code	Service Description
1TT	1 TONNE TRIP
2TT	2 TONNE TRIP
4TT	4 TONNE TRIP
6TT	6 TONNE TRIP
8TT	8 TONNE TRIP
12T	12 TONNE TRIP
14T	14 TONNE TRIP
PMT	PRIME MOVER TRIP
STT	SEMI TRAILER TRIP
BDT	B-DOUBLE TRIP
DDT	DROP DECK TRIP
DXT	DOUBLE EXT TRIP
6CT	6T CRANE TRIP
LCT	10-12CT TRIP
2CT	12-14T CRANE TRIP
SCT	SEMI CRANE TRIP
CTT	CRANE TRAILER TRIP
6S	UP TO 6T TILT TRAY TRIP
11S	6T-11T TILT TRAY TRIP
HLT	HEAVY LIFT CRANE TRIP
1FT	6T FORK TRIP
2FT	12T FORK TRIP
3FT	14T FORK TRIP
SFT	SEMI FORK TRIP
TGT	4-12T TAILGATE TRIP

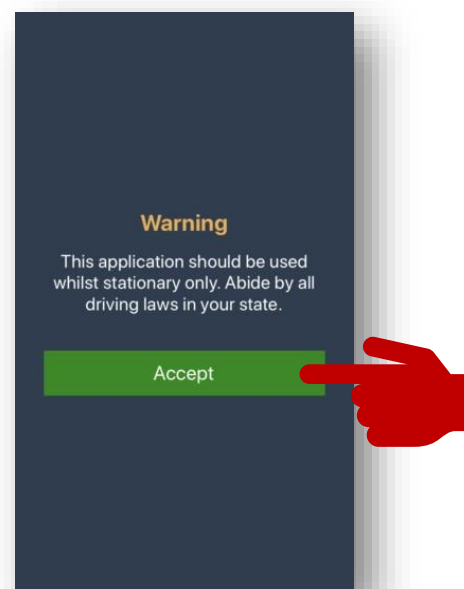
PRESTART USER GUIDE

To access Prestart on any smartphone or tablet, go to m.prestart.io or download the free app from the App Store or Google Play Store.

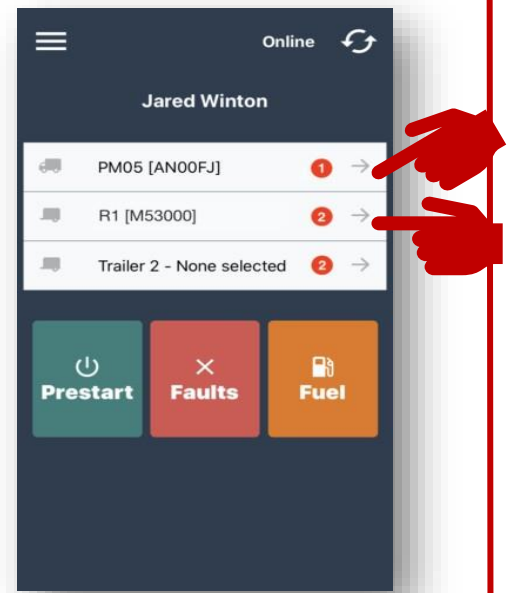


Open the app and enter your mobile number and six-digit PIN then click Login.

Prestart is not to be used while driving or operating equipment. Accept the warning to continue.

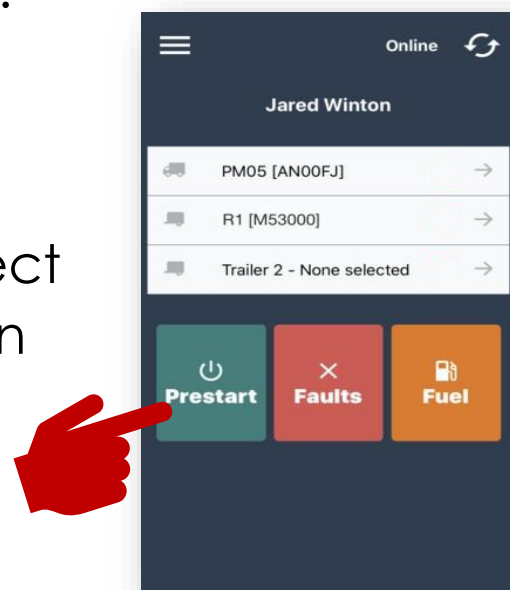


The first task is to identify the vehicle/plant **1** and trailers **2** that you require. Prestart can be configured to select up to 6 trailers. The app will remember the last vehicle and trailers you used. Click the top white box **1** to change the truck and other white boxes **2** to change trailers.



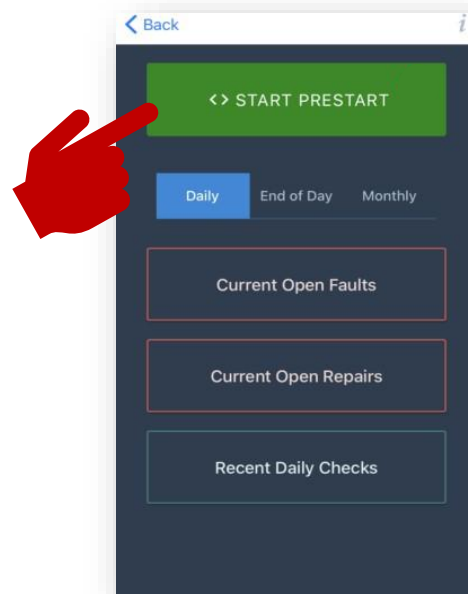
Start typing a Fleet # or Registration in the white search box to find the required vehicle. You can also scroll to see more vehicles.

Once you have the correct vehicles selected, click on the Prestart button.



Before starting the Prestart, the app will list any outstanding Fault Reports and open Repairs. This is to advise of any known issues with the asset and to allow you to select one as a fail option to prevent duplication of Fault Reports.

Click Start Prestart.



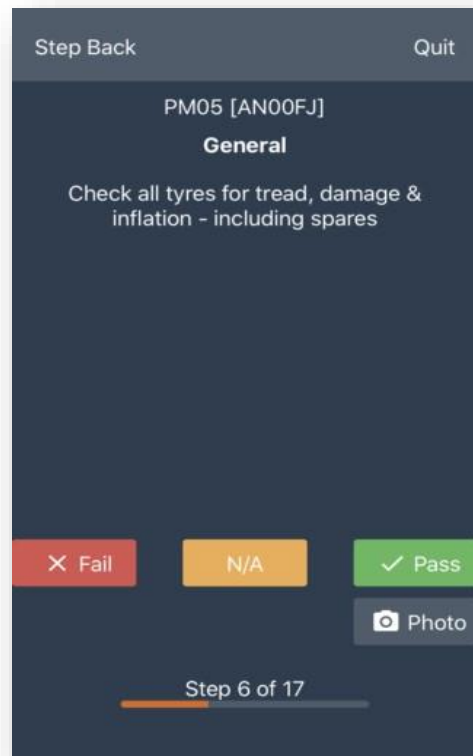
Prestart will display one question at a time. The top of the screen will identify the vehicle, followed by the question and possible answers (Fail, N/A and Pass buttons).

Pass will identify that you believe the asset meets the requirements of the question.

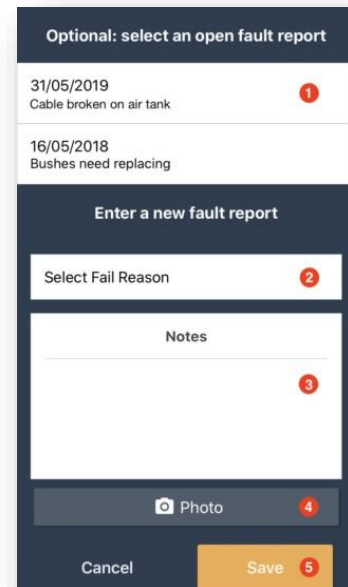
N/A can be used in situations where the question is not relevant to the asset at this current time (e.g., the question is related to an attachment that is not fitted).

To attach a photo to a Pass or N/A item, simply click the Photo button and take a photo of the item before clicking Pass or N/A.

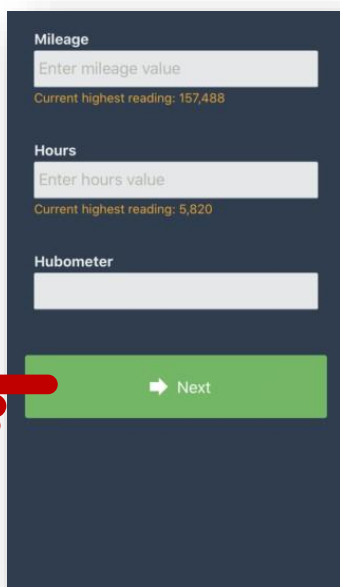
If the vehicle/plant does not meet the requirements of the question, clicking the “Fail” button loads the following screen.



If there is already an Open Repair or Open Fault Report reflecting the same issue, select it from the list **1** . Prestart will still record that you failed the item but will not create duplicate fault reports.

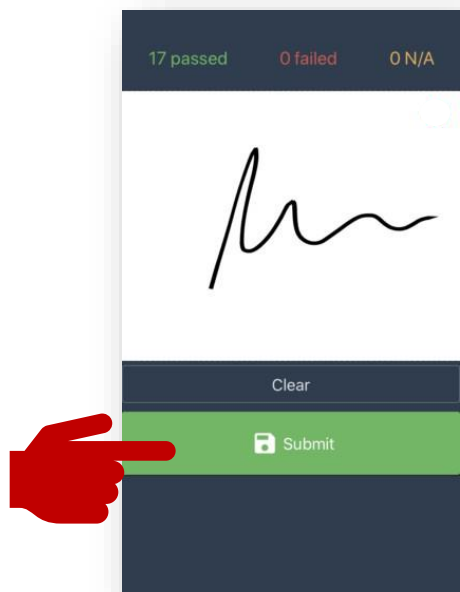


To enter a new fault report, select the reason why you failed the item **2** . Add a note **3** and a photo **4** if required, then click Save **5** .



Once you have finished the checklist you will be prompted to enter the current Odometer, Hourmeter, and Hubometer readings, then click Next. This will only appear if enabled in your Gearbox settings.

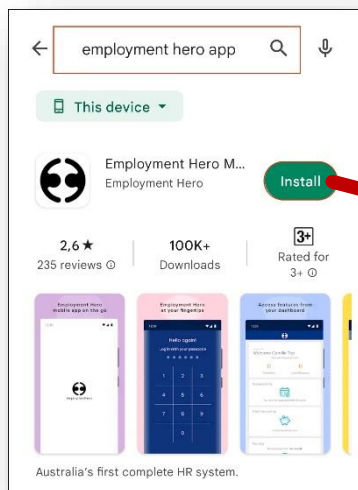
If you have selected trailers, the first trailer Prestart checklist will begin.



Once all checklists have been completed, Prestart will display a summary of the information and provide an area for you to sign. Once signed, click Submit.

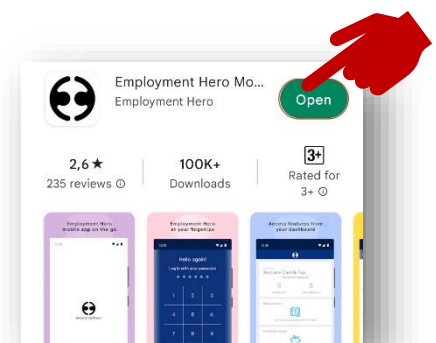
Prestart will upload your completed checklist answers and photos to Gearbox. Any items that were failed will be created as a new Fault Report (if an existing one is not selected) and an email will be sent to the nominated email addresses.

EMPLOYMENT HERO – SETTING UP THE APP

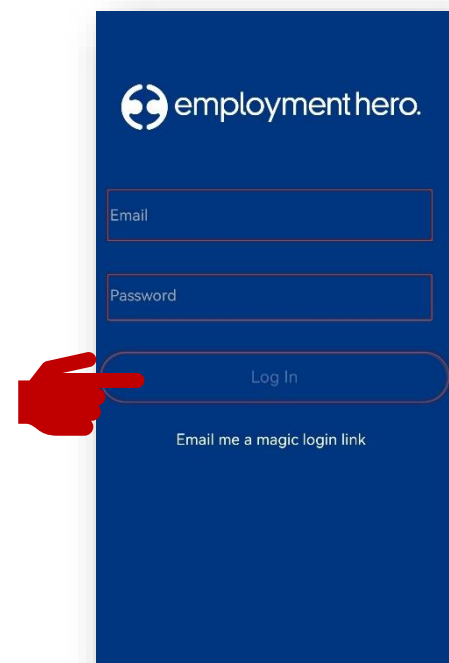


Open the Play Store, search for Employment Hero and tap **Install**.

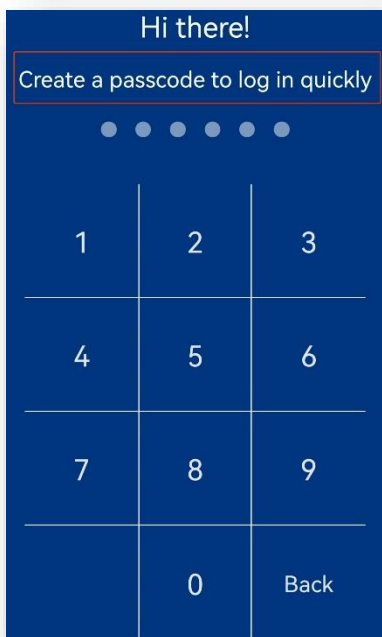
Once the app has downloaded tap **Open**.



Enter your email address (the personal email address you have provided to Team) and password, then tap Log In.



Enter the authentication number that is sent to your mobile device and tap Verify.



Create a passcode or turn on Face ID if you want when prompted.

If prompted, you can Turn ON Fingerprint Login or tap No thanks.

Your details should automatically be linked from your web-based profile.



team transport & logistics

TEAM TRANSPORT & LOGISTICS

1300 138 326

34 IRIS PLACE, ACACIA RIDGE

P.O BOX 233, ACACIA RIDGE, 4110