team **transport** & **logistics**

TEAM TRANSPORT DRIVER APP
USER GUIDE

CONTENTS

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.
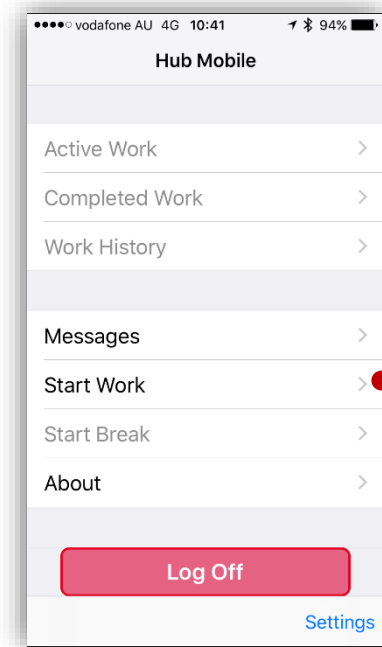

After logging in, the App should take you to the home screen (pictured right).
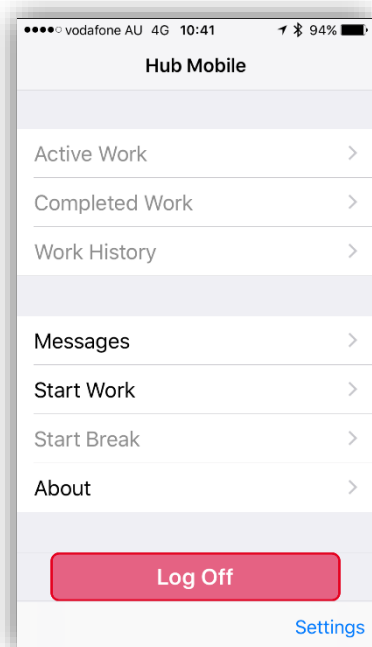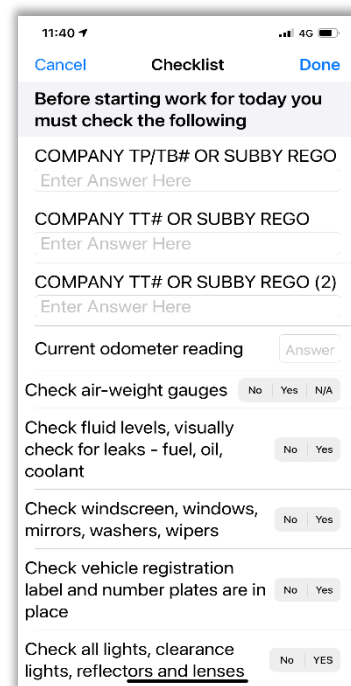
START WORK

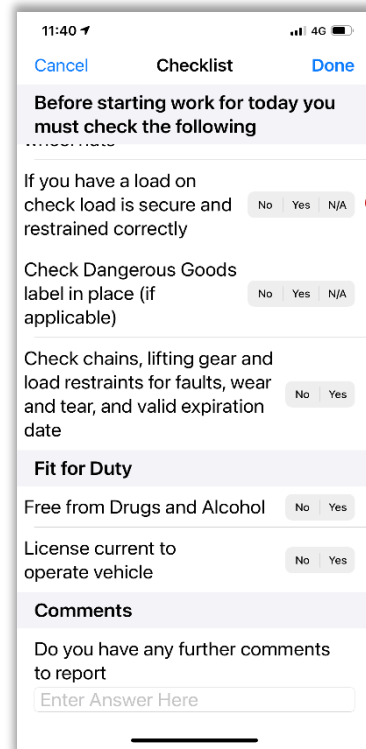Select the 'start work' option In the home screen menu, to access your daily checklist.

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.

START WORK (CONTINUED)

You will then 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. If a checkpoint doesn't apply to you, hit 'N/A'.

Respond accordingly to each check point and select 'Done'. You will then be asked to record a signature and your name. After you have signed select 'Done'.

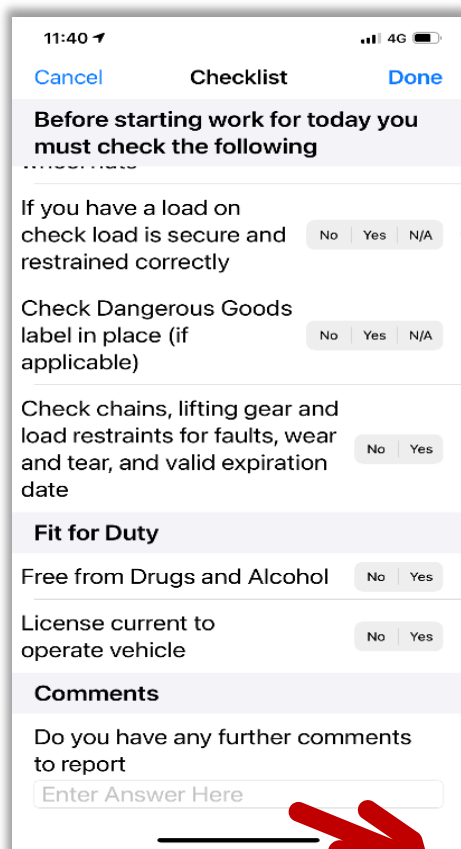# PRE START INSPECTION CHECKLIST (START WORK CONTINUED)

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

team **transport**&logistics

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:

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.
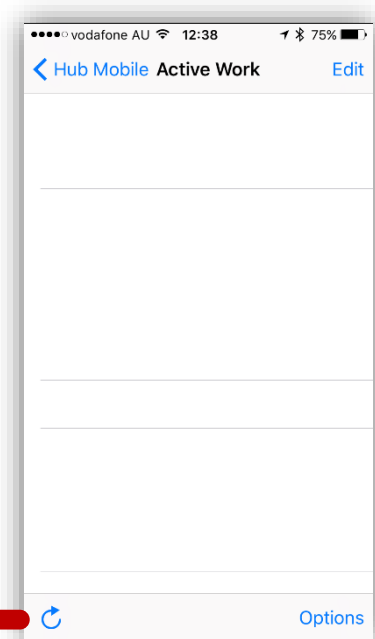
VIEWING & ACCEPTING JOBS

After returning to the home screen, select the 'Active Work' option to view any jobs that are allocated to you.
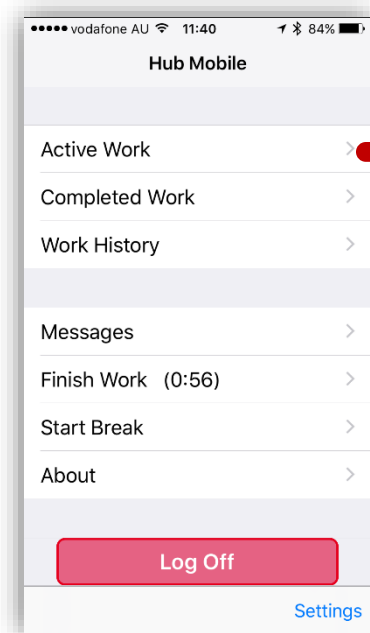
Once in Active Work you will need to reload your Active Work page by hitting the refresh button (do this each morning to receive up-to-date job information)

VIEWING & ACCEPTING JOBS (CONTINUED)

When a job is allocated to you, you'll hear a notification alarm. Job details and an 'Accept Job' button will appear on your screen. **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.
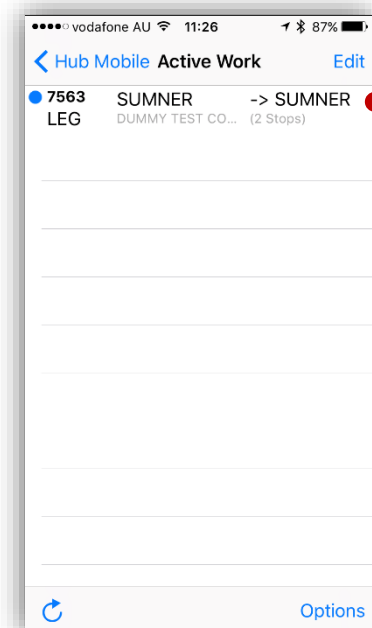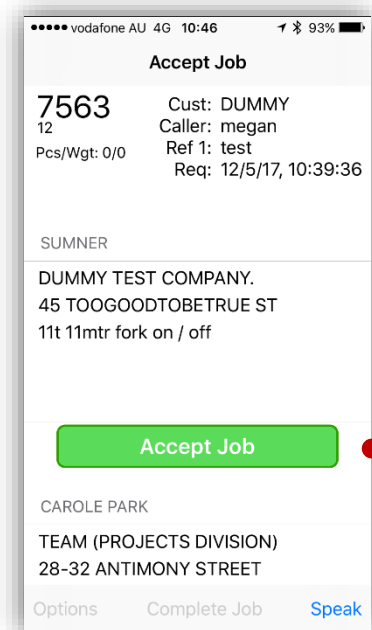
VIEWING & ACCEPTING JOBS (CONTINUED)

- You can return to the Active Work screen at any time to review the jobs' details
- The jobs that are allocated to you will appear in the Active Work screen until the jobs are complete
- If more than one job is listed in the 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 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 Site address. Any notes relevant to the job can be seen in area at the bottom of the screen.
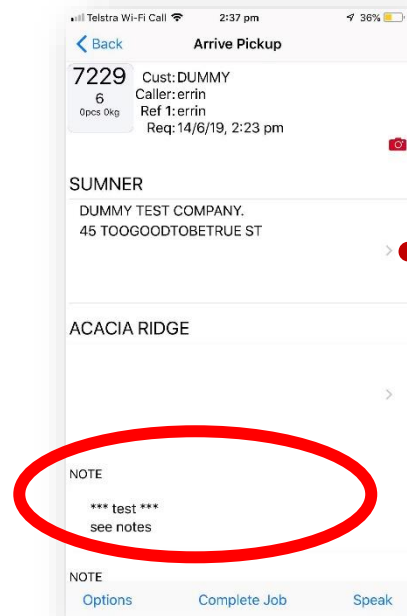
Once open, select 'Arrive' and then respond to the safety message using the process explained on the following page.
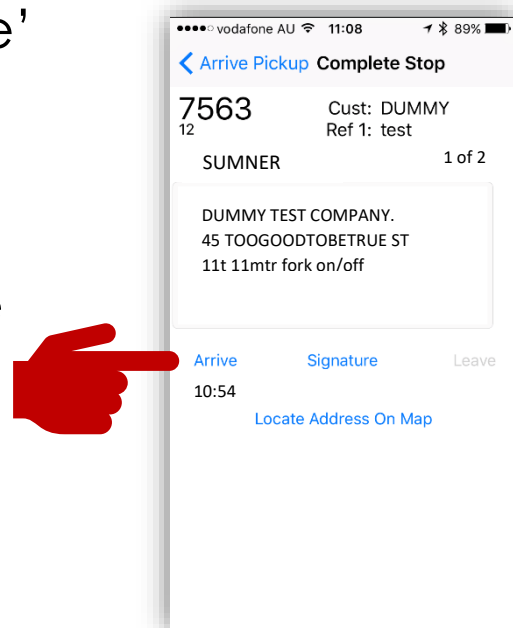
SITE SAFETY ASSESSMENT

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 'Arrived- safe' option. If you select the 'Arrived – Not Safe' option a team member will contact you via your APP or phone. If no one contacts you within five minutes, contact Team directly.
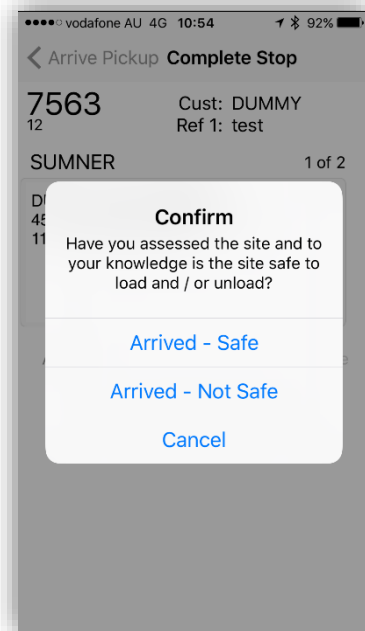
Examples of what to look for:

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

13

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.
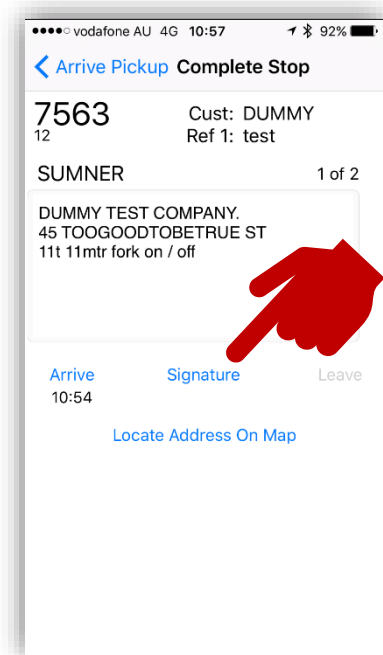
Enter first and last name in the 'Printed Name' box (click on the box and the keyboard will appear). Get the person to then sign in the area below.
If there is no one on site please advise your dispatcher and sign as N.O.S (not on site)
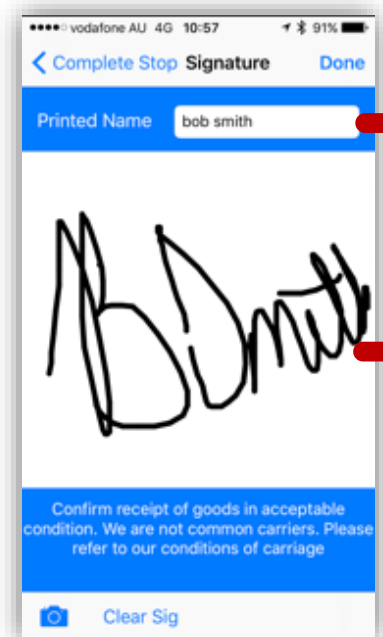
GETTING PROOF OF DELIVERY ON SITE (CONTINUED)

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 receiving the name and signature press the camera icon in the bottom left corner and take the photo.

If you are happy with the photo, select the 'Use photo' option. If not, select the 'Retake' option and take a new photo before hitting 'Use Photo'.
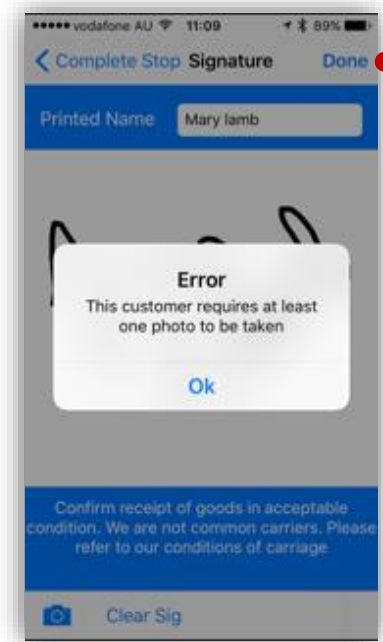
To take additional photos repeat the above process.

GETTING PROOF OF DELIVERY ON SITE (CONTINUED)

Once you're back in the Signature Screen you can hit 'Done' in the top right corner which will complete the POD portion.

If you select 'Done' prior to taking a photo this error message will appear:

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.
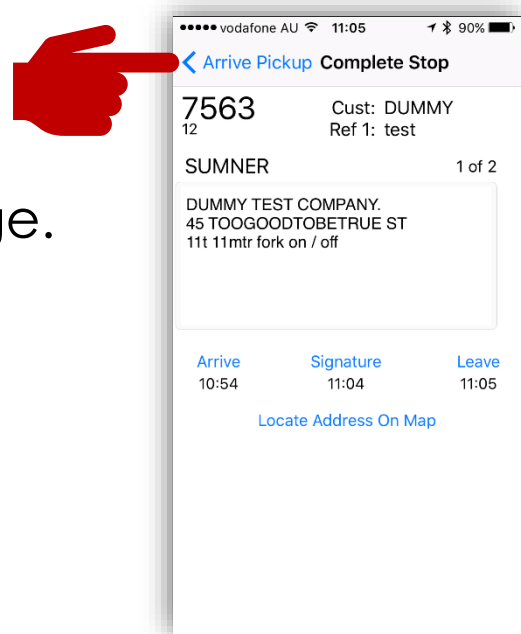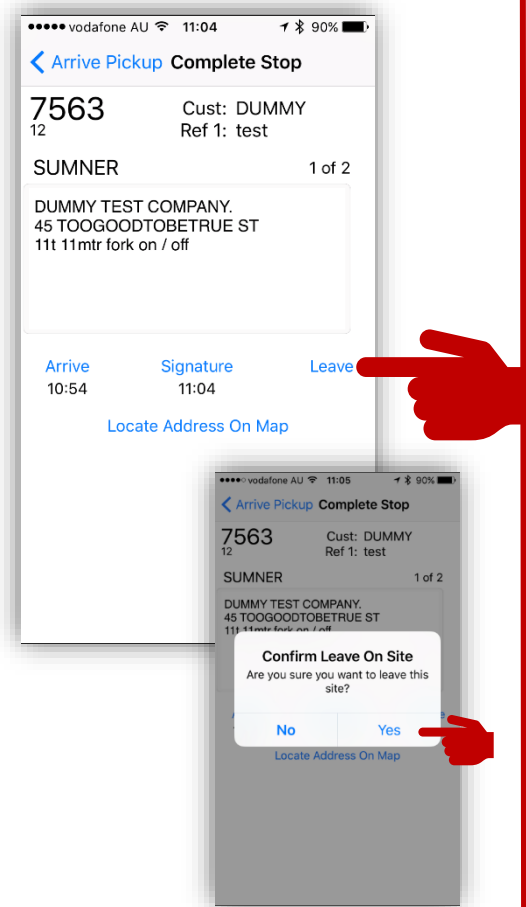
LEAVING A SITE

After you receive POD and You are ready to leave the site you must select the 'leave option on your screen.
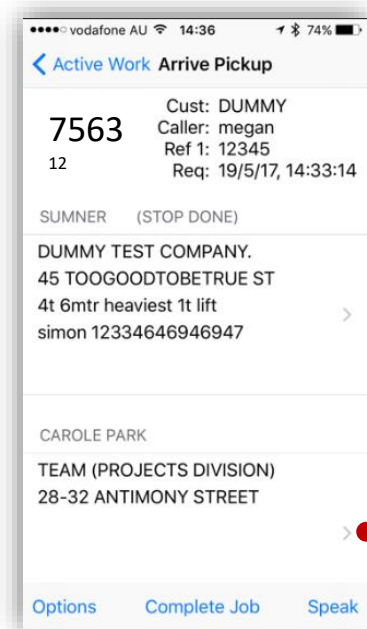
Confirm that you want to leave the site by selecting the 'Yes' option.

You will need to hit the 'Arrive Pickup' arrow to return to the main job page.
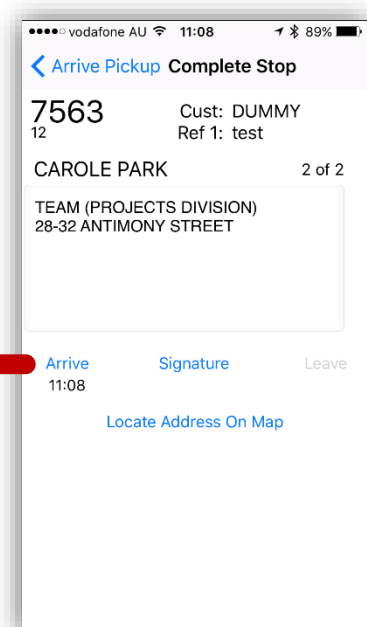
SECOND LEG/ DELIVERY POINT

Once on the main job page you'll be able to see the delivery address. Commence your journey to the delivery point. Upon arrival, click on the grey arrow in the second leg to open the correct screen.
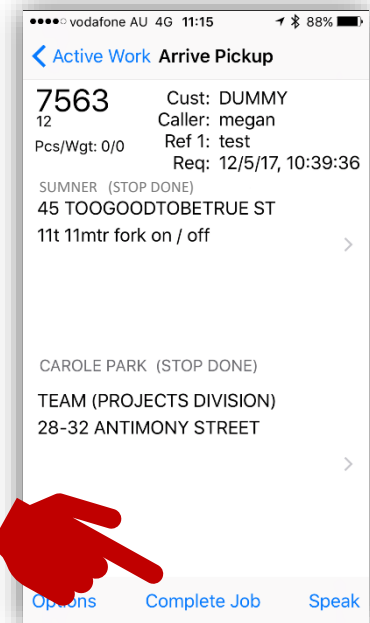
Once open, select 'Arrive' and respond to the safety message using the same process explained on page 11.

…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 be asked to fill in your job times. 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 'Done' option.
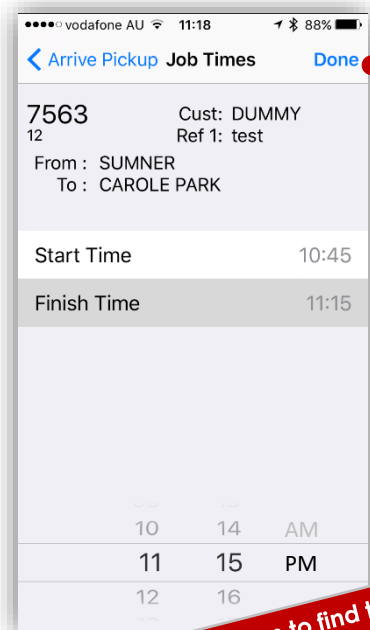

Scroll up and down to find the numbers you need – don't forget to use 24-hour time!

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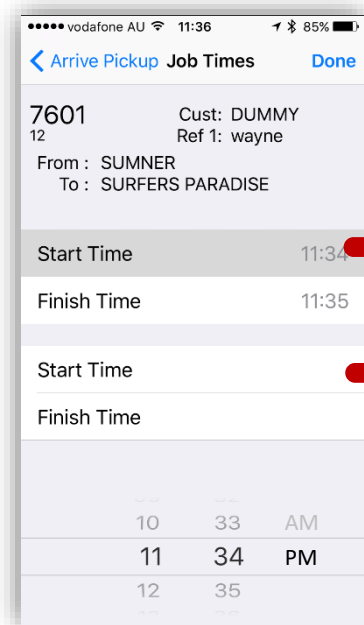
Find and open the relevant job in the active work screen. Once open you will see 'Various' at the delivery Address. Select the arrow on the Various tab.

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.
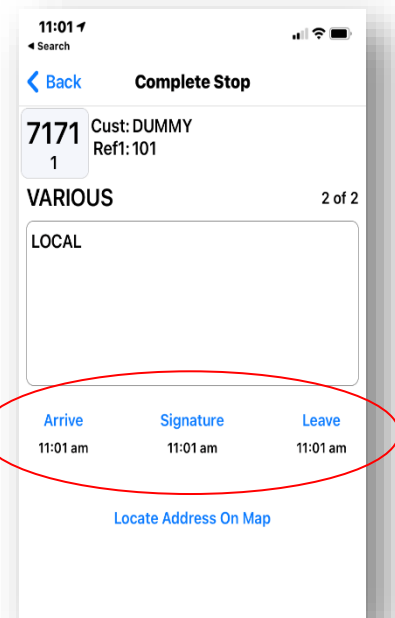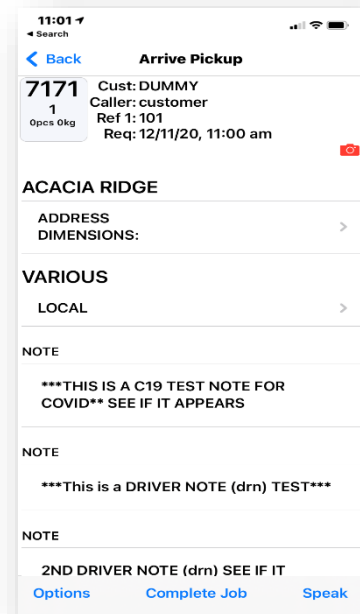
COMPLETING A PRE-LOAD JOB

Go to the current job in active work and select the 'Complete Job' option (as explained on previous page). 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. 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 'Done' in the top right corner.

MAKING A BULK PICKUP/DELIVERY

What is a Bulk Delivery/Pickup?

You may receive jobs that relate to stock transfers, usually through Bunnings. These 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.
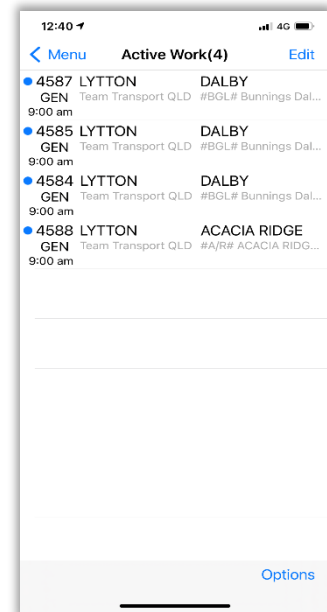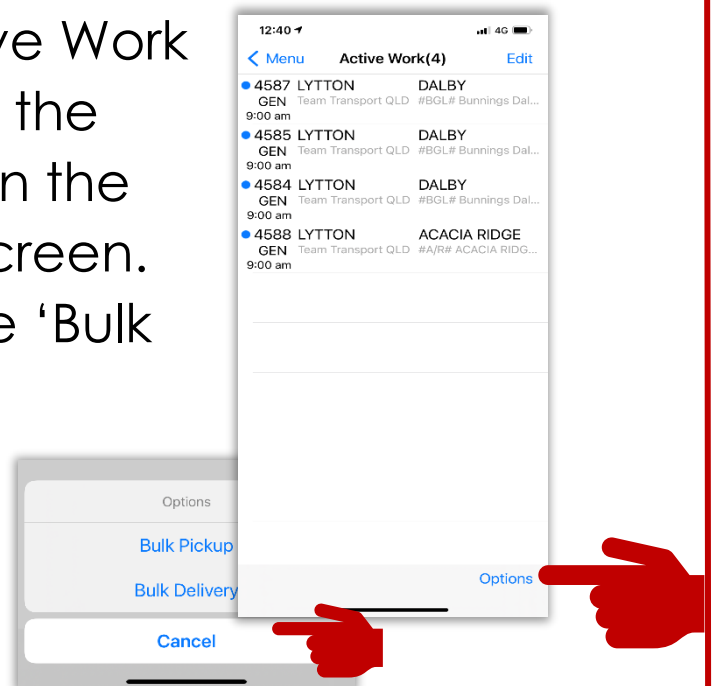
Receiving Bulk jobs

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 options button located in the bottom corner 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.
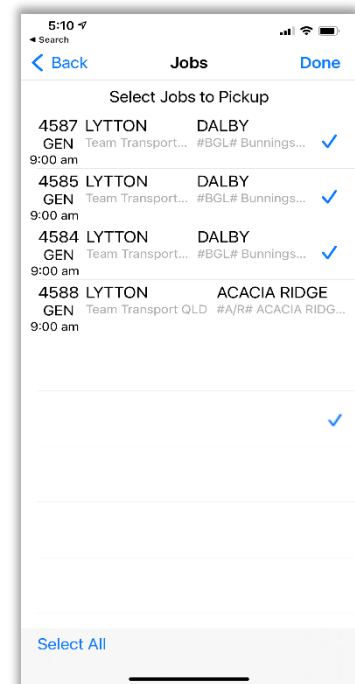
Hit the 'Set Arrive Time' button, which will apply as your arrival time for all jobs picking up from the same location.

Proceed by pressing the pickup button on the top right.
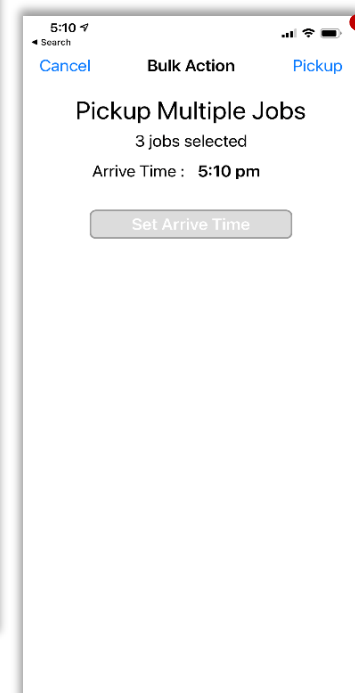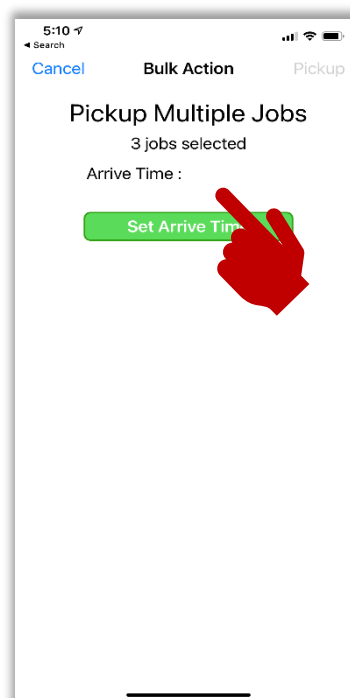
MAKING A BULK DELIVERY (CONTINUED)

To make a bulk delivery, open your Active Work Folder, hit the Options button and select Bulk Delivery. Select the jobs you are delivering, as shown in photo there are three orders delivering to Dalby. Once selected, hit the 'Done' button.
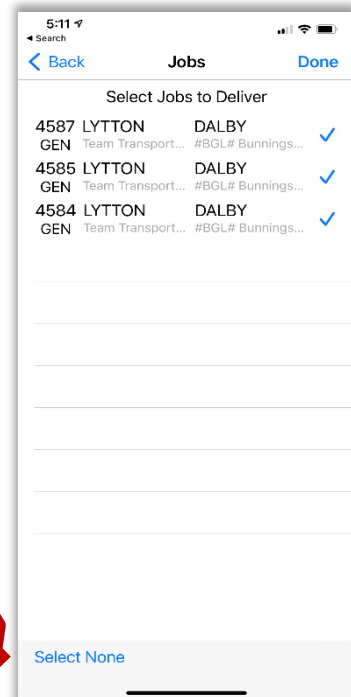
Set your arrival time and hit the Drop button.
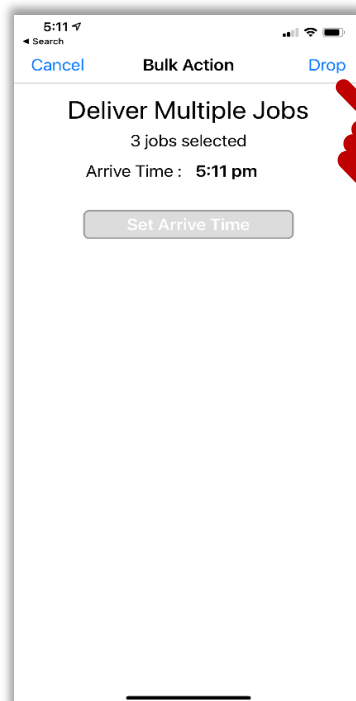
You will then be required to get a name, signature and photos of the orders you have delivered. Once you have all of this, hit done and the selected jobs will clear from your Active Work folder.

Remember: Always include photos of your delivery dockets

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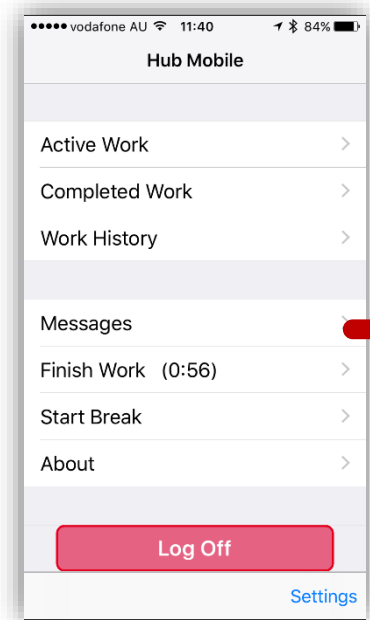
When you complete your break and return to work, hit 'Finish Break' and confirm when prompted.

** 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 'Messages'. Once open, click on the text box at the bottom of the screen.

Then, using the pop-up keyboard, type in your message and hit send. If you'd prefer to use a generic/saved message, click on the 'Canned Msg' blue word and choose from the menu.
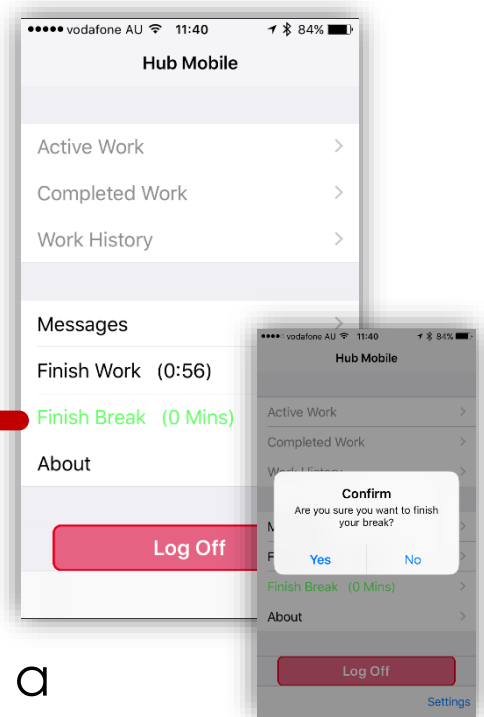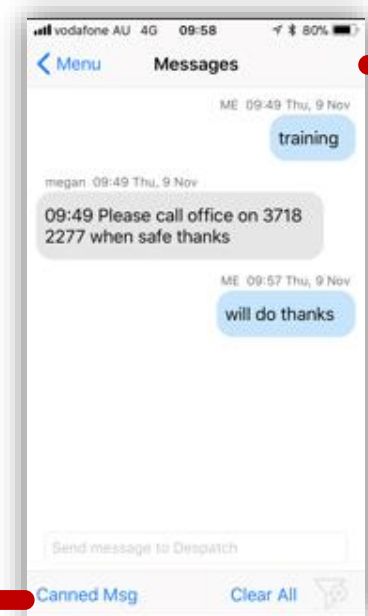

Receiving a message:

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 'Yes'.
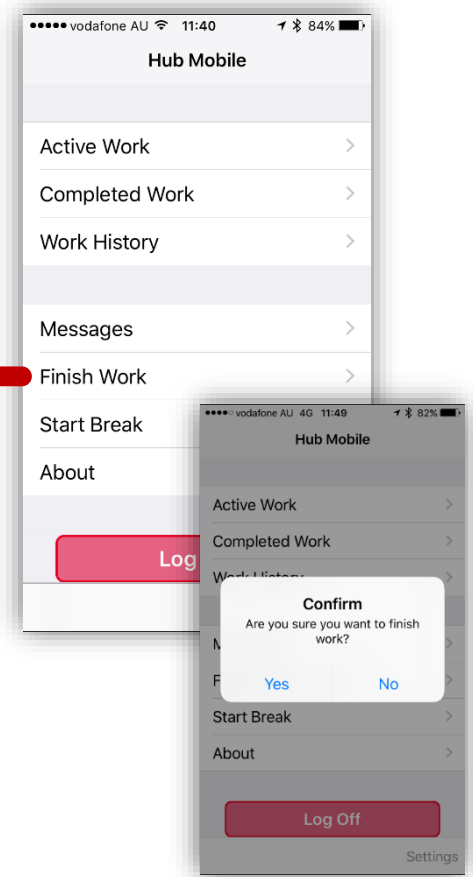
Once back to the home screen, hit the 'Log Off' Button.

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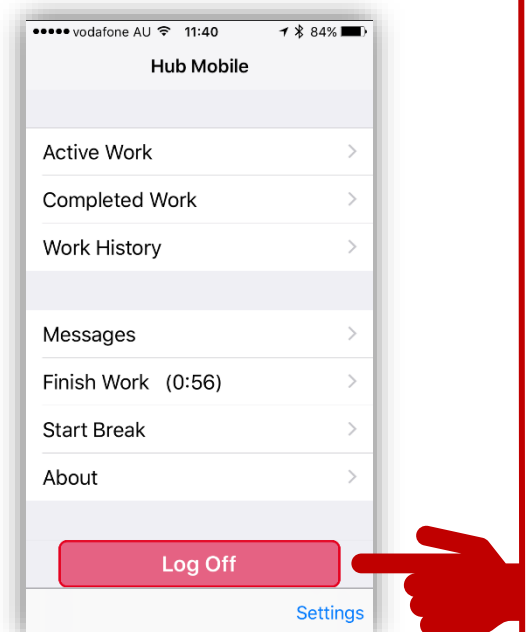
UPDATING YOUR APP

Update your App by accessing the App Store on your Iphone home screen.
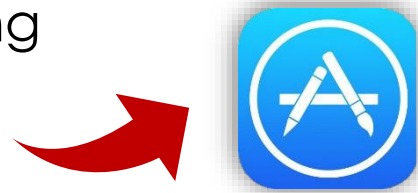
Once in the App Store, click on the updates icon on the bottom Left corner.
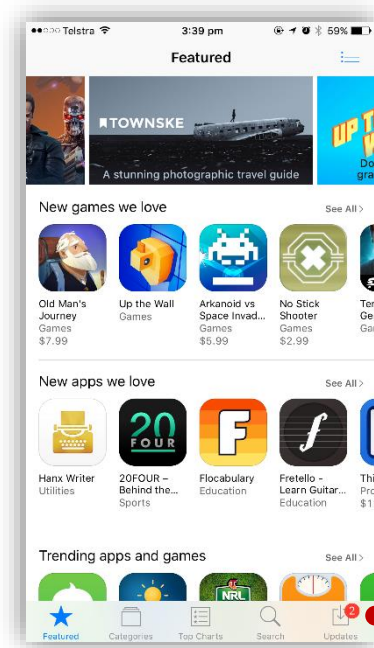
You will see all the updates available on your phone. If there Is a HUB Mobile update listed here, click on the 'Update' button.

Please ensure that your Apple Updates are up to date also.
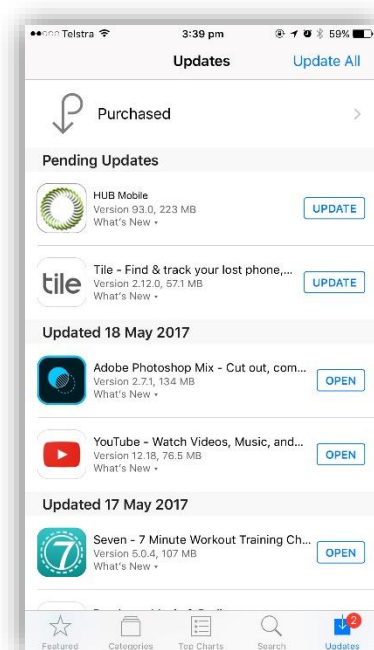
TROUBLESHOOTING

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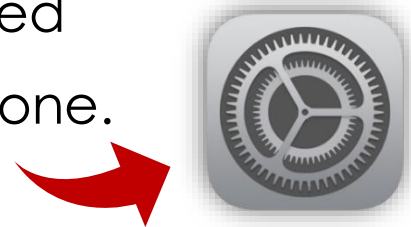
If you have any further questions or need assistance with anything App-related, please contact our Depot.

CHANGING YOUR ALERT TONE

Sign in to your app and tap "settings" at the bottom of the screen.
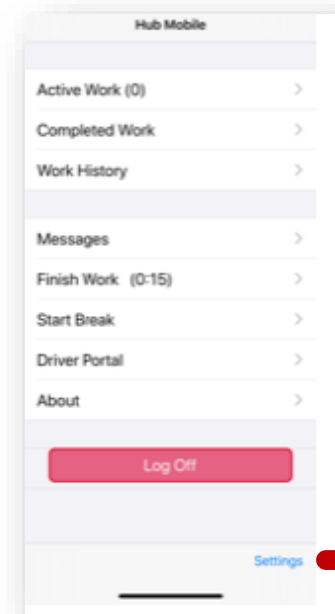
Tap on "Set new job sound" to change your alert tone from the default setting.
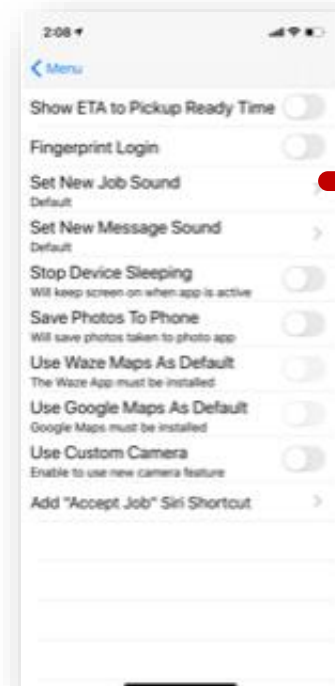
You can now look for a alert tone/sound that you like. Go through the list of tones & sample them as you go by tapping on each name.

The tick on the right of the tone name shows the tone currently selected. When your happy with the selected tone, tap "back" & then "menu". The alert tone will now be updated
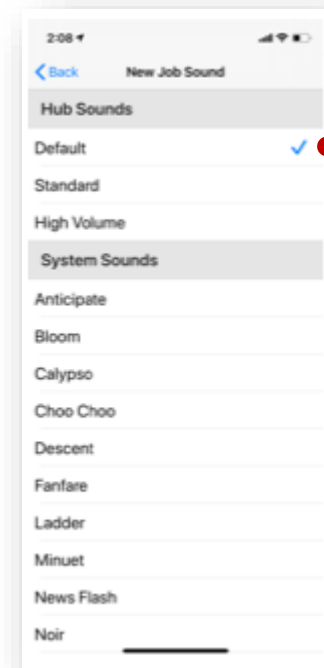
Please note: you are in a noisy environment & the tone only runs for 10 seconds, please choose a sound that you can easily identify & hear.

Service Codes - Guide

Hourly

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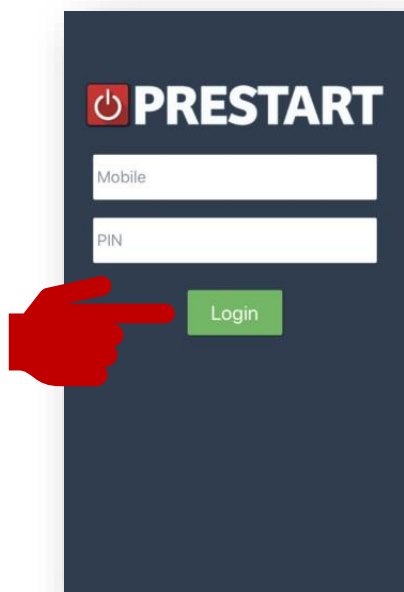
Open the app and enter your mobile number and six-digit PIN then click Login.

Prestart is not to be used while driving or operating equipment. Accept the warning to continue.
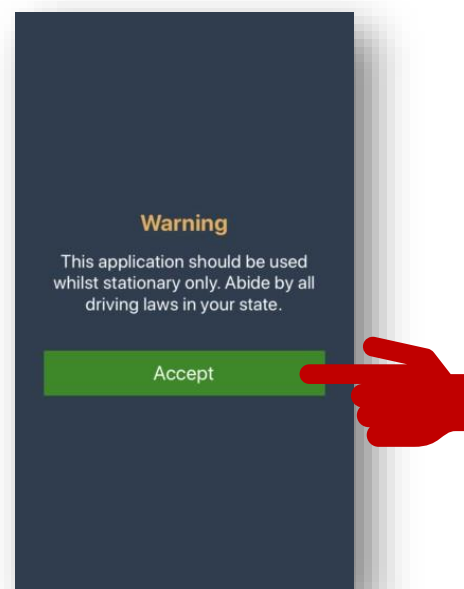
The first task is to identify the vehicle/plant❶ and trailers❷ that you require. Prestart can be configured to select up to 6 trailers. The app will remember the last vehicle and trailers you used. Click the top white box❶ to change the truck and other white boxes❷ to change trailers.
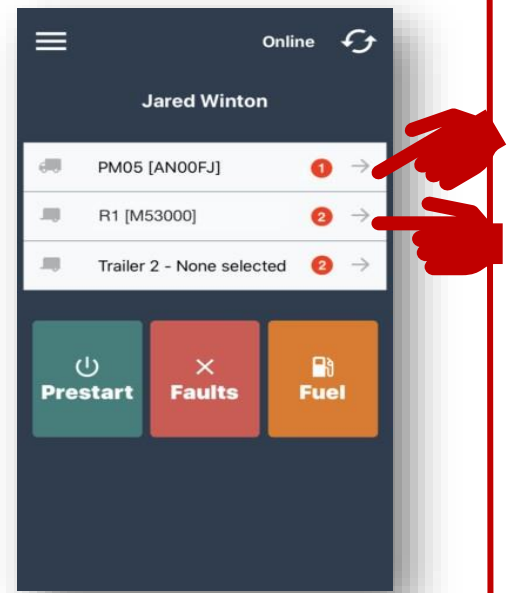
Start typing a Fleet # or Registration in the white search box to find the required vehicle. You can also scroll to see more vehicles.

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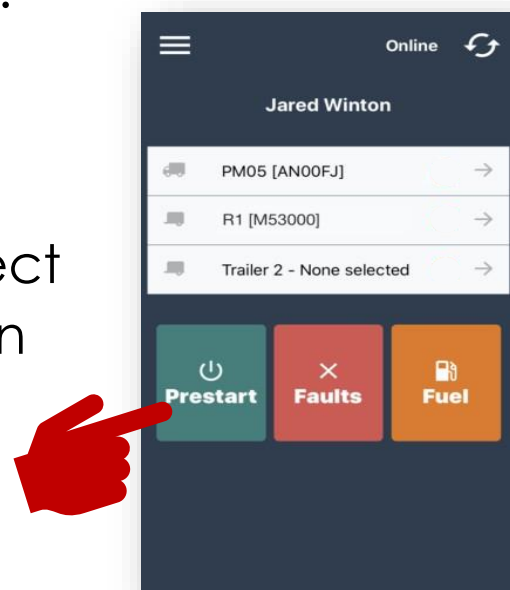
Before starting the Prestart, the app will list any outstanding Fault Reports and open Repairs. This is to advise of any known issues with the asset and to allow you to select one as a fail option to prevent duplication of Fault Reports.

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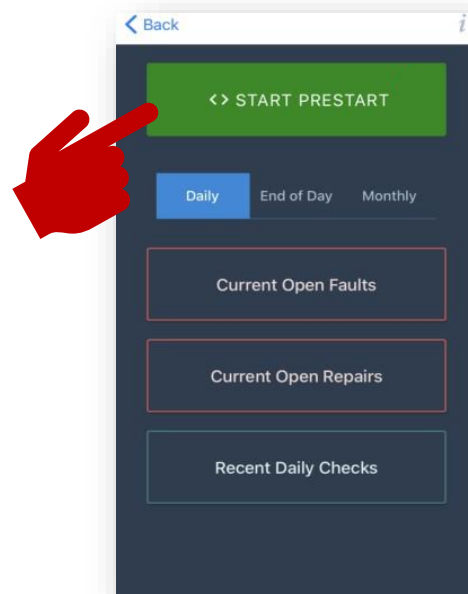
Prestart will display one question at a time. The top of the screen will identify the vehicle, followed by the question and possible answers (Fail, N/A and Pass buttons).

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.
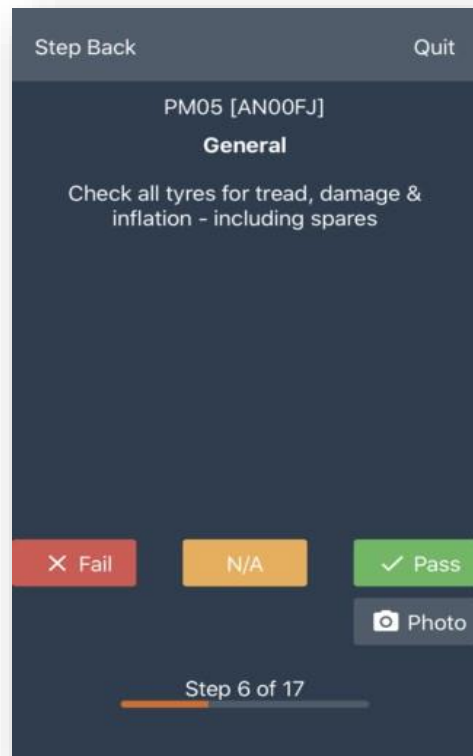
If there is already an Open Repair or Open Fault Report reflecting the same issue, select it from the list❶ . Prestart will still record that you failed the item but will not create duplicate fault reports.
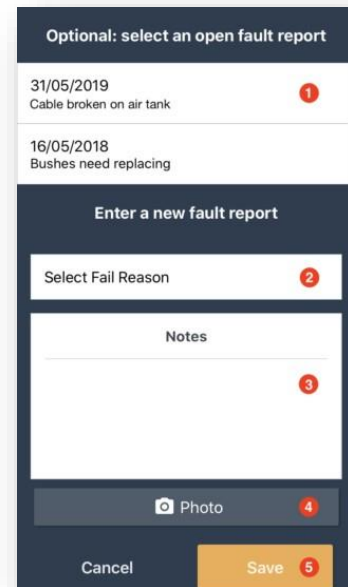
To enter a new fault report, select the reason why you failed the item❷ . Add a note❸ and a photo❹ if required, then click Save❺ .
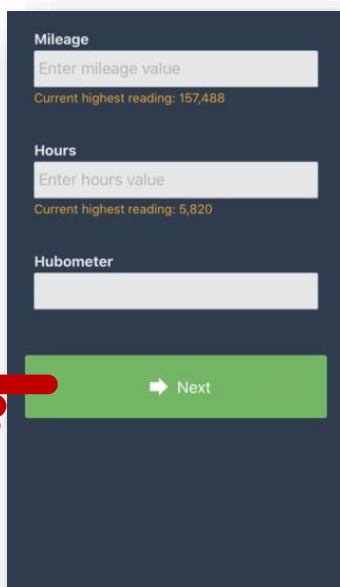
Once you have finished the checklist you will be prompted to enter the current Odometer, Hourmeter, and Hubometer readings, then click Next. This will only appear if enabled in your Gearbox settings.

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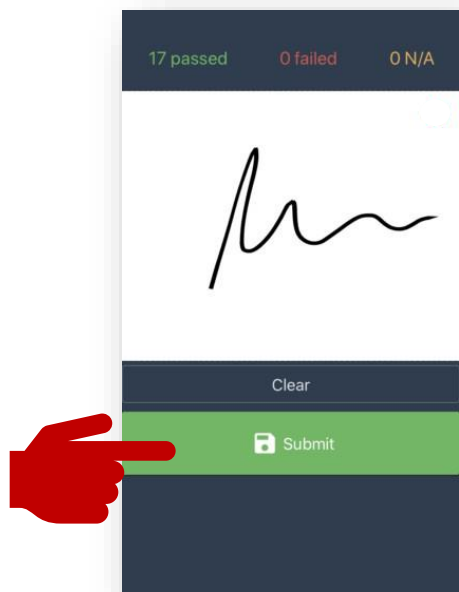

Once all checklists have been completed, Prestart will display a summary of the information and provide an area for you to sign. Once signed, click Submit.

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.
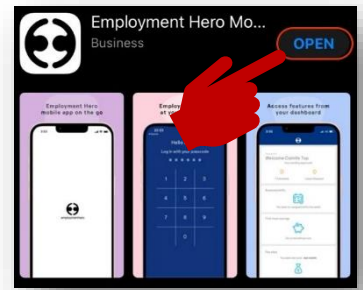
EMPLOYMENT HERO – APP SETUP

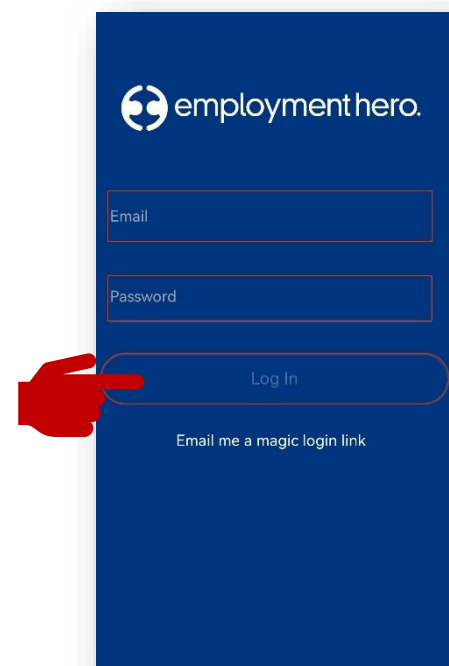Access the App Store on your iPhone home screen.
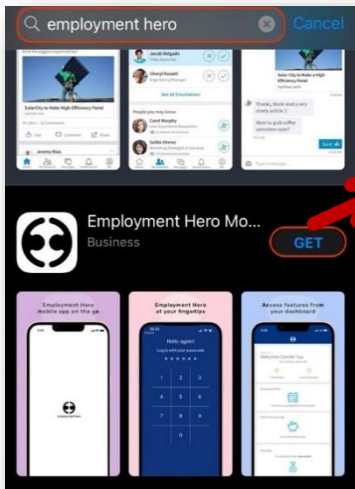
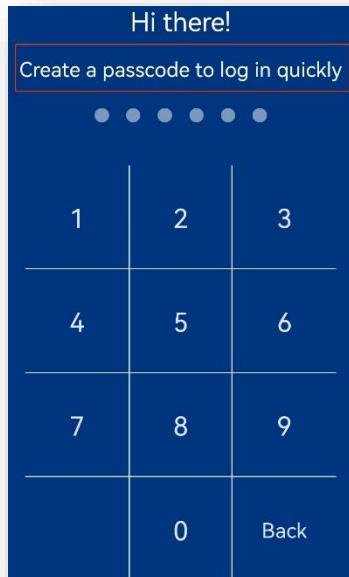Search for Employment Hero and tap **Get**.

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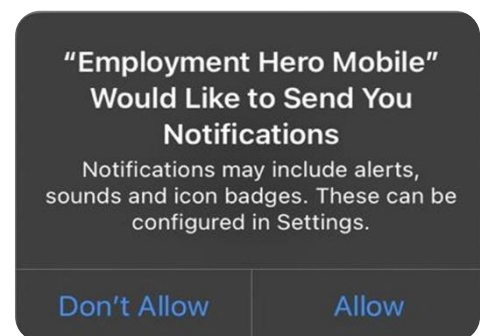
Enter the authentication number that is sent to your mobile device and tap Verify.

2-Factor Authentication
We have just sent a code to: +61******
Enter code here
☐ Remember this device for 45 days
Verify
Haven't received the code? Resend code (1)

Hi there!
Create a passcode to log in quickly
● ● ● ● ● ●

1	2	3
4	5	6
7	8	9
	0	Back

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

Tap Allow if you consent to Employment Hero sending you notifications or tap Don't Allow if you do not consent.

"Employment Hero Mobile" Would Like to Send You Notifications
Notifications may include alerts, sounds and icon badges. These can be configured in Settings.
Don't Allow   Allow

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

1300 138 326

34 IRIS PLACE, ACACIA RIDGE

P.O BOX 233, ACACIA RIDGE, 4110