T.R.A.V.E.C.O

External drivers App – Android Version Version User Manual Praboard 3000

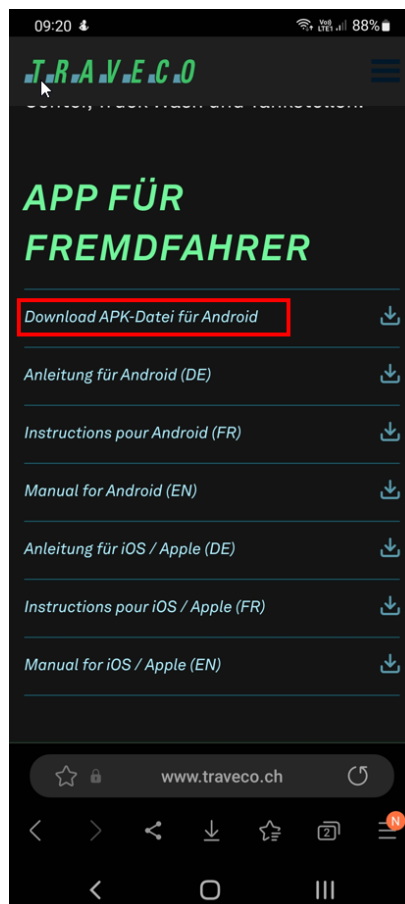## Table of contents

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1.   Download the app

1.1   Download and installation

Open your browser on your smartphone and go to the website: traveco.ch/transportpartner/
Click "Download APK file (app)" and follow the instructions.

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2. Preparation

2.1 Preparation of the app

Open the «PraBord» app and confirm access requests accordingly with "Allow".
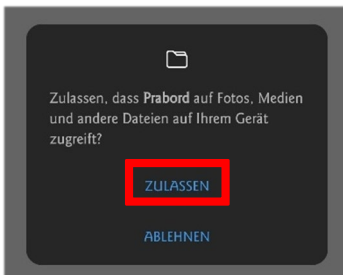
2.2 Retrieve / request route

The route number is composed as follows: T000000YYYYMMDD

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Then confirm with "ok".

Once the route has been requested, it takes about 30 seconds to download the route.

The main view lists the individual route items.
Please check and if they match the transport order, click "Accept" and "Activate".

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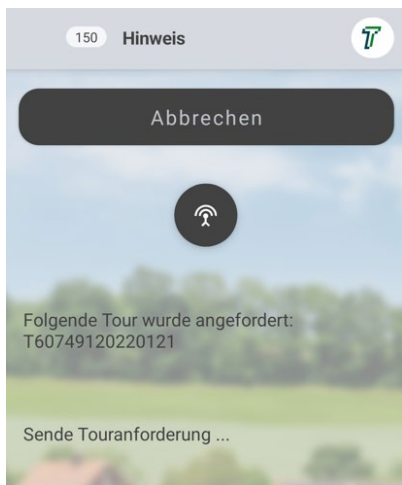## 3.1   Confirm arrival
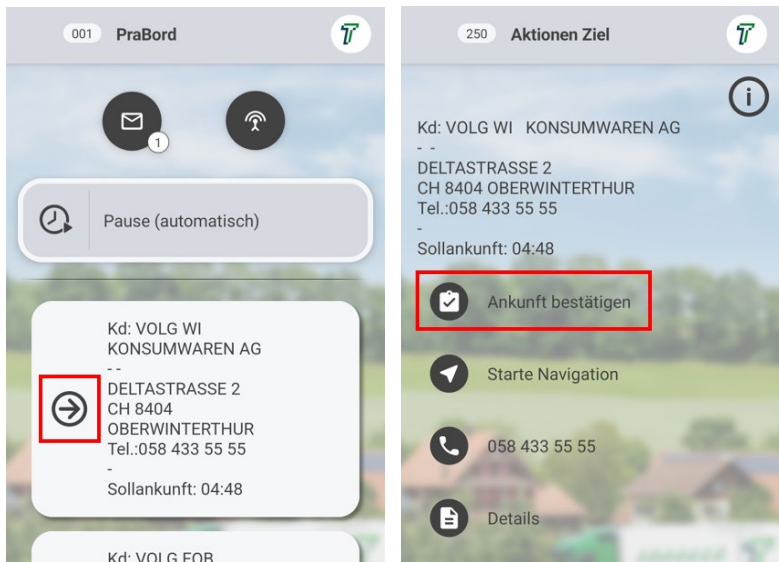
Select the corresponding item being picked up / unloaded.
The "green arrow" indicates the current route item.

When the route item arrives, click the address, then "Confirm arrival".

3.2   Select loading equipment

Click through the corresponding loading equipment **(order number**, under not completed), select it and mark it as "loaded" or "unloaded".
Important: Perform for each individual item (order).
When all items have been loaded/unloaded, click "Done".
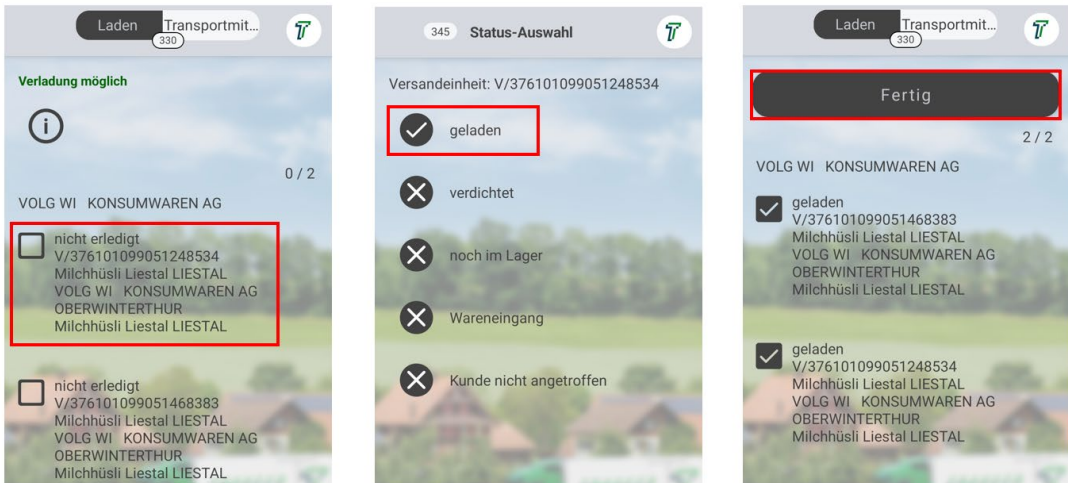
3.3   Enter exchange container

Click "New" at the top left, select the corresponding exchange container from the list (containers that are not on the list do not have to be entered).
Enter the number of "Unload" and "Load" containers by moving the sliders. Then confirm with "OK". In the container overview, click "Done".

3.4   Signature

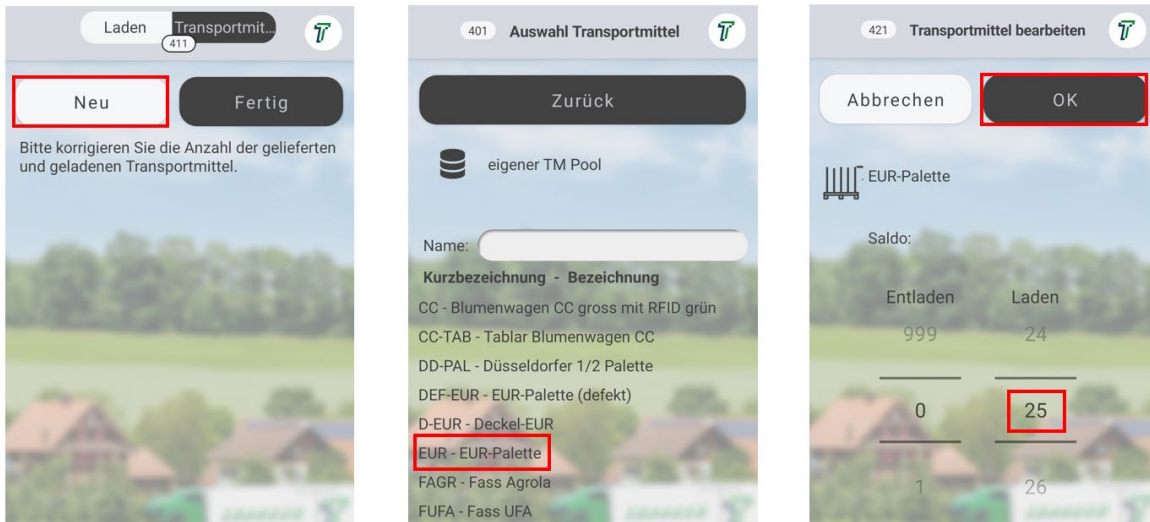Click "Confirmation without customer" in the middle, then on "Done" and confirm with "Yes". The signature is currently still made on the delivery note.

Repeat the process "1. Confirm arrival" to "4. Signature" until all items in the overview have a "green tick".

3.5   Complete route

If all items are marked with a "green tick", the selection "Complete route" appears. Click this accordingly. If a message appears, confirm it with "Yes". The app closes automatically after this process.
To edit a new route, go to "Request/retrieve route".

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4. Error messages & most important questions

4.1 Route does not exist (Retrieve/request route)

"The route [...] from [...] requested by the on-board computer does not exist in the system!"

Please contact our dispatch team. The route was not released in the system for editing with the app.

4.2 Route has already been requested (Retrieve/request route)

"The route [...] from [...] requested by the on-board computer has already been sent to the device [...] and therefore can no longer be requested!"

The route you requested has already been requested by another user. Please contact our dispatch team.

4.3 Other loading/unloading point finished first (Confirm arrival)

As section "Pick-up/Unload, 1. Confirm arrival", select the item that was unloaded earlier, click "Set route item as new destination". Continue according to the instructions.

4.4 Exchange container unloaded at another location (Enter exchange container)

Did you drop off the exchange container at a different location than the one shown on the app? For example, in Hägendorf, although Hägendorf is not available as an unloading point?

Please note the number of pallets and where you unloaded them. Report this accordingly to the dispatch team. We have to repost these manually in the system.

4.5 Other loading/unloading point from other route completed first (Pick up/Unload)

Make a note of the corresponding unloading point and the containers that were exchanged.

As section "Pick up/unload, 1. to 5." complete the previous route after the last item has been unloaded. Then load the new route and "repost" the corresponding loading/unloading point.

4.6 Cancel route

In the route overview (all items are visible), click the 3 dots at the top right, then "Extras" and select the item "Cancel route".
Please notify the dispatch team that you have cancelled the route in the app.

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4.7 App crashes regularly

Try closing the app and opening it again. If the error occurs repeatedly, uninstall the app and reinstall it. If the problem still occurs, contact the dispatch team.

4.8 Claims for damages/goods damaged

Claims for damages cannot be marked as such in the app or are not visible in our system. Please take a photo of the goods and contact the dispatch team immediately so that we can investigate the situation accordingly.