

ROUTE / PRODUCT VALIDATION PROCESS IN CLICKMOBILE

LEARNING OBJECTIVES

By the end of this tutorial, you will be able to:

1. Validate your route and product in ClickMobile
2. Acknowledge product in ClickMobile before loading freight onto your truck
3. Reject product in ClickMobile before rejecting freight at the dock

Estimated time to complete:

4 minutes



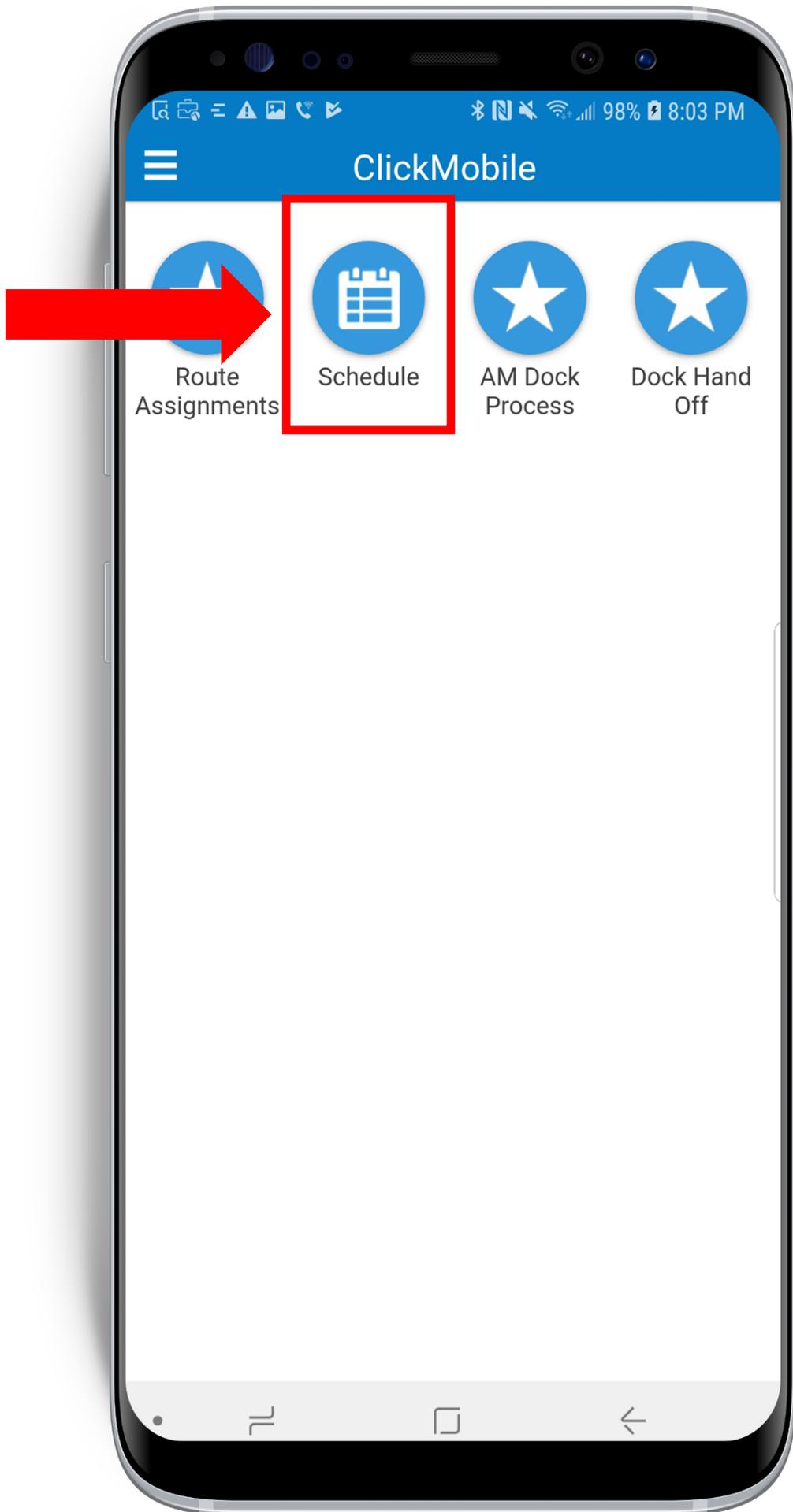
VALIDATE ROUTE AND
PRODUCT

INSTRUCTIONS

Use "Schedule" tool in ClickMobile to validate the product allocated to each stop on your route before loading or rejecting any freight at the dock.

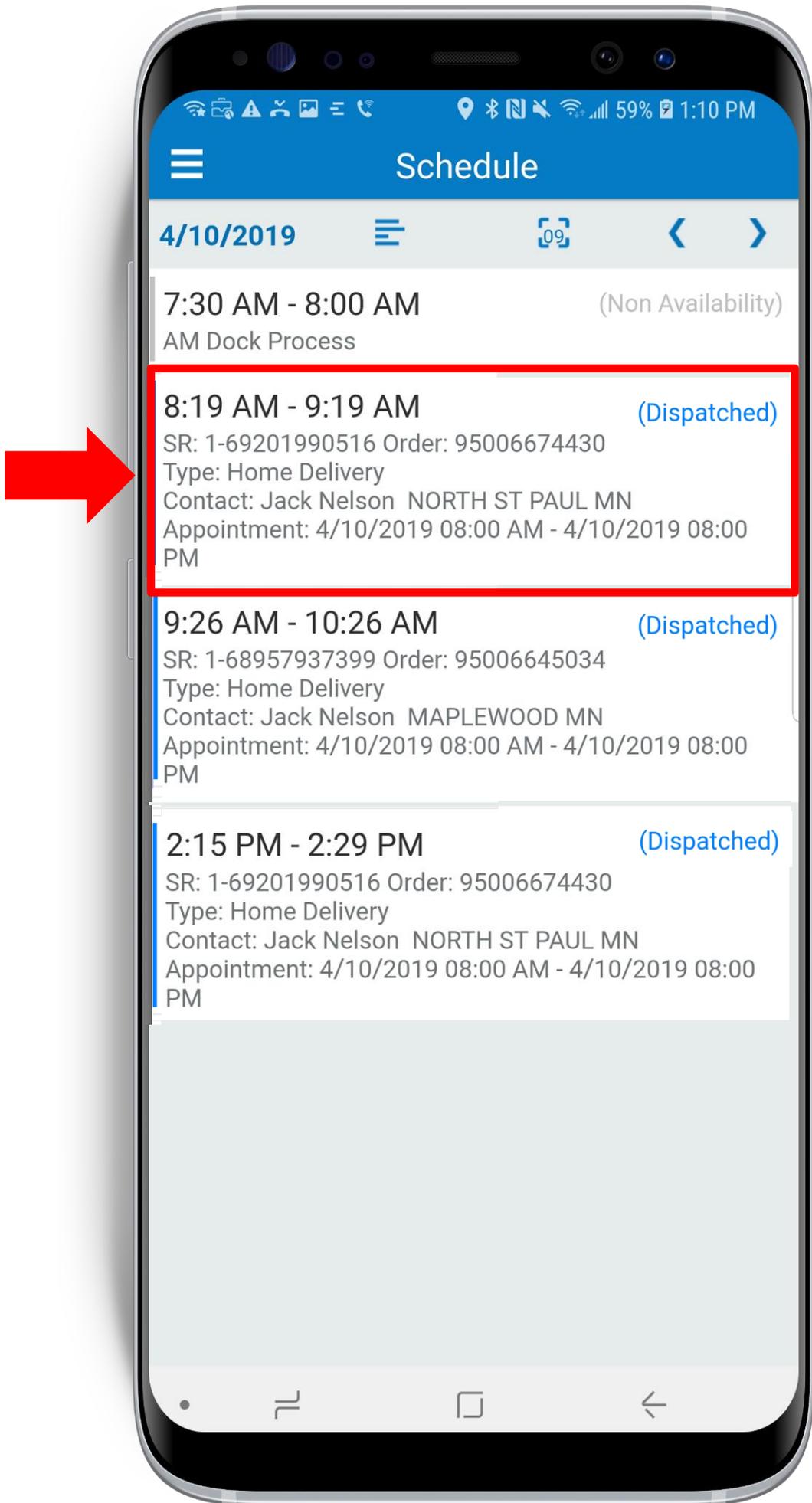
STEP 1

CLICK SCHEDULE



STEP 2

CLICK FIRST STOP



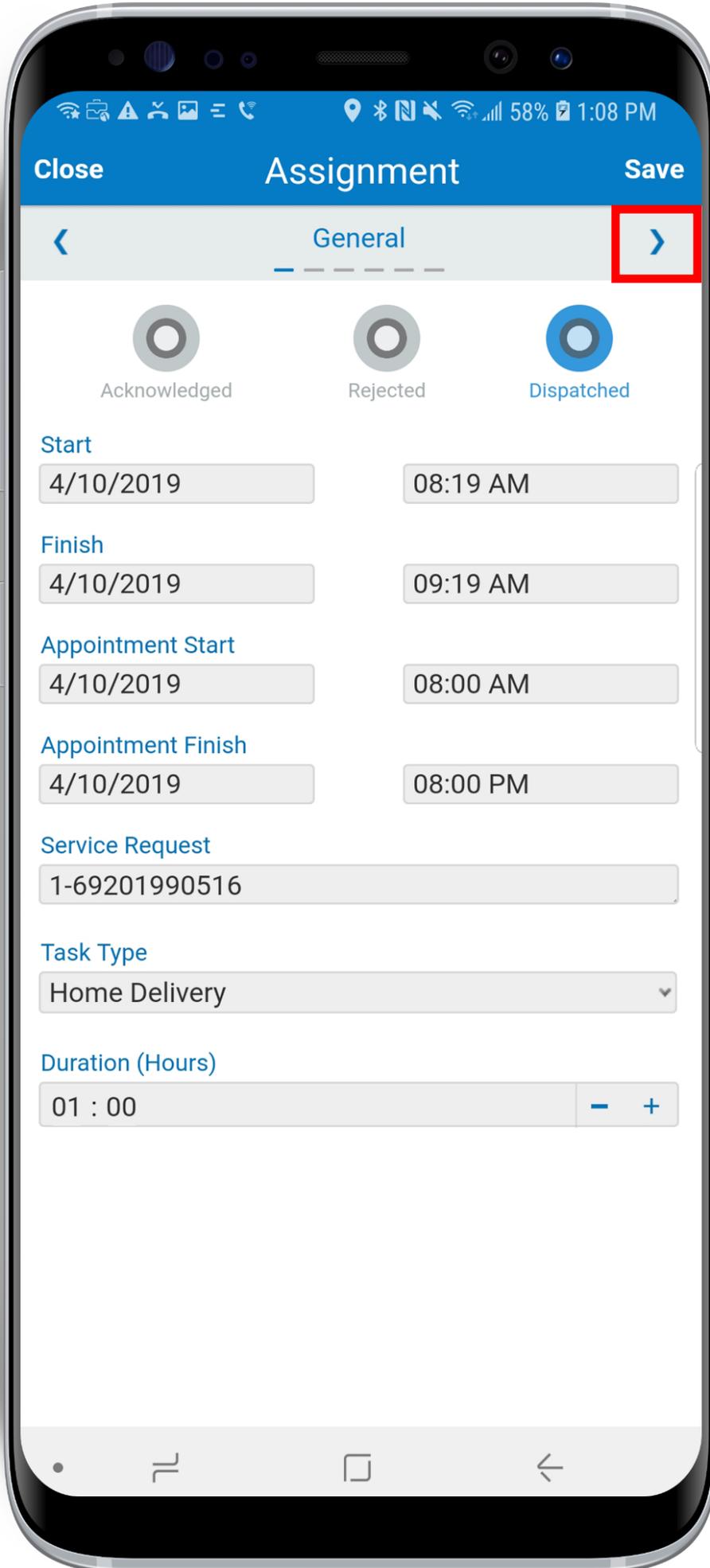
IMPORTANT

You must review every tab for each stop before changing the order status to "Acknowledged" or "Rejected."

This is crucial for ensuring all information is correct and you have everything you need to complete the validation process.

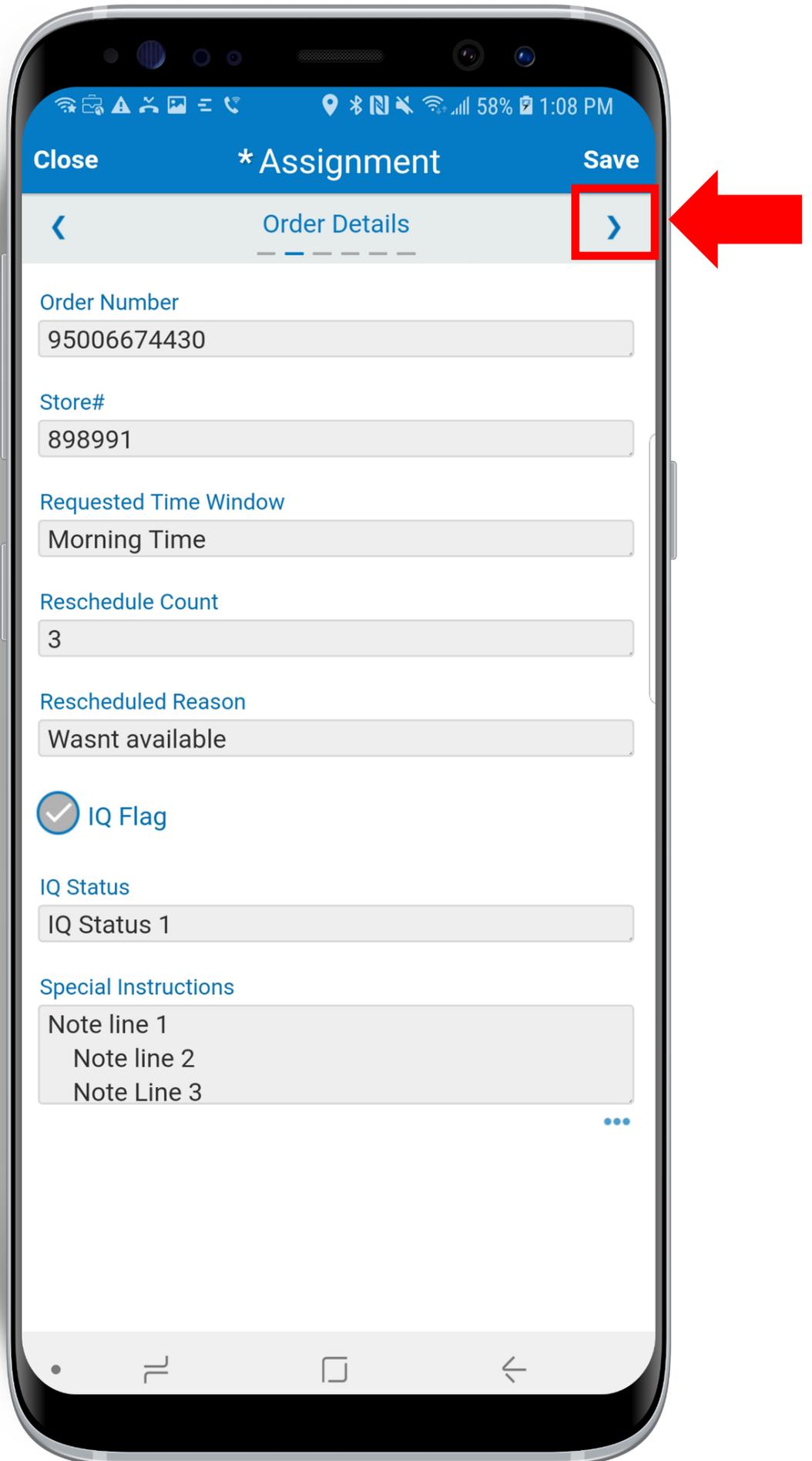
STEP 3

GO TO ORDER DETAILS



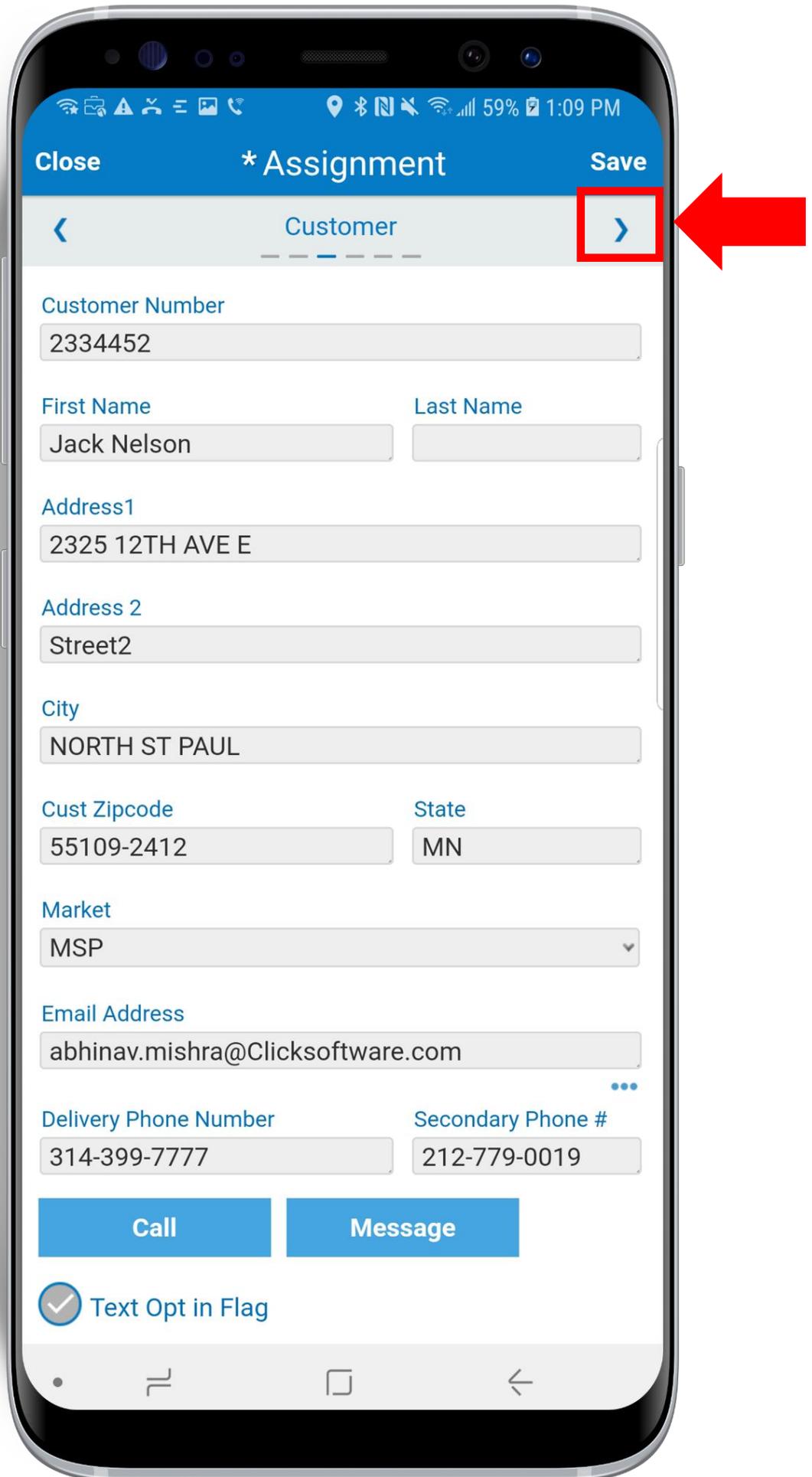
STEP 4

REVIEW ORDER DETAILS FOR ACCURACY THEN GO TO NEXT TAB



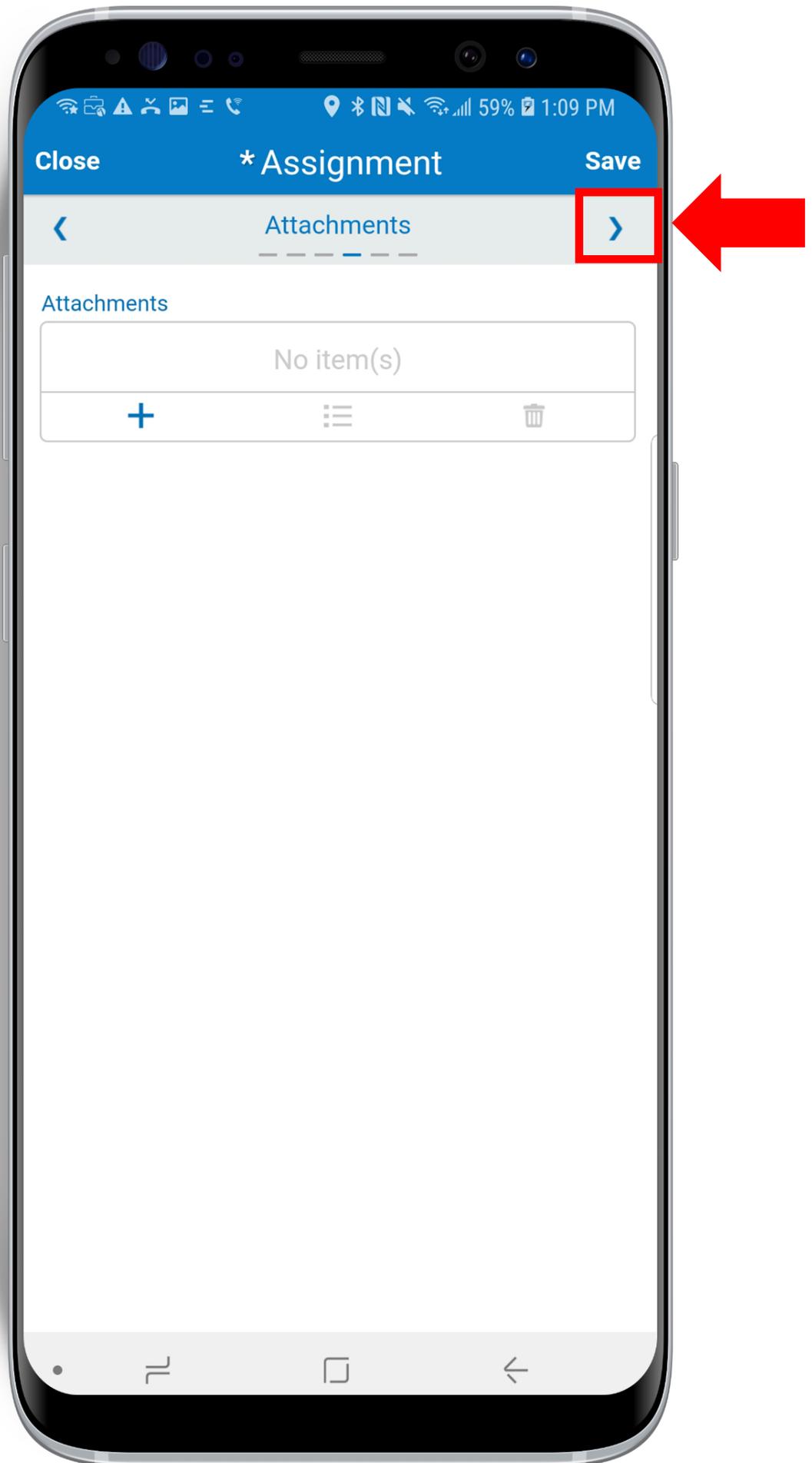
STEP 5

REVIEW CUSTOMER INFORMATION FOR ACCURACY THEN GO TO NEXT TAB



STEP 6

REVIEW ATTACHED FILES (IF ANY)
THEN GO TO NEXT TAB



IMPORTANT

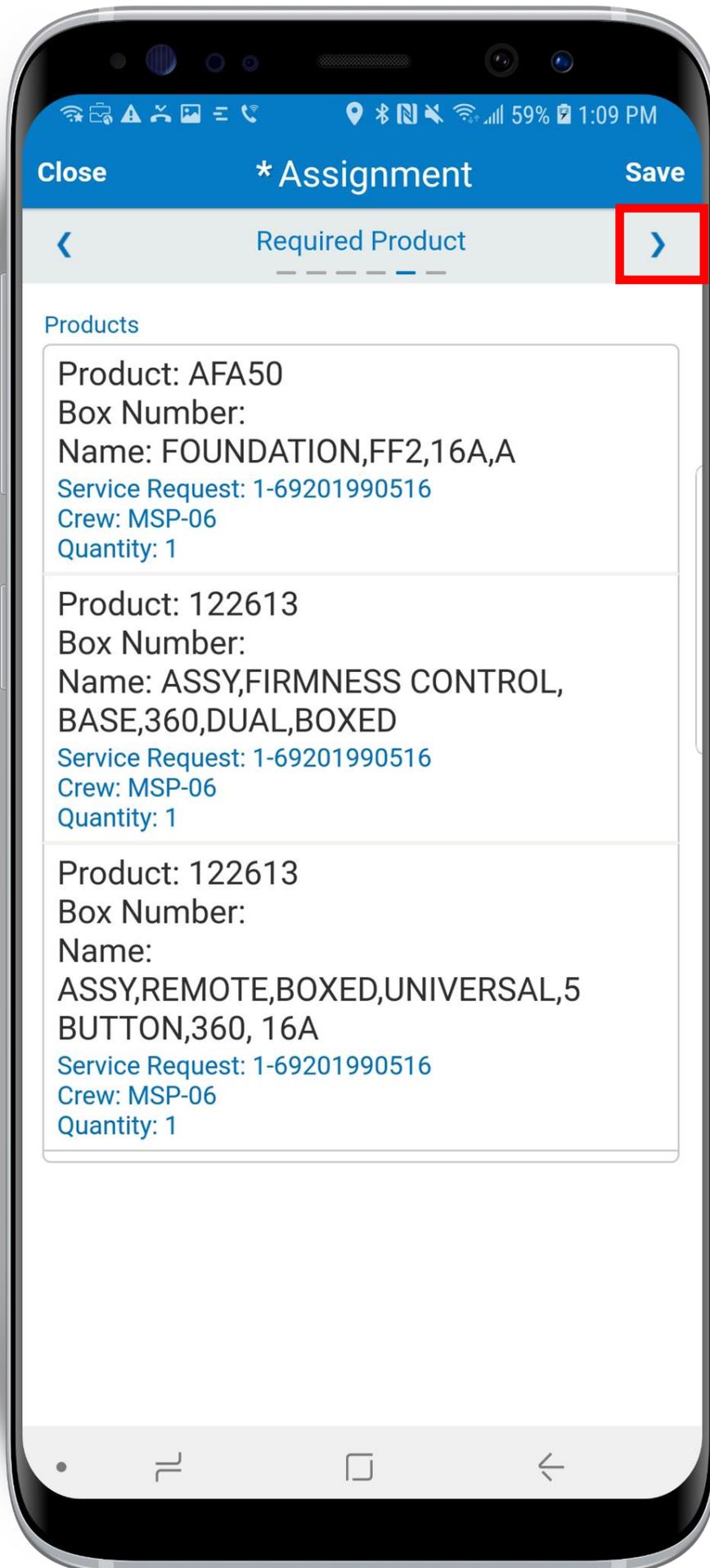
The "Required Product" tab will display all available dispatched products in your market that are only associated with this order.

THIS IS YOUR MANIFEST.

Make sure all the product is present, the SKU's are correct, and there is no damage.

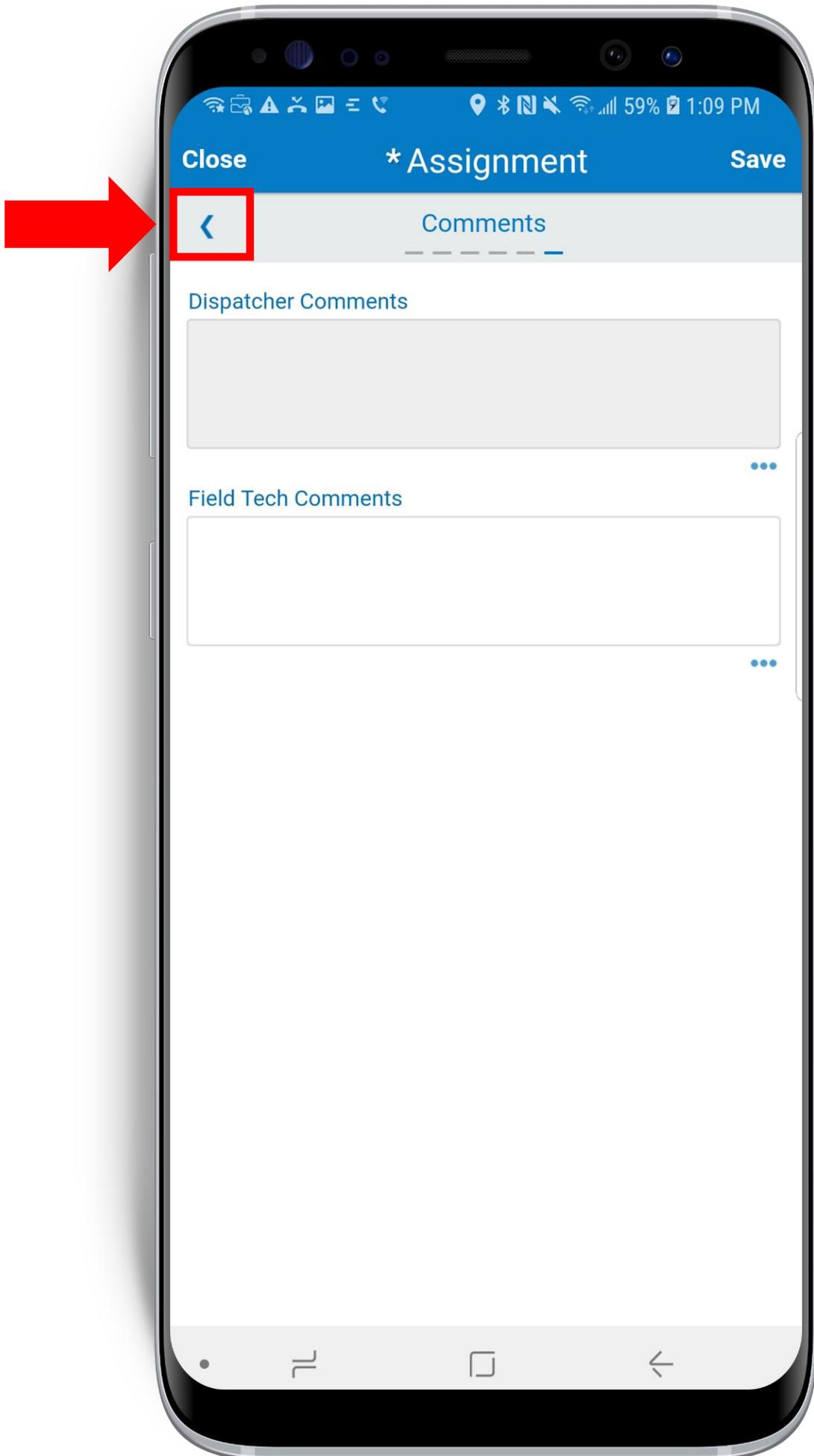
STEP 7

VALIDATE REQUIRED PRODUCT
THEN GO TO NEXT TAB



STEP 8

REVIEW COMMENTS (IF ANY)
THEN RETURN TO GENERAL TAB



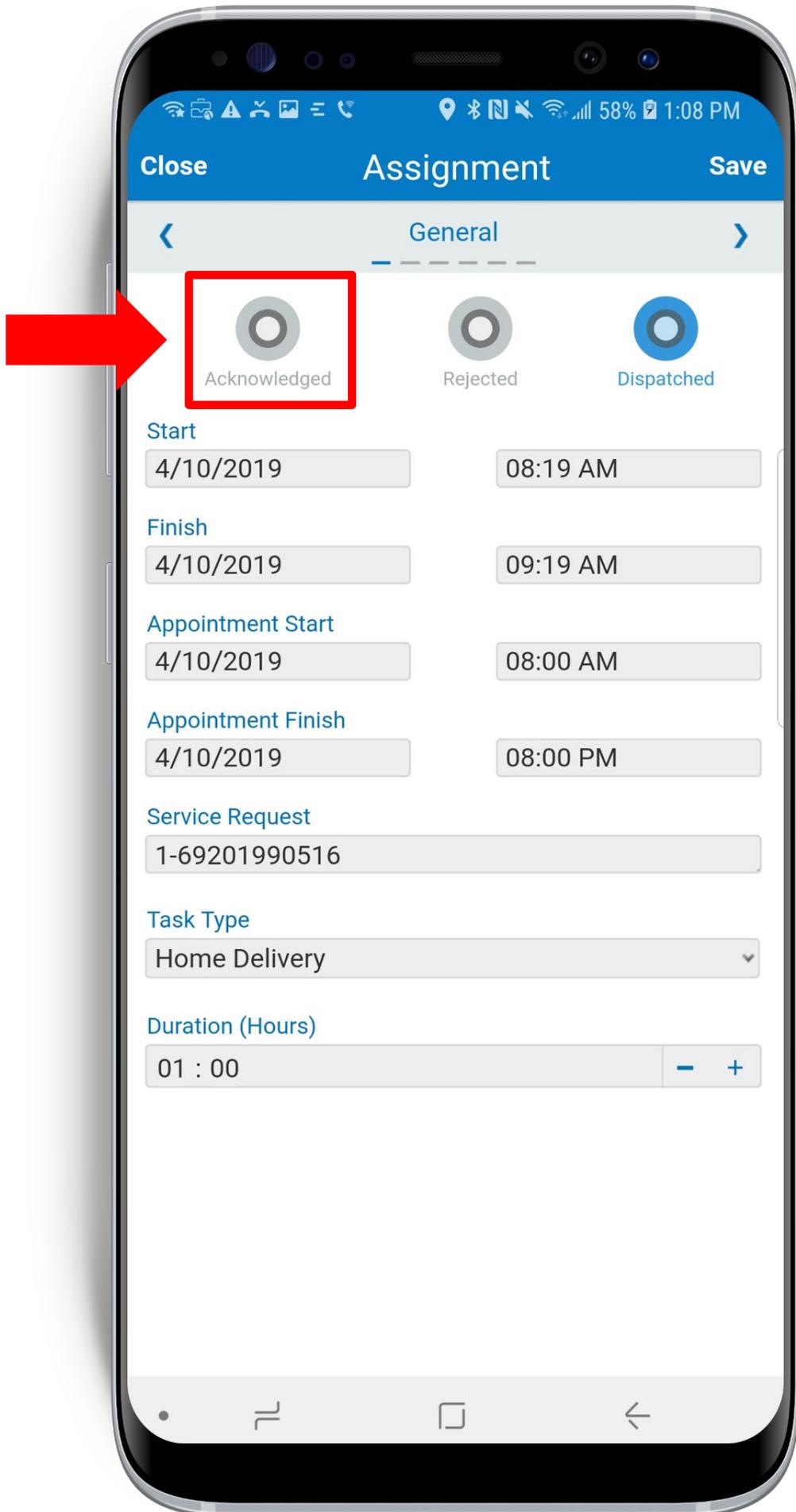
ACKNOWLEDGING
A STOP

INSTRUCTIONS

The General tab of your ClickMobile Schedule tool is where you will "Acknowledge" product as you are loading freight onto your truck.

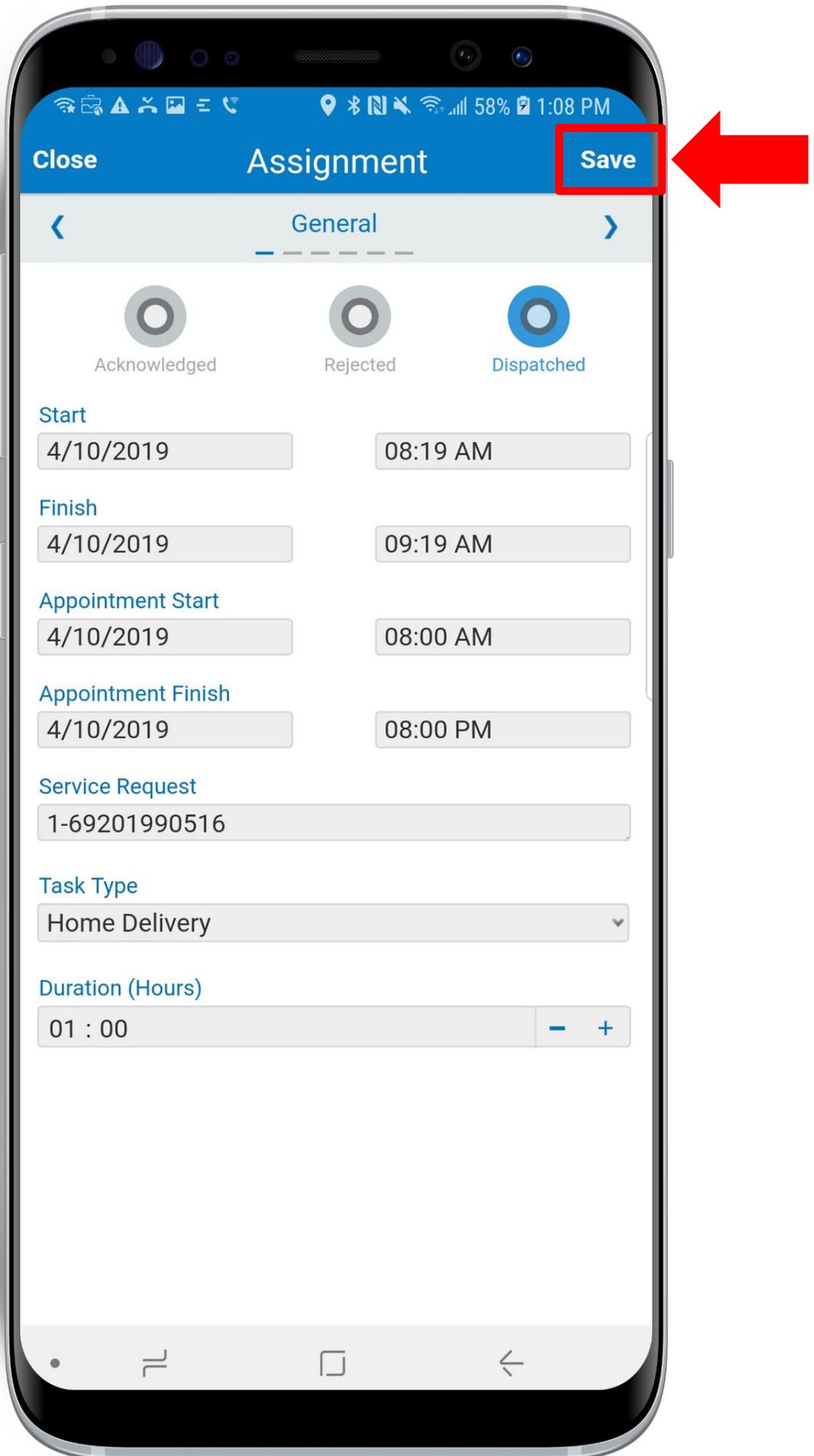
STEP 1

TO ACCEPT FREIGHT, CLICK
"ACKNOWLEDGED" BUTTON



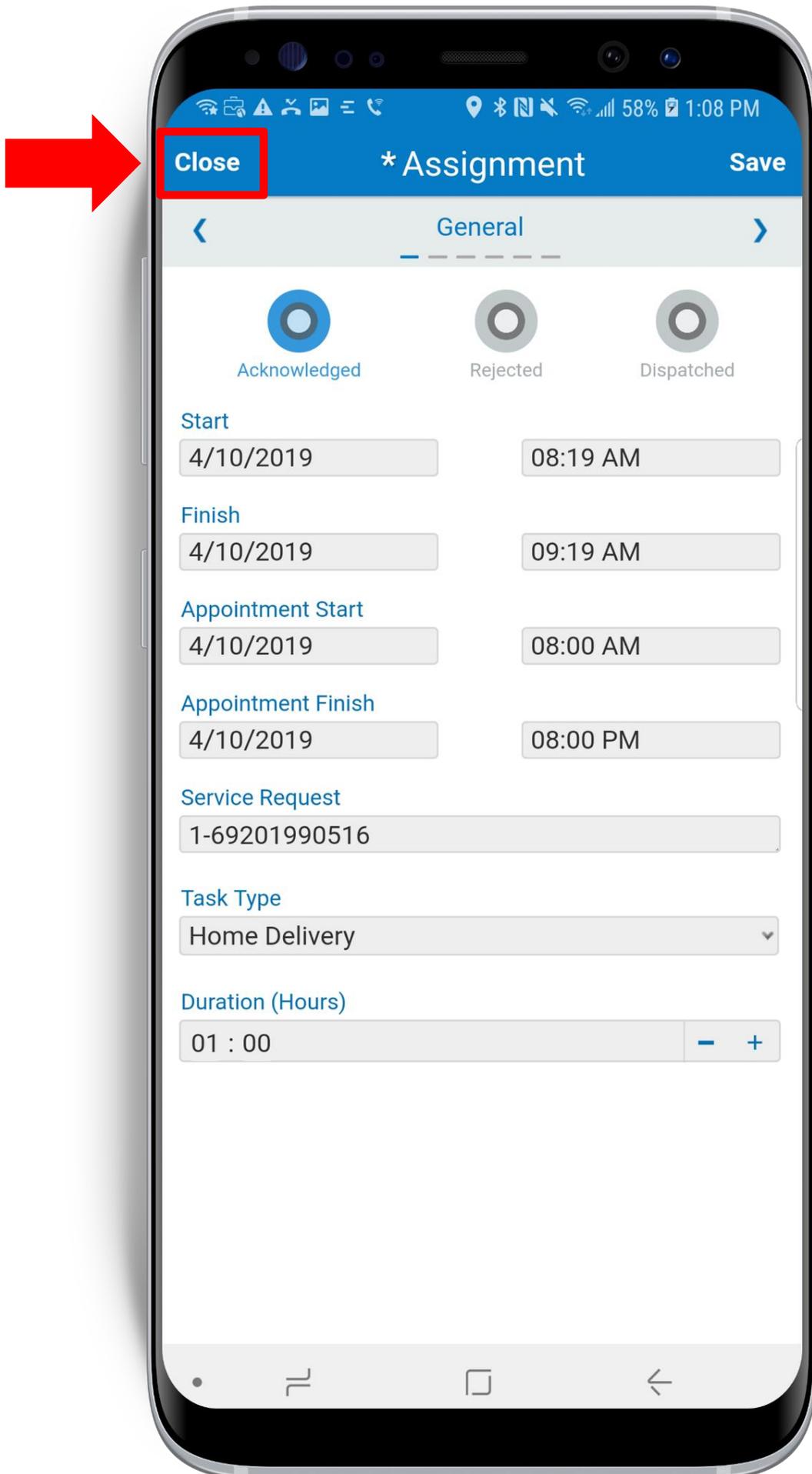
STEP 2

CLICK SAVE TO UPDATE STATUS

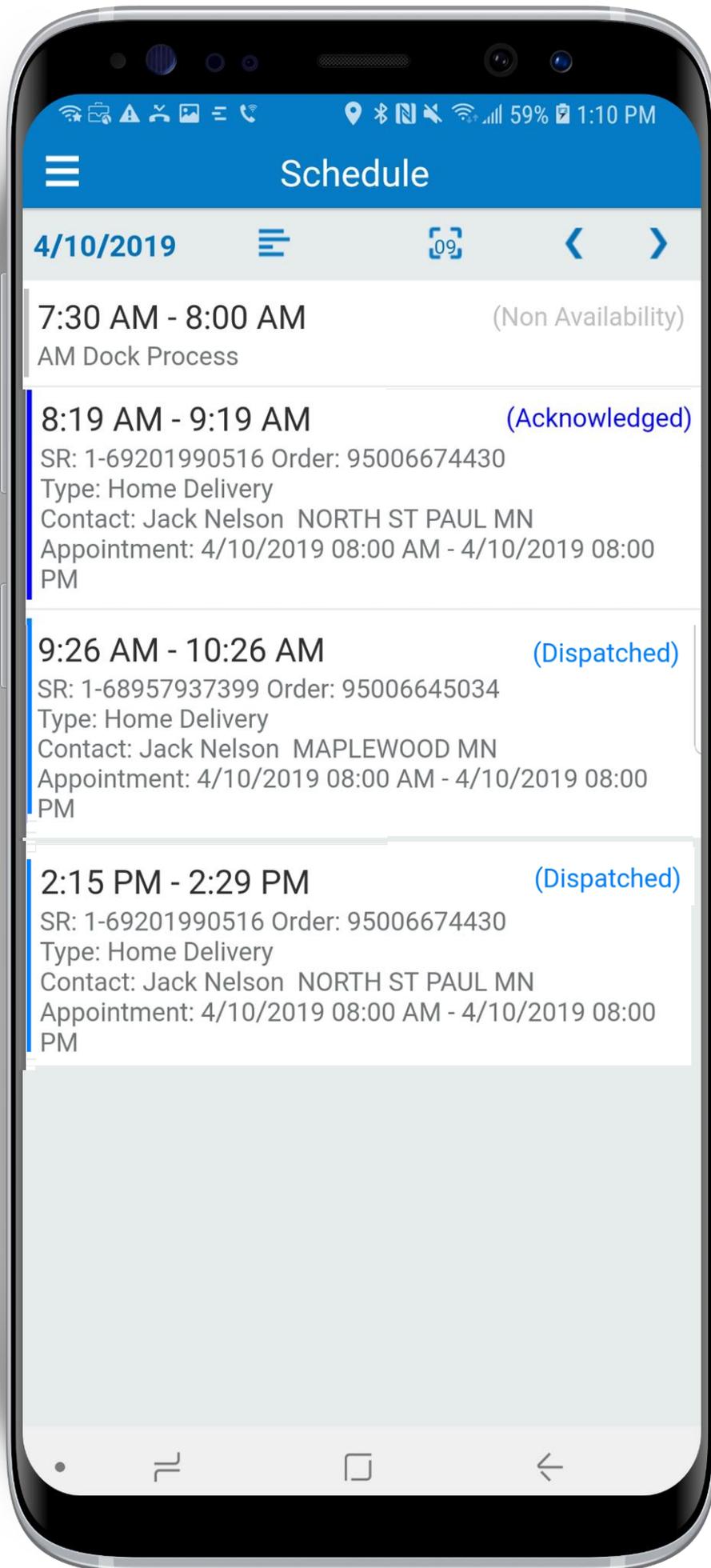


STEP 3

CLICK CLOSE TO RETURN TO SCHEDULE



STOP STATUS MARKED AS "ACKNOWLEDGED"



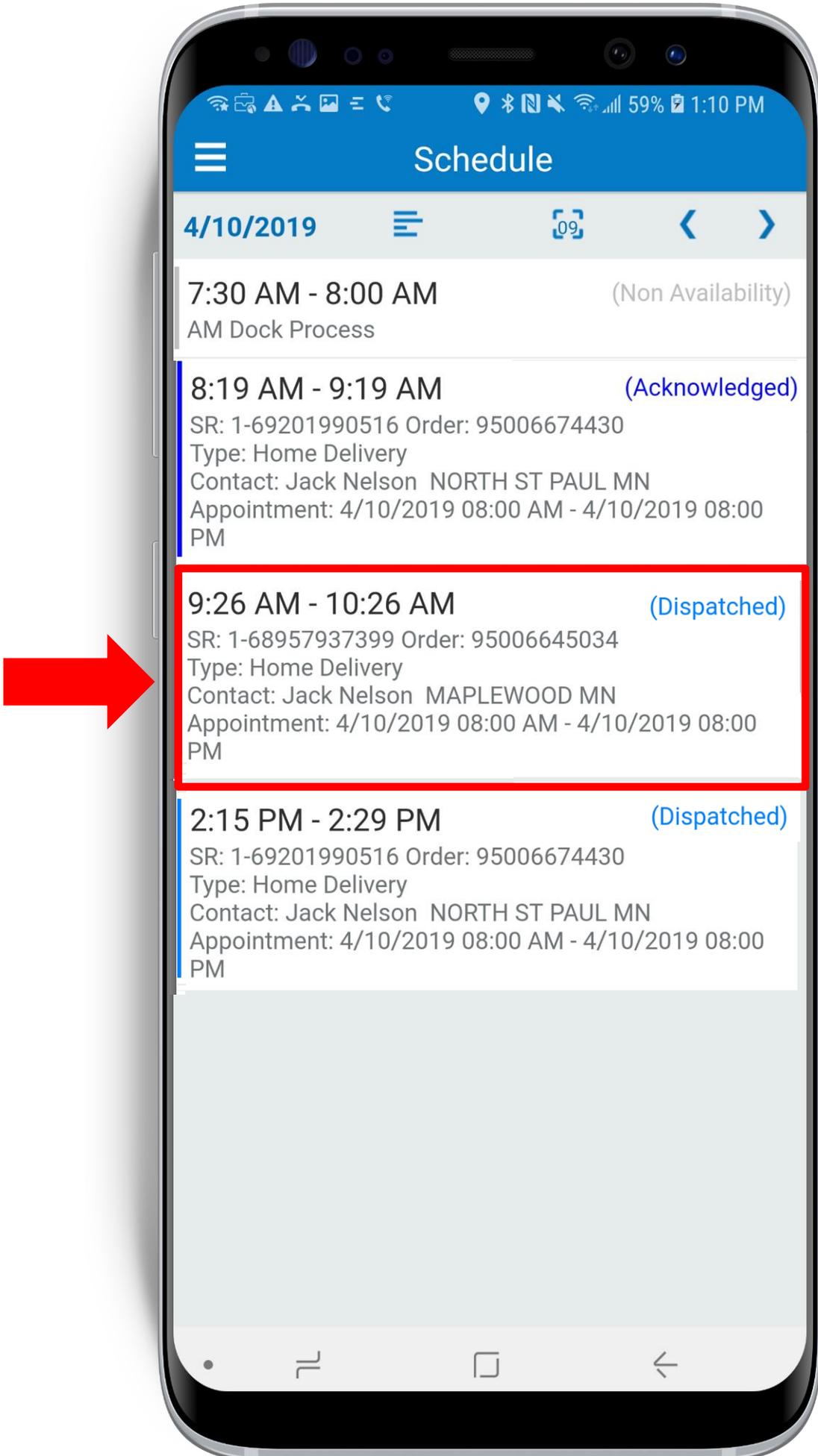
REJECTING A STOP

INSTRUCTIONS

The General tab of your ClickMobile Schedule tool is where you will mark a product "Rejected" as you reject freight at the dock.

STEP 1

OPEN STOP MARKED WITH "DISPATCHED" STATUS

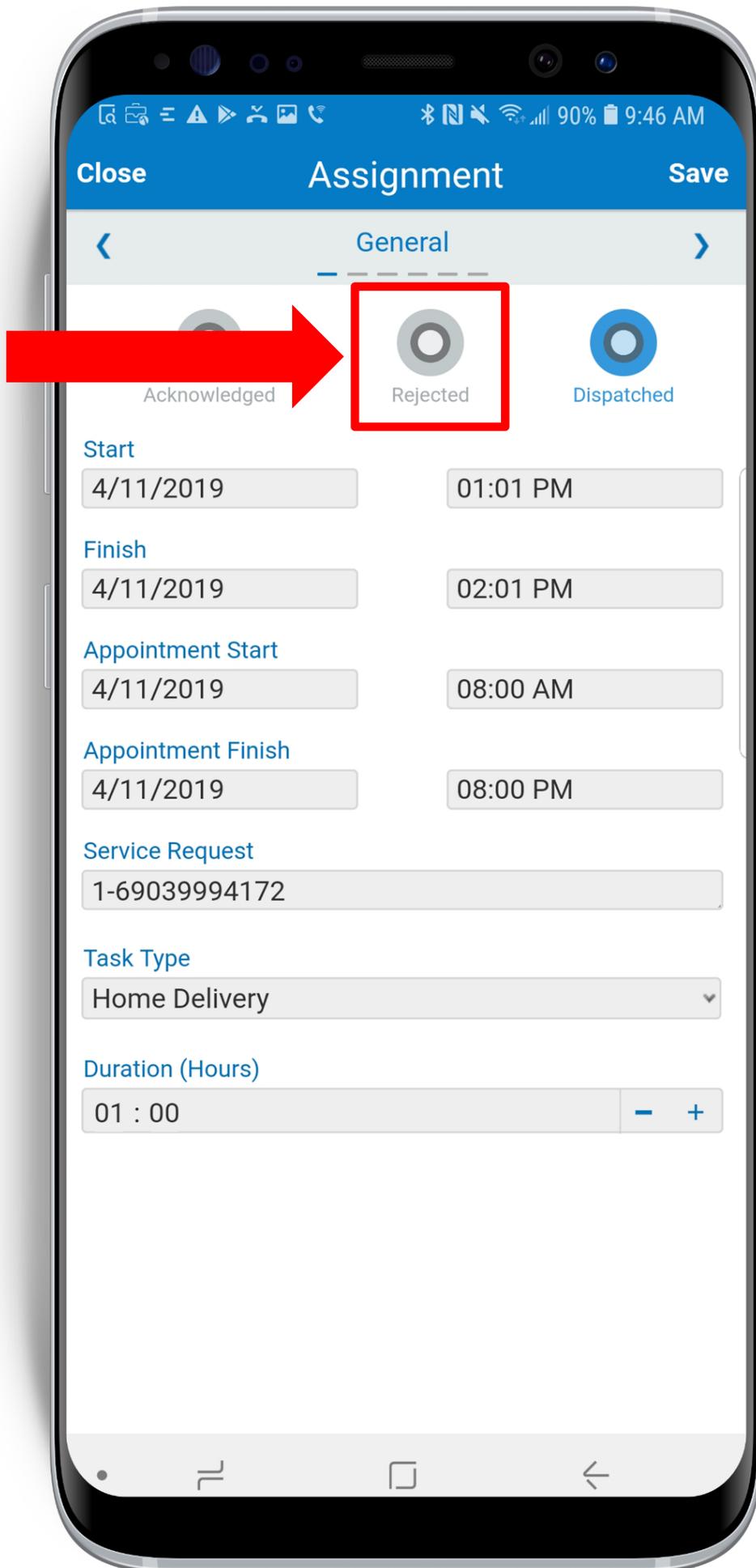


IMPORTANT

If the product is missing or damaged and will prevent delivery, call your FSC first.

STEP 2

TO REJECT FREIGHT, CLICK
"REJECTED" BUTTON



STEP 3

CLICK TO OPEN REJECTION REASON LIST

The screenshot shows a mobile application interface for managing an assignment. At the top, there is a blue header with 'Close', '* Assignment', and 'Save' buttons. Below the header is a 'General' section with three radio buttons: 'Acknowledged' (unselected), 'Rejected' (selected), and 'Dispatched' (unselected). The form contains several input fields for dates and times: 'Start' (4/11/2019, 01:01 PM), 'Finish' (4/11/2019, 02:01 PM), 'Appointment Start' (4/11/2019, 08:00 AM), and 'Appointment Finish' (4/11/2019, 08:00 PM). There is also a 'Service Request' field with the value '1-69039994172', a 'Task Type' field with 'Home Delivery', and a 'Duration (Hours)' field with '01 : 00'. At the bottom, a 'Rejection Reason*' dropdown menu is highlighted with a red box and a red arrow pointing to it. The dropdown menu currently shows '--None--'. A red callout box with the text 'Rejection Reason' is also present, pointing to the dropdown menu.

Close * Assignment Save

General

Acknowledged Rejected Dispatched

Start
4/11/2019 01:01 PM

Finish
4/11/2019 02:01 PM

Appointment Start
4/11/2019 08:00 AM

Appointment Finish
4/11/2019 08:00 PM

Service Request
1-69039994172

Task Type
Home Delivery

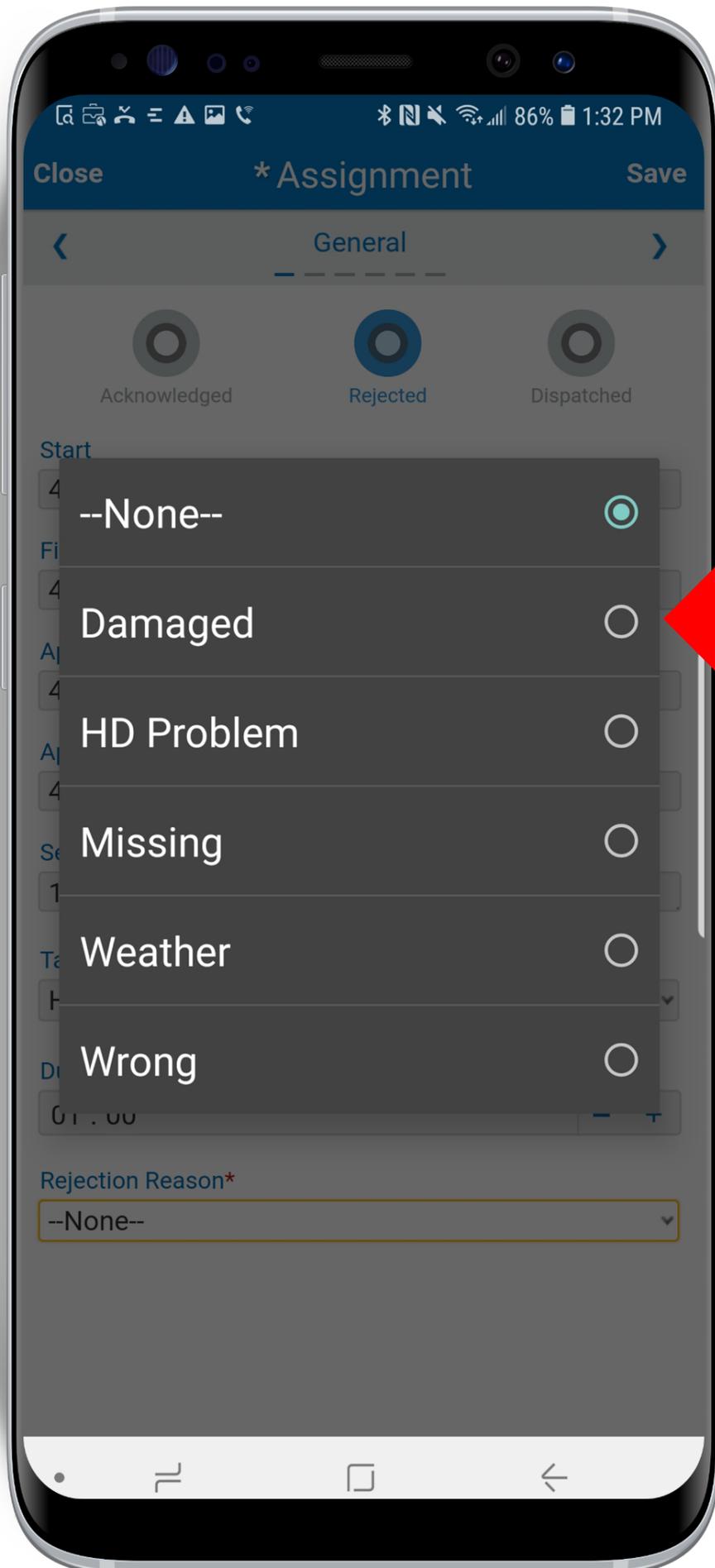
Duration (Hours)
01 : 00 - +

Rejection Reason*
--None--

Rejection Reason

STEP 4

SELECT REJECTION REASON



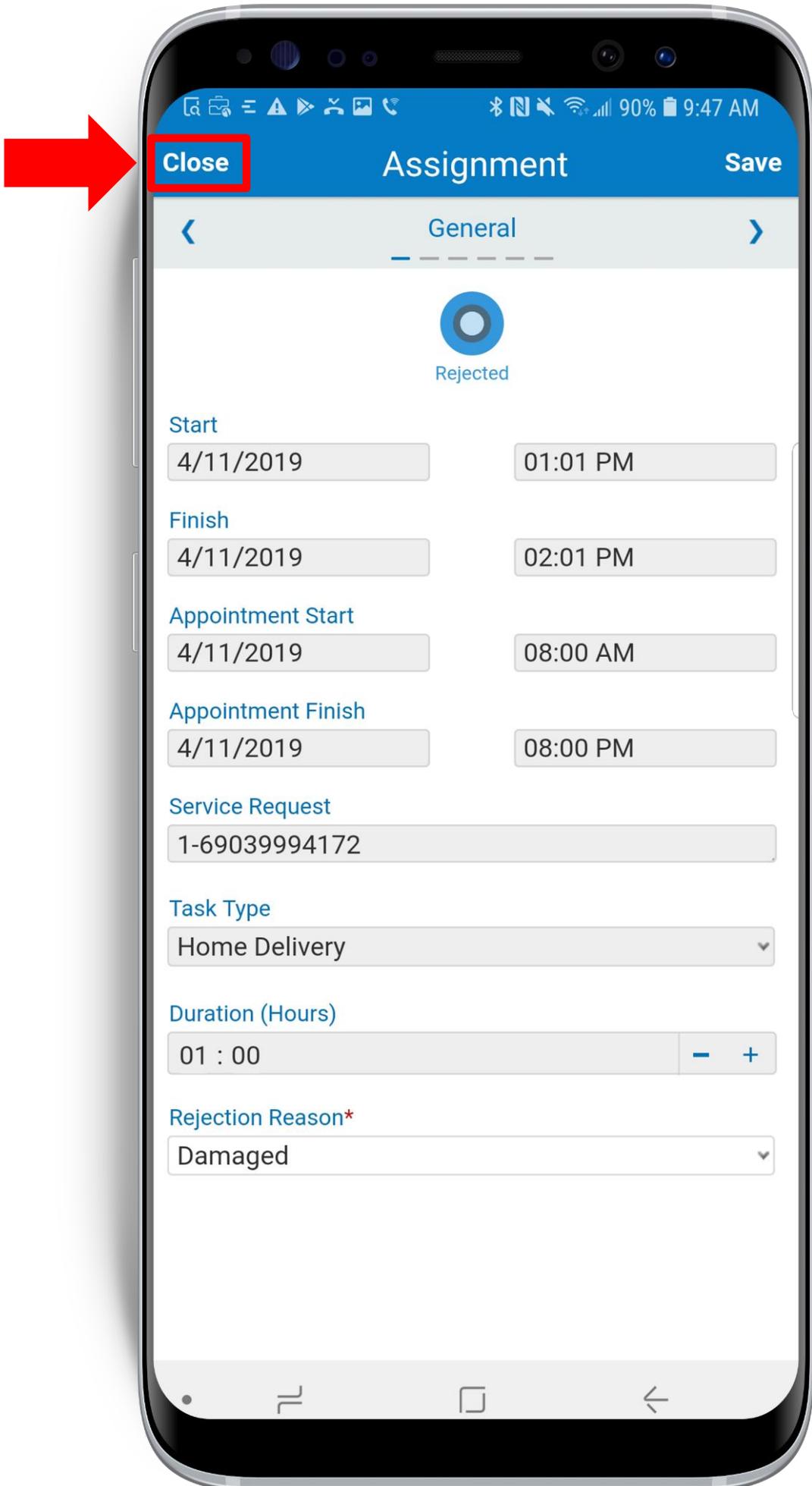
STEP 5

CLICK SAVE

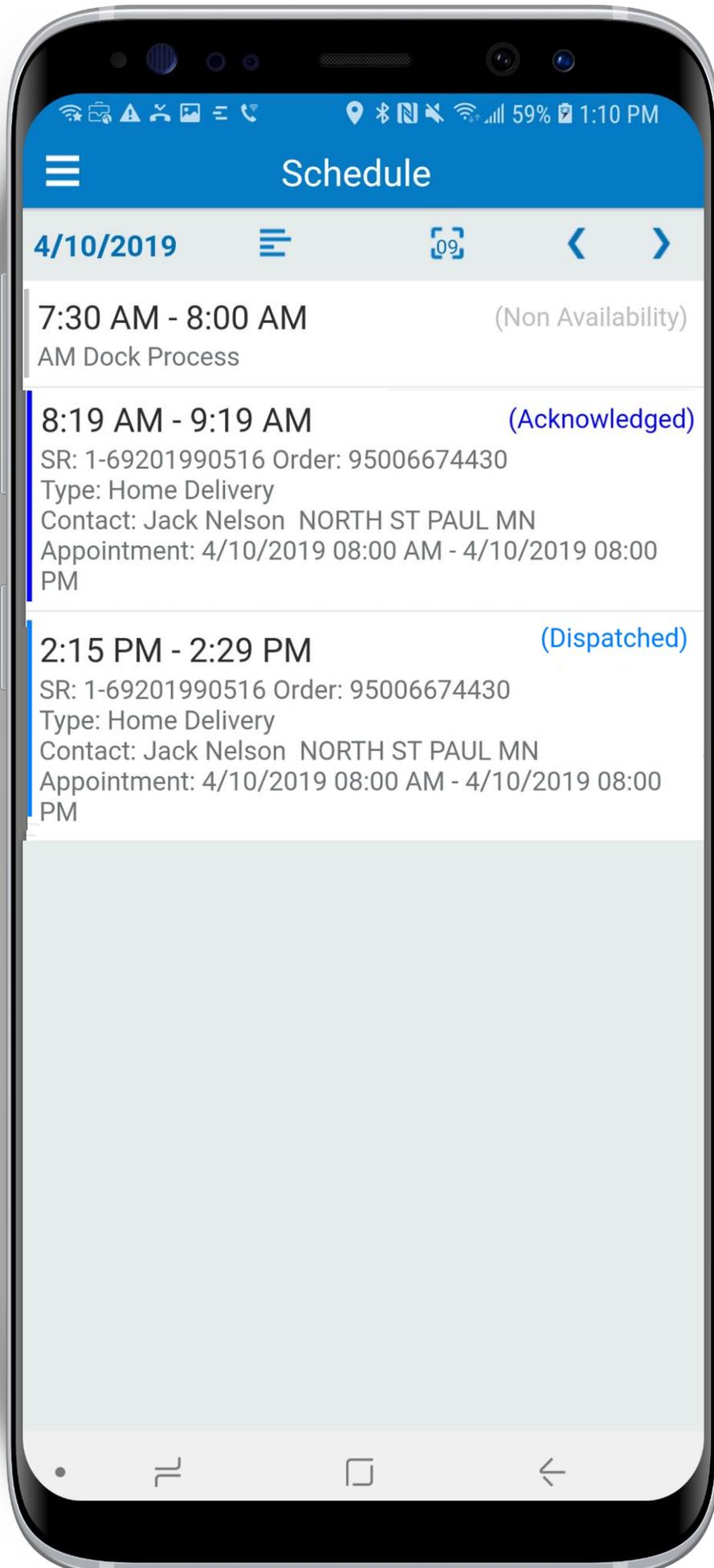
The image shows a smartphone screen displaying an assignment form. The status bar at the top shows the time as 9:47 AM and 90% battery. The app header is blue with 'Close' on the left, '* Assignment' in the center, and 'Save' on the right. The 'Save' button is enclosed in a red rectangular box, and a large red arrow points from the right side of the screen towards this button. Below the header is a 'General' section with three radio buttons: 'Acknowledged' (unselected), 'Rejected' (selected), and 'Dispatched' (unselected). The form contains several input fields: 'Start' (4/11/2019, 01:01 PM), 'Finish' (4/11/2019, 02:01 PM), 'Appointment Start' (4/11/2019, 08:00 AM), 'Appointment Finish' (4/11/2019, 08:00 PM), 'Service Request' (1-69039994172), 'Task Type' (Home Delivery), 'Duration (Hours)' (01 : 00), and 'Rejection Reason*' (Damaged). The bottom of the screen shows the standard Android navigation bar.

STEP 6

CLICK CLOSE



REJECTED ORDER FALLS OFF SCHEDULE AND DOCK HAND OFF FORM AUTO-GENERATES



SUMMARY

Congrats! You've learned how to:

1. Validate your route and product in ClickMobile
2. Acknowledge product in ClickMobile before loading freight onto your truck
3. Reject product in ClickMobile before rejecting freight at the dock

