

Citation Logistics – Mobile Application

User Manual



Note: Driver email must be entered when assigning an order to allow the load to be viewable on the mobile application for the corresponding carrier/ driver. Any loads entered without an email, will not be available to viewed in the mobile application.

- ❖ Upon assigning a load to a carrier/ driver from <https://orders.citationlogistics.com/Orders.aspx> the corresponding carrier/driver will receive a text message/email stating the following:
 - ◆ "Citation Logistics has assigned (load #) to (Driver/Carrier name and email), please click the link below to install the mobile application or open the application to view the load details.

By accepting this load, you agree to Citation Logistic Carrier/Driver policies and requirements. Please contact Citation Logistics to obtain a copy."

- ❖ Once the driver received their email/text message they can open the attached link and down load the mobile application form either the Google play store for Android devices, or the Apple Store for Apple Devices. If the driver/carrier has previously loaded the app, it will prompt them to proceed to their application.

Note – "Always" must be selected when prompted for Location permissions in order for the carrier/driver to have access to the application.



- ❖ Once the application is downloaded, they can continue to login.

- Previously created account – Carrier/Driver will simply be able to login from the prompted login screen.

Citation Mobile

Cancel

Sign in with your existing account

Email Address

Password [Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

Login

- New User - If this is the carrier/drivers first time using the application, they will need to select the “Sign up Now” link. The user can choose to sign up with a phone number or email. This link will prompt them to create an account.

Note: The driver/carrier must register using the same email or phone number they received their notification. Registering with any other information may result in the user not having access to assigned loads.

Cancel

Email Address

Email Address

Send verification code

New Password

New Password

Confirm New Password

Confirm New Password

Given Name

Given Name

PhoneNumber

PhoneNumber

Create Cancel

- Once they have entered their information, the application will prompt a “Verify Code” Button. The driver/carrier must click this button to proceed.

Cancel

Email Address

Verification code

Verification code

Verify code Send new code

New Password

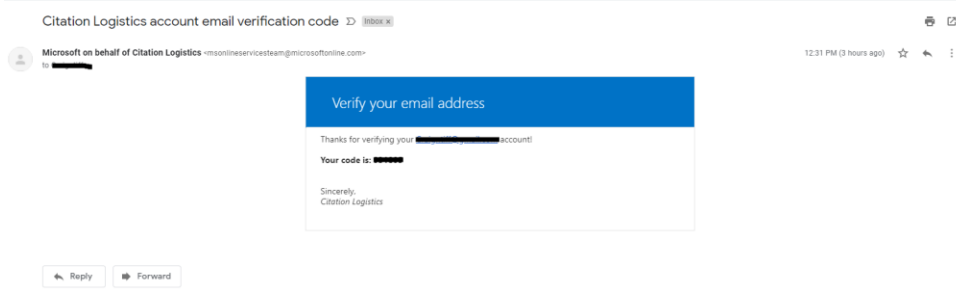
Confirm New Password

Given Name

PhoneNumber

Create Cancel

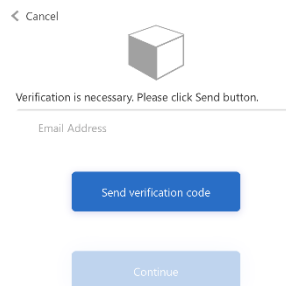
- The “verify Code” button will send a verification email containing a 6-digit code to the email or phone number that was entered during the sign-up Process. To proceed, the user must enter the verification code contained in the email.



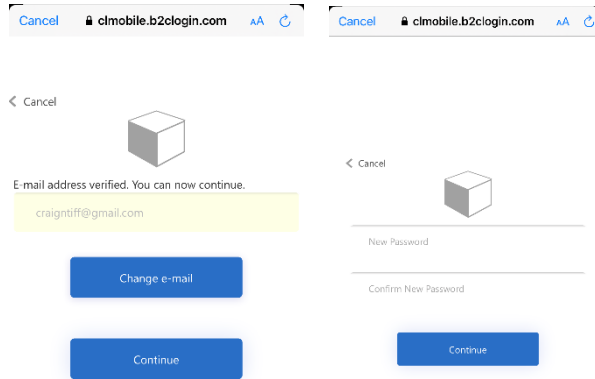
- “Send New Code” button is available should they not receive the email.
- “Cancel” will bring the carrier/driver back to the registration screen where they can change their email or make additional edits to their registration before continuing again.

➤ Forged Password – For users that need to reset their password, the “Forged Password” link is available.

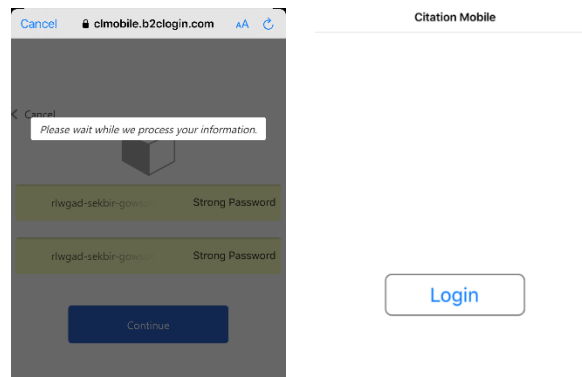
- The system will run through a series of prompts requesting information to reset their password.
- First they will need to verify their email, which will then send an email verification containing a 6-digit verification number that will be required to proceed.



- Once they enter the verification number found in their email, the application will let them know their email address has been verified successfully, and allow the user to Change their registered email address or Continue to reset their password.



- Once their password has been successfully reset, the application will prompt them back to the Login screen.



- ❖ Once Logged into the system, the application will show the “Load” screen. Here any assigned loads will be displayed.

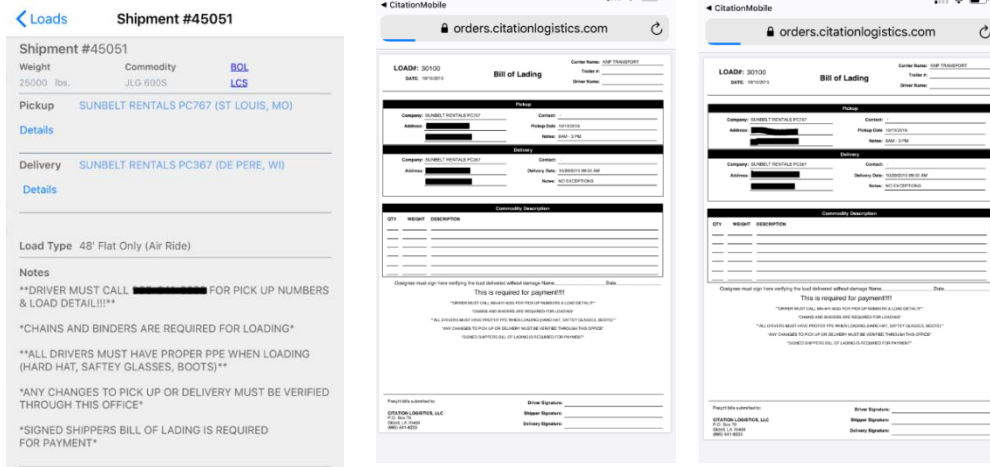
Note: While using the application, for Android users should the back buttons on your phone, where apple users, will use the back links provided at the top left of the application.

Loads

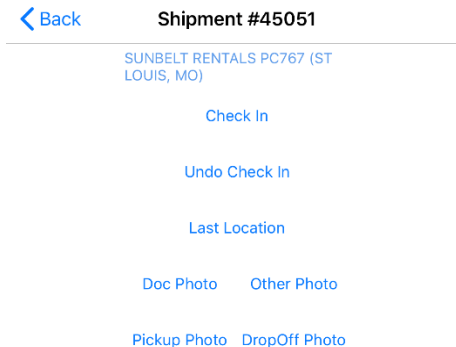
[Logout](#)

Shipment #45051		
Weight	Commodity	BOL
25000 lbs.	JLG 600S	LCS
Pickup	SUNBELT RENTALS PC767 (ST LOUIS, MO)	
Delivery	SUNBELT RENTALS PC367 (DE PERE, WI)	
Load Type 48' Flat Only (Air Ride)		
Shipment #45052		
Weight	Commodity	BOL
8100 lbs.	150 KW HEATERS	LCS
Pickup	ON SITE MFG (AUSTIN, IN) 10/25/19 8:13AM	
Delivery	TRANS-RENTAL SERVICES (YORK, PA)	
Load Type STEP DECK PARTIAL		

- For additional information, the carrier/driver can just click the corresponding load. The application will open the Shipment Details screen. Here the carrier/driver will be able to view all of the load pick up and delivery details, as well as any additional notes entered on the Load. They will also be able to click links to view the load BOL or Load Confirmation Sheet.



- ❖ To check in for a load, please click the “Details” button on the Shipment details screen under the corresponding “Pickup” or “Delivery” option. This will open the additional options screen. Here the driver can check in, or take pictures of their load, or additional documentation related to their load. The carrier can also track last location from this screen.



- Check in – Allows a driver to check in on a load, and records the location at the time of check-in, and sets a date and time of the check in.
- Undo Check In – Removes the last check in for the driver.

- Last Location – Allows the carrier to see the last pinged location of a driver.
 - Doc Photo – Allows the Driver/Carrier to enter additional photos of additional documents related to the load.
 - Pick-up photo – Allow the Driver/Carrier to take a picture of their load when picking it up, before leaving the doc, as proof of condition and pick up.
 - Other Photo – Allows the Driver/carrier to add any additional photos pertaining to the load, such as photos of damaged freight.
 - Dropoff Photo – Allows the Driver to take a picture of their load when delivering to their final destination as proof of delivery, and documentation on condition of the delivery, should there be any future claims for damage.
- ❖ Once all documentation/photos have been added to the appropriate pick up/Delivery screens for the order, the user can click the back button to return to the Load details screen, or logout of the application until they need to access that information again.