

# Carrier Dispatcher

## Respond to Shipment Order from EMAIL

### 1 Receive New Shipment Email

- You will receive an email when your customer sends a new shipment request to you
- Click the "Click Here to Process" button. This will open a new window in the mobile browser
- You may have to click the "I am not a Robot" to enter the Booking page

Tue 11/27/2018 1:18 PM

Elemica <noreply@elemica.com>

New Shipment Created - PRDSRQCZZI From Antwerpen , BE To Salzburg , AT

Vining Eco - New Shipment #PRDSRQCZZI

**Elemica**

Dear Holden Bulk Transport,

Your customer Vining Eco sent you a Shipment via the Elemica Network.

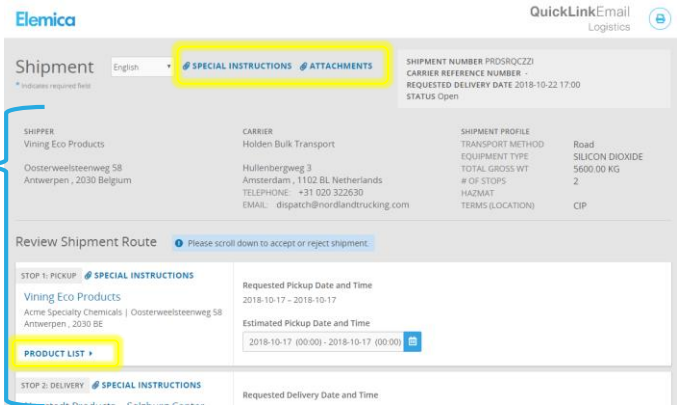
**Please click the process shipment button below to see all details and to confirm the shipment.**

[Click Here to Process](#)

Shipment Overview

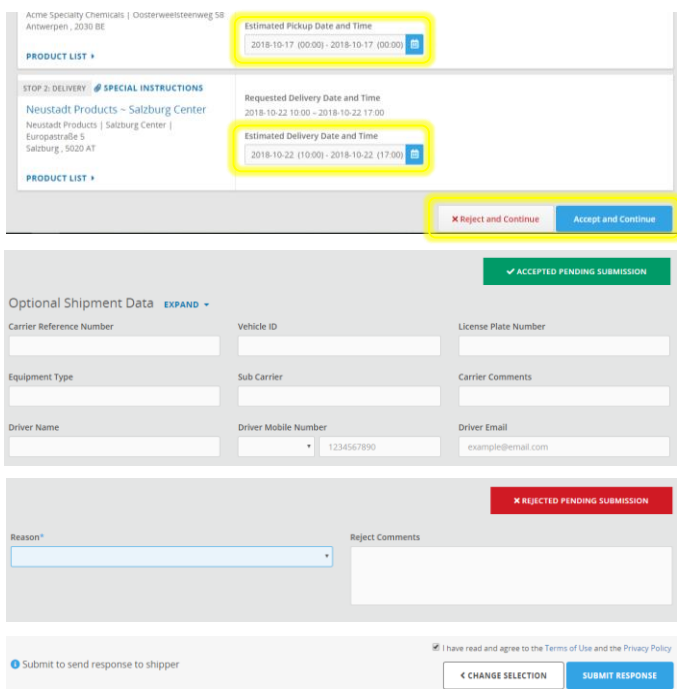
### 2 Review Shipment Details

- View shipment profile and route information
- Expand Product List to see products and quantities at each stop
- Click Special Instructions for more information
- Click Attachments tab to view attached documents



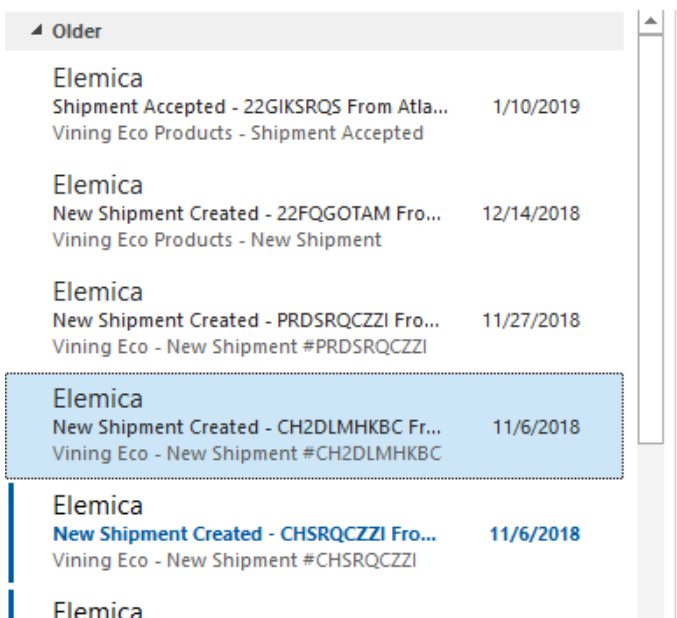
### 3 Respond to Shipment

- Verify/update ETAs for each stop
- Accept or Reject the shipment
- Optional:* Enter Additional Shipment Details
  - If you Accept the shipment, you can enter Driver Contact, Vehicle and Equipment Details
  - If you Reject the shipment, you can enter Reason & Comments
- Accept Privacy Terms and Conditions
- Click "Submit Response" to send shipment response to your customer



### 4 Manage Emails

- We recommend that you create a folder in your email application to store all of the shipment emails that you receive from Elemica
- This will allow you to search and sort shipments to manage responses and provide milestones information



# Carrier Dispatcher

## Add Milestones and Proof of Delivery from EMAIL

1

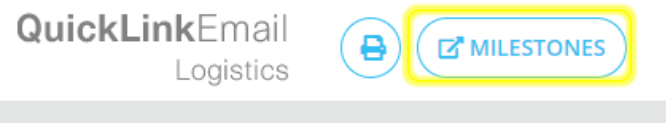
### Receive Enter Milestones Email

- After you Accept a shipment, and prior to the Estimated Pickup Date of the shipment, you will receive an email to start entering status updates for the shipment
- Click the “Enter Milestones” button. This will open a new window in your browser
- You may have to click the “I am not a Robot” to enter the Milestones page
- You can also go to the Milestones page from the shipment’s Booking page. Select the Milestone button on the top right of the page

Tue 11/27/2018 1:18 PM

Elemica <noreply@elemica.com>

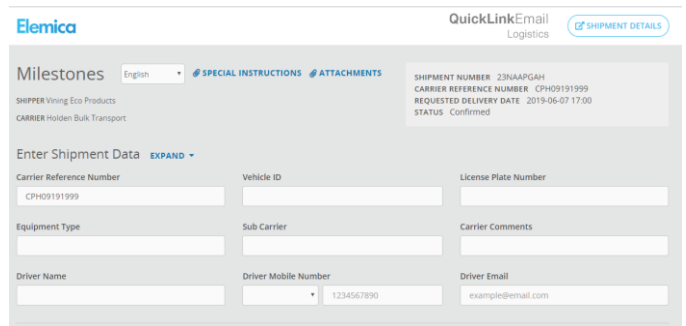
New Shipment Created - PRDSRQCZZI From Antwerpen , BE To Salzburg , AT



2

### Enter Shipment Data

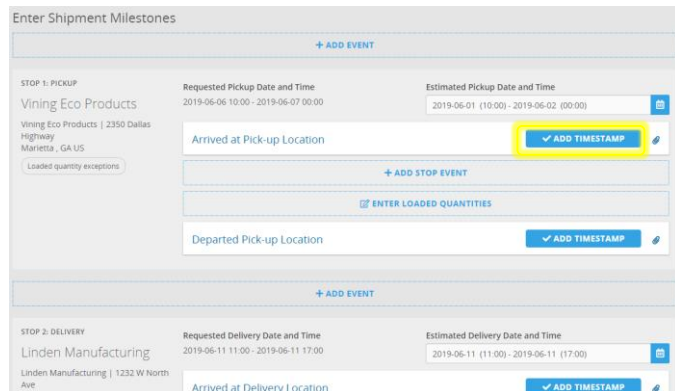
- Now that it is time to start executing the shipment, you have likely assigned equipment and a driver. You can enter these additional details from the Milestones page



3

### Add Shipment Milestone(s)

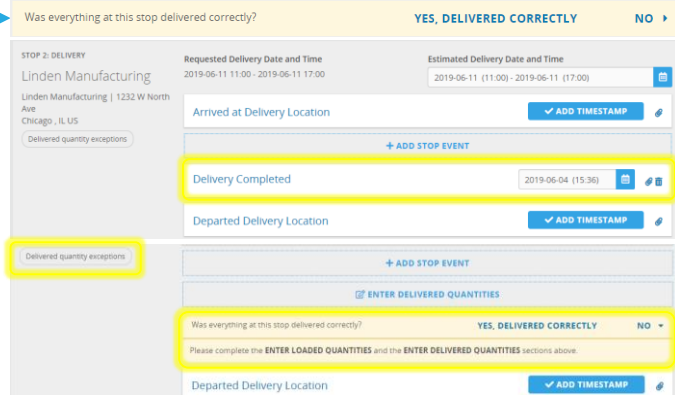
- You can enter milestones for each stop and between stops
- Arrival and Departure milestones require only that you select “Add Timestamp” and edit the time if necessary
- You can add other milestones and you can change loaded and delivered quantities
- Select “Finish and Submit” to save each shipment event



4

### Attach Proof of Delivery Event

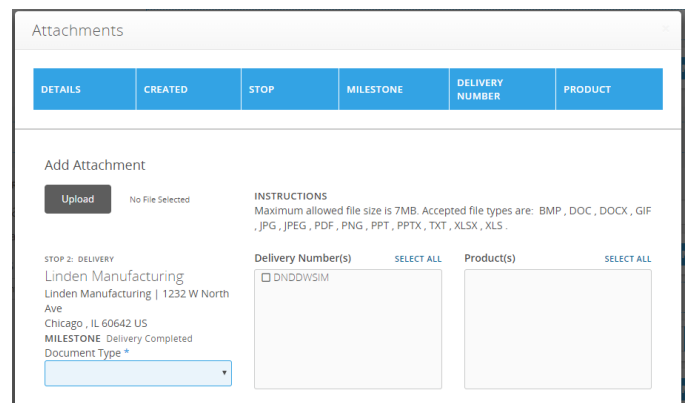
- For *each* delivery stop, select the “Add Proof of Delivery” once that stop is complete
- You can add a Proof of Delivery event at any time
- If this prompt is displayed:
  - “Yes” will display the “Delivery Completed” event card
  - “No” prompts you to complete the Loaded and Delivered Quantity Shipment Events before you can proceed



5

### Attach Proof of Delivery Document

- Select the paperclip icon in the Proof of Delivery card to add an attachment
- You can upload many file types up to 7MB
- Specify the Document Type (i.e., eSignature)
- You can enter additional delivery note and product information for each photo
- Click “Save” to complete this step
- Note that you can add attachments to the shipment anywhere you see the paperclip icon



# Carrier Driver

## Add Milestones and Proof of Delivery from EMAIL

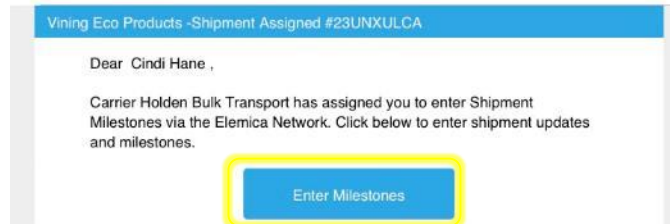
1

### Receive Driver Assignment Email

- You will receive an email when you are assigned to a specific shipment
- Click the “Enter Milestones” button. This will open a new window in the mobile browser
- You may have to click the “I am not a Robot” to enter the Milestones page

### Driver Assigned - 23UNXULCA From Marietta , GA US To Indianapolis , IN US

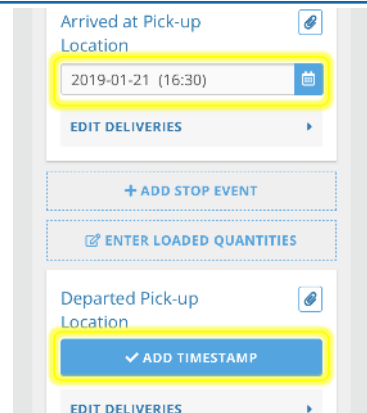
Today at 3:07 PM



2

### Add Shipment Milestone(s)

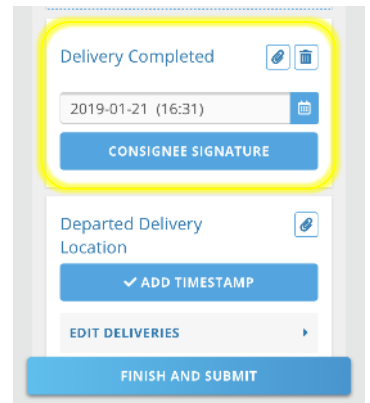
- You can enter milestones for each stop and between stops
- Arrival and Departure milestones require only that you select “Add Timestamp” and edit the time if necessary
- You can add other milestones and you can change loaded and delivered quantities
- Select “Finish and Submit” to save each shipment event



3

### Add Proof of Delivery Event

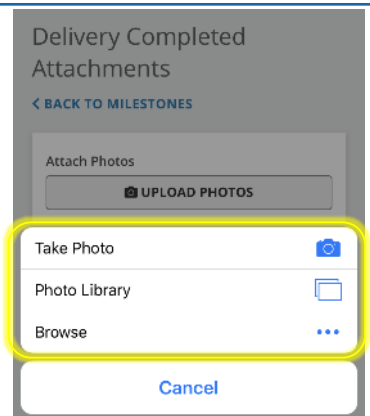
- For *each* delivery stop, select the “Add Proof of Delivery” once shipment is complete
- You can add a Proof of Delivery event at any time
- If this prompt is displayed:
  - “Yes” will display the “Delivery Completed” event card
  - “No” prompts you to complete the Loaded and Delivered Quantity Shipment Events before you can proceed



4

### Attach Photo to Proof of Delivery

- Select the paperclip icon in the Proof of Delivery card to attach a photo to the shipment
- You can take a new photo using your mobile device, or select an existing image from your device library
- You can enter additional delivery note and product information for each photo
- Click “Back to Milestones” to complete this step



5

### Attach Consignee Signature to Proof Of Delivery

- Click the “Consignee Signature” button on shipment event card
- Hand over mobile device to consignee
- Consignee can enter name in “Signature Party” text box and draw a signature in “Signature Capture” pad
- Consignee can provide a 5-star rating
- Once complete, click “Sign” to return to Milestones
- Click “Finish and Submit” to complete Shipment

