# ecourier

**Courier App** 

Training & Guide

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#### App Download

You will have to download the Navigator app from the Apple App Store or Google Play store and install.

App Store search – **Navigator** Play store search – **CN Mobile** 





### **App Installation**



Once downloaded make sure that the company name is **ecourier.couriernavigator.com** as shown in the picture.

navigator	17:36 🗢 🖸
ecourier.couriernavigator.com	Pavigator
CH000	ecourier.couriernavigator.com
Password	Code
Remote Driver Network (Un-Tick for Nevigator)	Password
Start Work	Remote Driver Network
rdn	Start Work
5.00.69 (163) 00000000	rdo
m o c	8.00.22 #145
	—

#### **App Installation**

When you open the app for the first time, you should allow permissions, such as Location & camera

navigator
ecourier.couriernavigator.com
Code
Password
Remote Driver Network
Start Work
"Navigator" Would Like to Send You Notifications Notifications may include alerta, sounds and icon badges. These can be configured in Settings.
Don't Allow Allow
5.00.22 #145



# Logging in

You will receive a callsign and a password. Please use the callsign and password in order to log in to the app.



#### **Home Screen**

For IOS : Press the back button For Android: Press the menu button and then select home

#### There are 4 symbols on the status bar:

- New Shows new jobs received
- On Board- Jobs that have been collected
- Collections- Total number of jobs outstanding
- Tasks- Outstanding collection and delivery details





#### **Types of Jobs**



- A to B: Job goes from one collection point (A) and to one delivery point (B) This will be the most common job that you will complete.
- Wait and Return: This job will have 3 stops. You will collect from point (A) take it to stop (B) and then wait. You will then be given a parcel/letter to return to point (A)
- Multi-Drop: This job will have more than 2 stops. The 1<sup>st</sup> stop is the collect and the last stop the drop. Any of the stops in between could be collections or deliveries.
   Please ensure you check the notes at each stop.
- International and Overnights: These jobs are going to be delivered on the next day service. All overnight collections get brought into the Workshop in NW10. The
  parcel you collect will have a different address on it. Please be aware that if you collect an overnight and take it to the delivery address, you will only be paid to NW10.
- Premium: You should prioritise all premium bookings. They will take priority over other jobs. If unsure what order to deliver you jobs, Please speak with Control.

# Ackowledging a Job





. ? -

PTA: 13:16 ETA: 13:16

PTA: 14:16 ETA: 14:16

avigator Collection 56047 -Van Bentley

When you are acknowledging a job, you will need to:

A. Double click on the collection part of the job job on the new tab

B. Then click acknowledge

C. Then click on start

Once you have acknowledged a job it will move from the new tab to collections.

1. Click on route- when you start on your journey.

2. Navigate takes you to maps to plan the journey

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	- An	- A -		13:19	6		
	Collection 56047 - Van			1	<b>a</b> 0	ovior	oto
	Bentley			N		arige	
Start 20234	03-08 13:00:00				Collect	ion 56047 -1	Van
Finish 20234	03-08 14:16:00					вениеу	
Pieces 1				Addresses	2023-03 rv 2023-03	3-08 13:00:0 3-08 14:16:00	0
Weight 0.5				Booked B	y DANIEL		
hello notes				Piece	95 1	Weight 0.5	6
	Drivers added		1 4	Acknowl	ledge		
Collection N64AB	BOB, THE BULL PUB, 13 NORTH HILL, London,	PTA 12:16 ETA 12:18		Reie	et		
Delivery	STEVE, INHABITAT DESIGN STUDIOS LTD, 1 THAMES	PTA 1418		1141644	Dri	vers added	
SP4 ION				Collection	1000		
				N64AB	THE BULL PU HILL, London	JB, 13 NORTH	
				Delivery	INHABITAT D	ESIGN STUDIO	S LTD,
				SL4 1QN	THAMES SIDE	E, WINDSOR	
1							
	Acknowledged						
	Reject						
<b></b>							

#### **Collection Point**

1. Click "arrived" when you arrive at the collection point

- 2. If you arrive and have to wait contact control. Waiting time is charged after the 1<sup>st</sup> 15mins.
- 3. Once you have received the items, click collected
- 4. Please ensure that you check the special instructions on the collection
- 5. If you have any issues on collection, contact control and they will advise you what to do
- 6. You will be asked to verify number of items collected
- 7. Click on route when you start on your journey to the delivery address
- 8. Navigate takes you to maps to plan the journey
- Once collection has been made it will move to the on-board tab



#### **Delivery Point**

- 1. Navigate back to the home screen and click on the delivery section of the job
- 2 Click "Arrived" when you arrive at the delivery point
- 3. If you arrive and have to wait contact control. Waiting time is charged after the 1<sup>st</sup> 15mins
- 4. When you have located the correct person to hand the goods over to click on "Delivered"



### **Obtaining a POD**

After handing over the items the courier should record the name of the person who has received the package.

You should try to get a full name where possible. If you cannot get the full name, ask the customer for the 1st initial of their name and surname.

If they still refuse, contact control and they will advise you.

If there is nobody at the address to receive the consignment, please contact control for instructions.





#### **Obtaining a Signature**

After handing over the consignment the courier should obtain a signature from the person who has received the package.

Please ensure that that the recipient signs for the consignment and do not sign for it on their behalf.









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