

ecourier

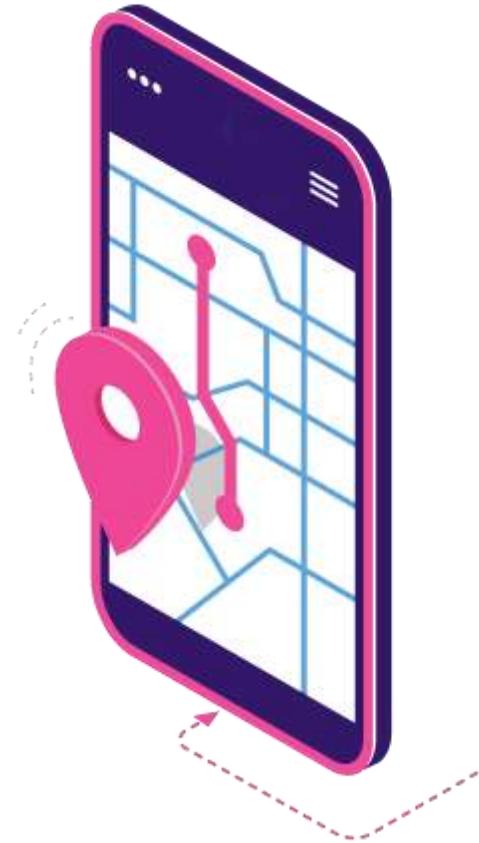


Courier App

Training & Guide

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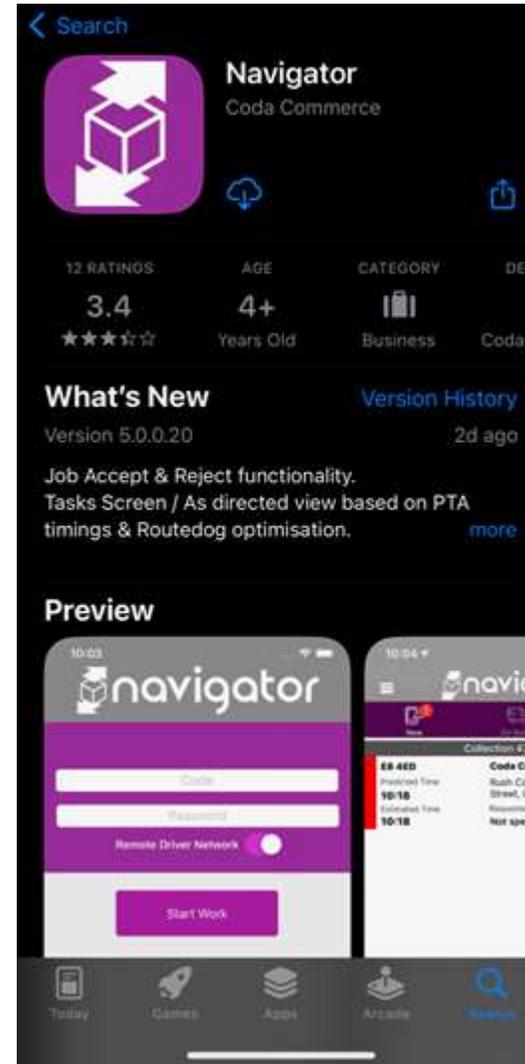


App Download

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

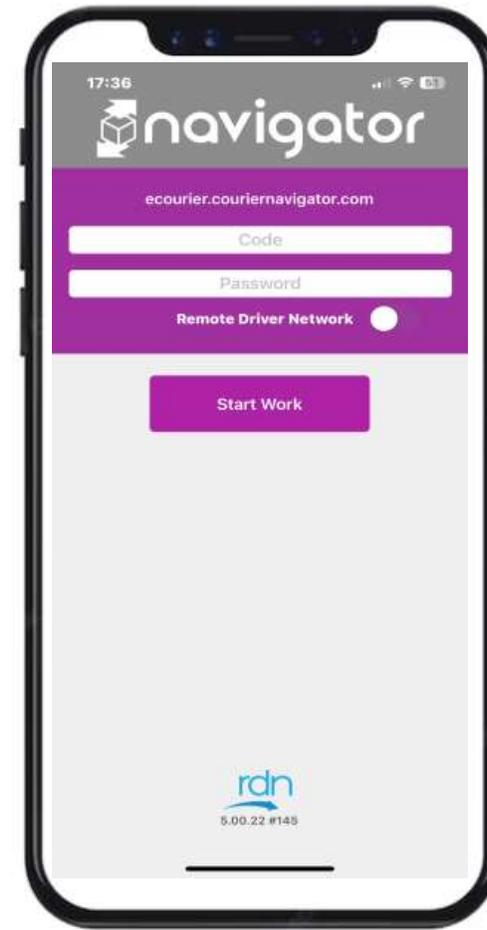
App Store search – **Navigator**

Play store search – **CN Mobile**



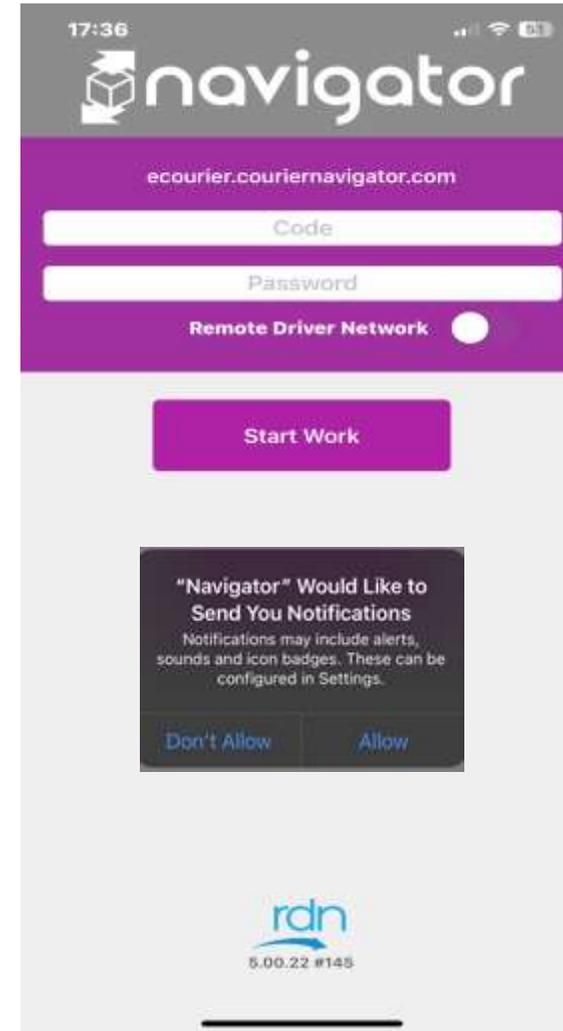
App Installation

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



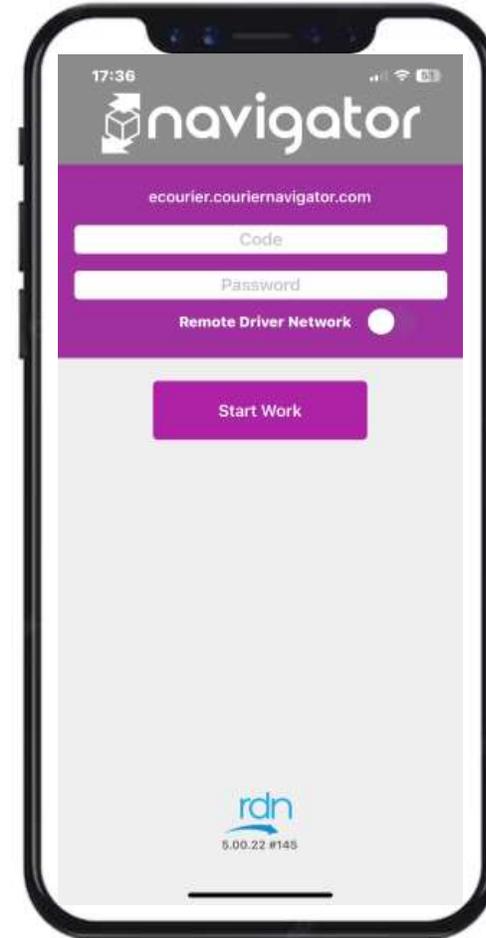
App Installation

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



Logging in

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



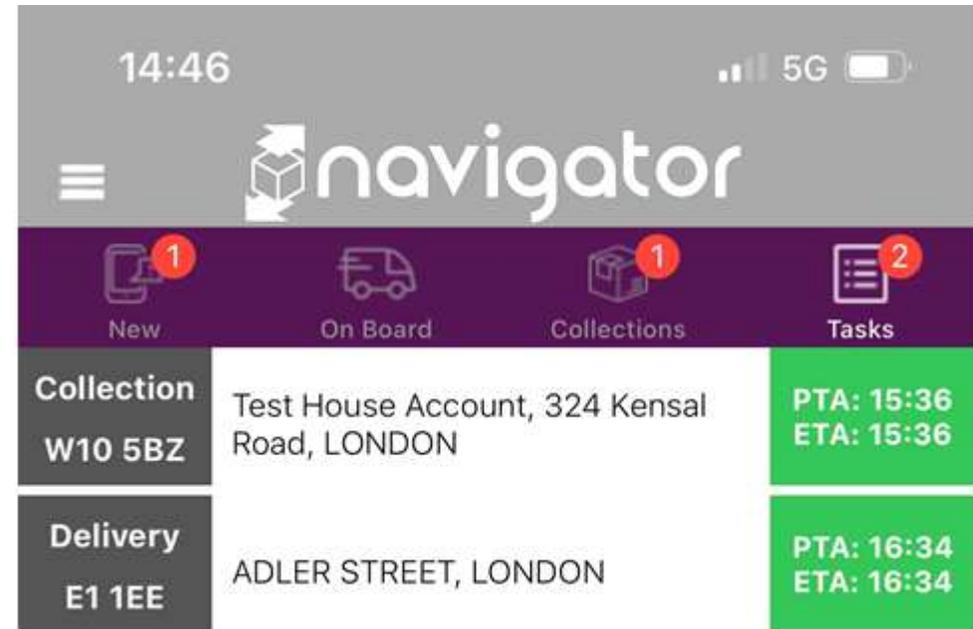
Home Screen

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 1st 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.

Acknowledging a Job

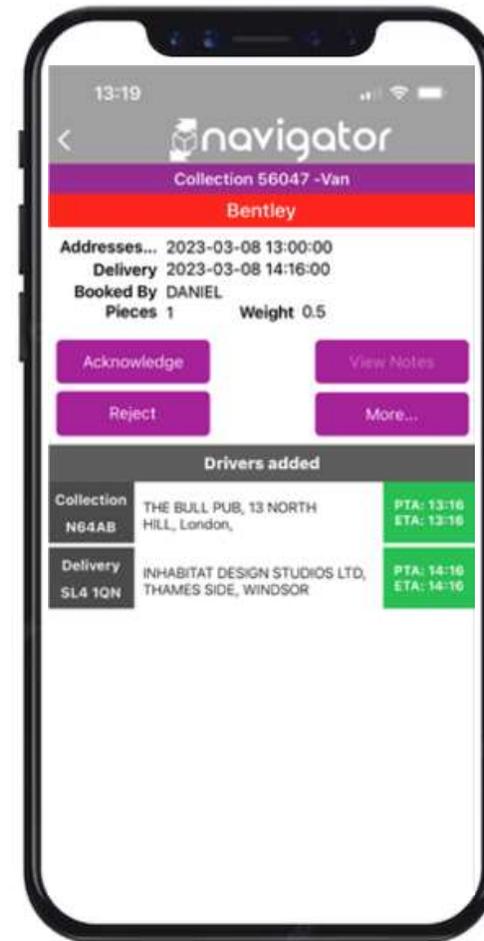


When you are acknowledging a job, you will need to:

- A. Double click on the collection part of the 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



Collection Point



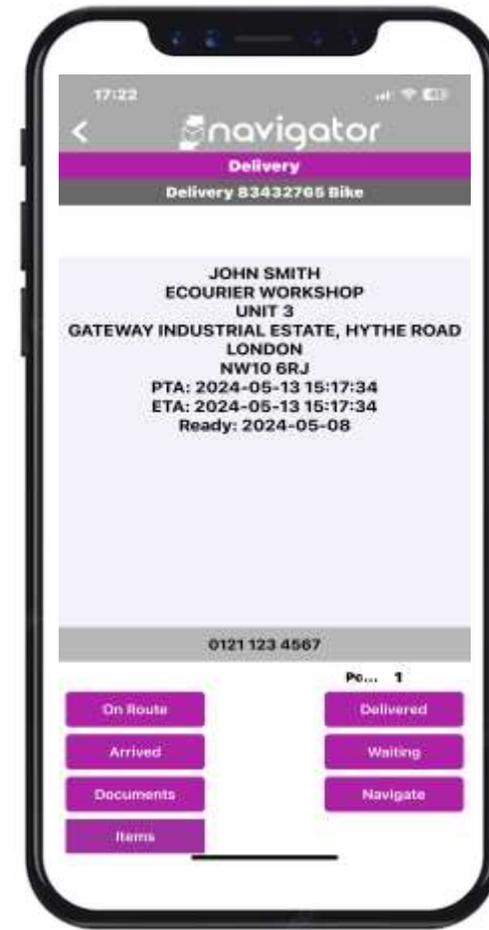
1. Click "arrived" when you arrive at the collection point
2. If you arrive and have to wait contact control. Waiting time is charged after the 1st 15mins.
3. Once you have received the items, click collected
4. Please ensure that you check the special instructions on the collection
5. If you have any 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 1st 15mins
4. When you have located the correct person to hand the goods over to click on "Delivered"



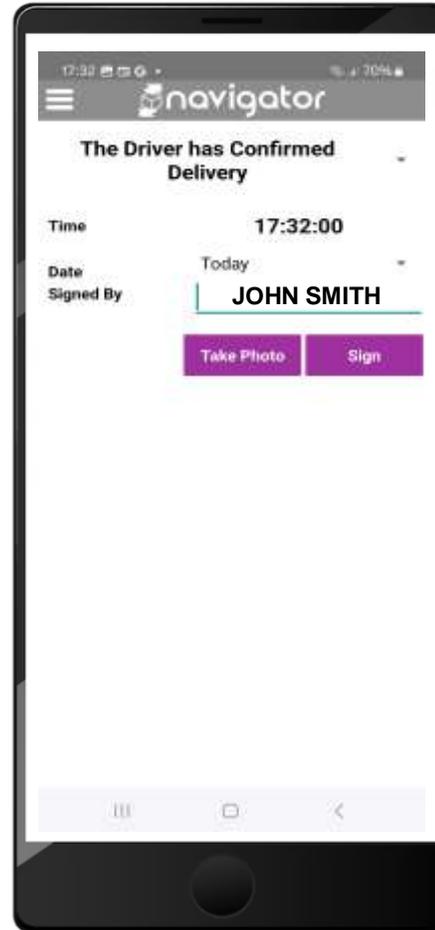
Obtaining a POD

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.





eCourier