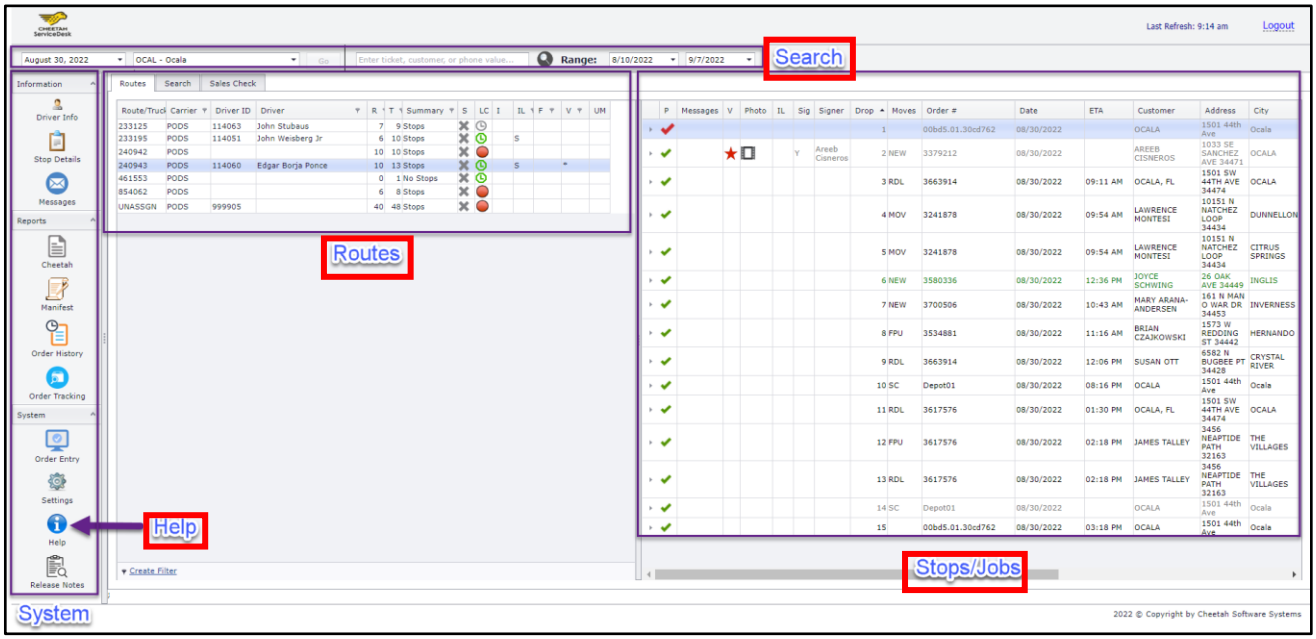
Cheetah Service Desk Job Aid

As we continue improving our processes to serve our customers better, associates will use the Cheetah Service Desk to assist customers in determining where their container is, when it will arrive, whether it could be delayed, and will be able to see the driver on the map to assist customers.

How to Log into Cheetah—use this link: [Cheetah Service Desk 2]
Username: Pods email address
Password: First initial, last name with an **!** at the end

How to Navigate Through the System: Reading the Route Screen

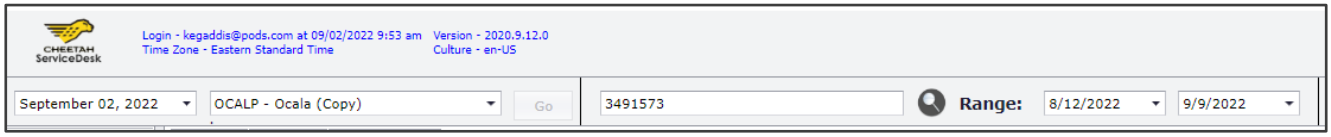
The screen is simple to read and broken into many sections: Search, System (which contains the Help), Routes, and Stops/Jobs.



Cheetah Service Desk Job Aid

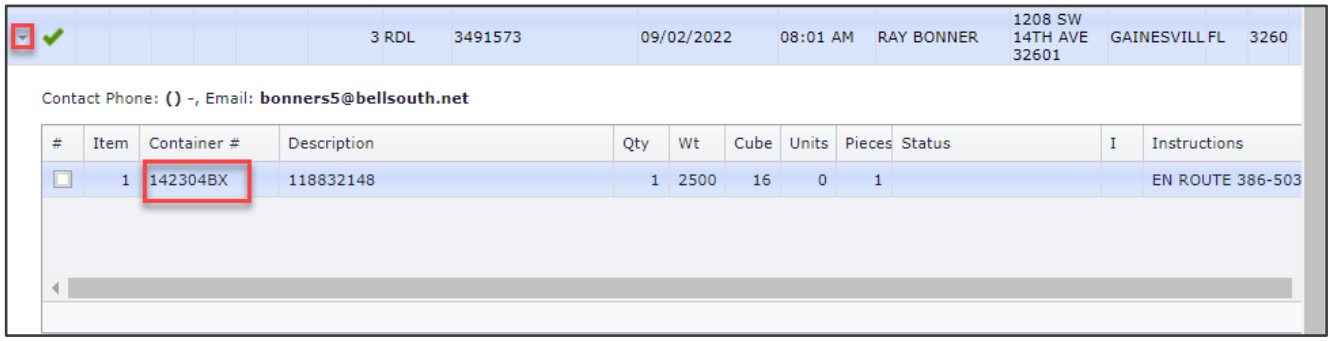
Search

The optimal search is done by Order Number.

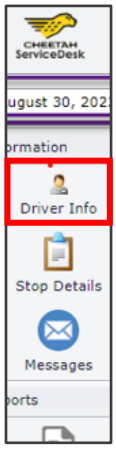


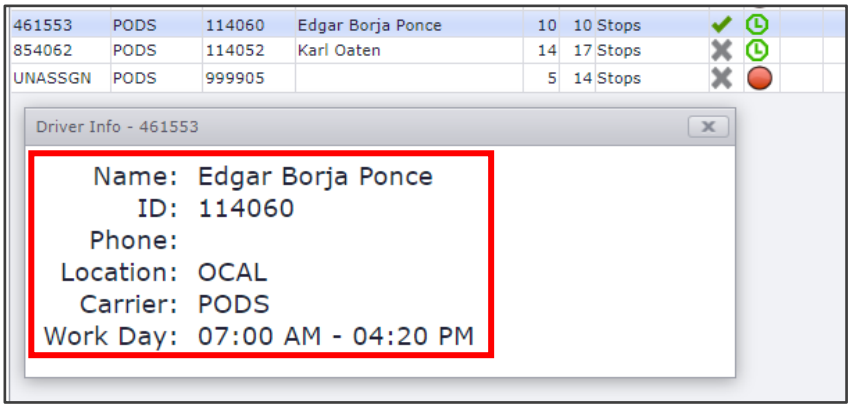
- Choose the date
- Select the location
- Enter Search criteria *(i.e., order number 3491573 here)*

When the results are returned, you can double-click the item you want to view, and you will be taken to the Stops/Jobs section, with the item selected, for the associated Route.



If you click the **Driver Info** button while you have a Route selected in the Routes section, the Driver's info will be displayed.





Cheetah Service Desk Job Aid

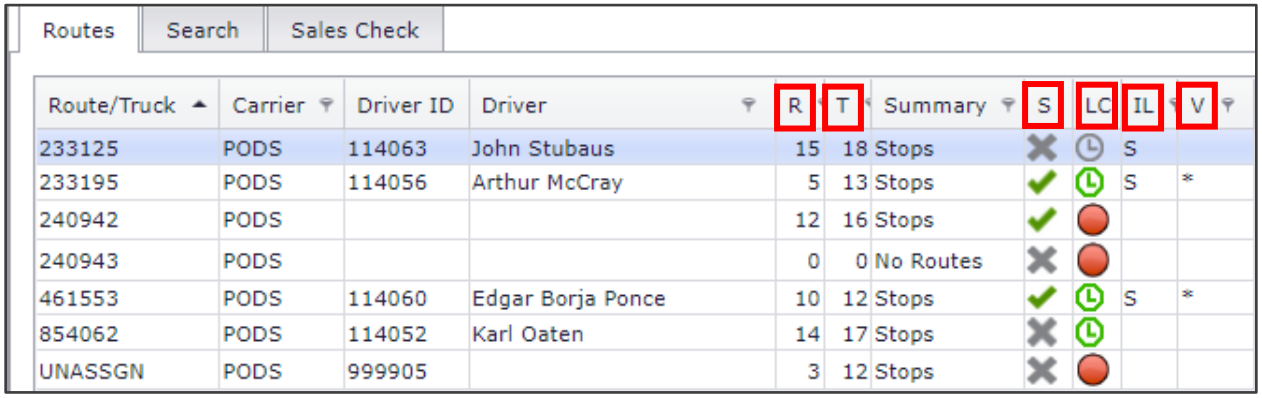
Stops/Jobs Section

For a quick reference, in the Stops/Jobs section, you can use the icons along the left-hand side of the page for insight into the status of each job on a route.

- Circle = Pickup
- Square = Delivery
- Green = Completed
- Red = Cancelled
- **Yellow** = Driver onsite
- Octagon S = Start of Route
- Octagon F = End of Route
    - The Drivers' routes will always Start and Finish at the warehouse location.

Cheetah Service Desk Job Aid

Routes Section



Route/Truck	Carrier	Driver ID	Driver	R	T	Summary	S	LC	IL	V
233125	PODS	114063	John Stubaus	15	18	Stops	✗	🕒	S	
233195	PODS	114056	Arthur McCray	5	13	Stops	✓	🕒	S	*
240942	PODS			12	16	Stops	✓	🔴		
240943	PODS			0	0	No Routes	✗	🔴		
461553	PODS	114060	Edgar Borja Ponce	10	12	Stops	✓	🕒	S	*
854062	PODS	114052	Karl Oaten	14	17	Stops	✗	🕒		
UNASSGN	PODS	999905		3	12	Stops	✗	🔴		

Columns

- R - Remaining Stops
- T – Total Stops
- S – Displays if Driver is active or not. Green Check = Yes, Grey X = no
- LC – Is Last GPS Fix which will also indicate whether the driver is logged in on the device or not.

LC - Last GPS Fix

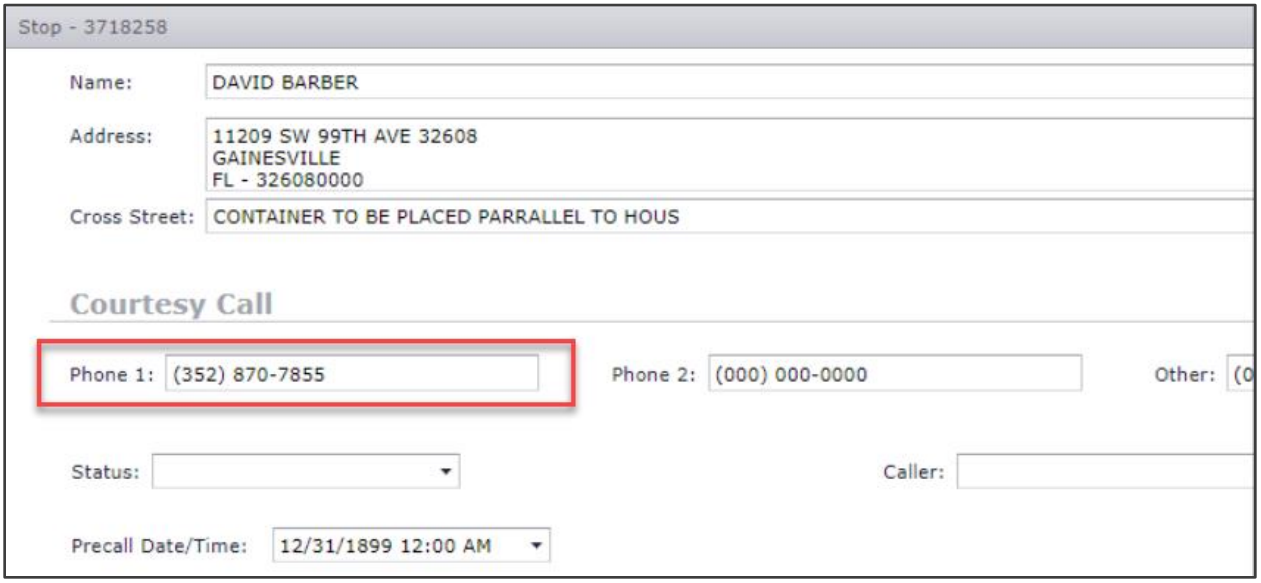
GPS time within last 15 minutes	🕒
GPS time between 16-30 minutes	🕒
GPS time between 31-45 minutes	🕒
GPS time over 45 minutes	🕒
No Cheetah Device:	🔴

- IL – Displays when there are images for a route
- V – Displays when Notes are available for a route

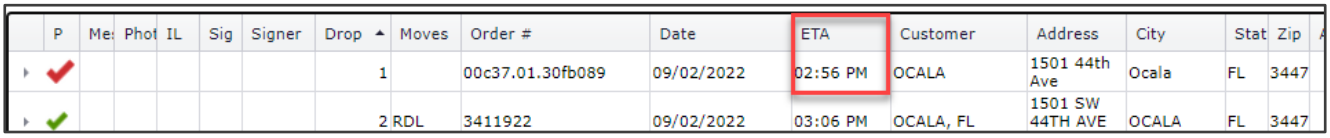
Cheetah Service Desk Job Aid

Viewing Customer Phone Numbers

Right click on the Customer Line, select **Stop Details** and scroll down to Courtesy Call.



Viewing ETA's



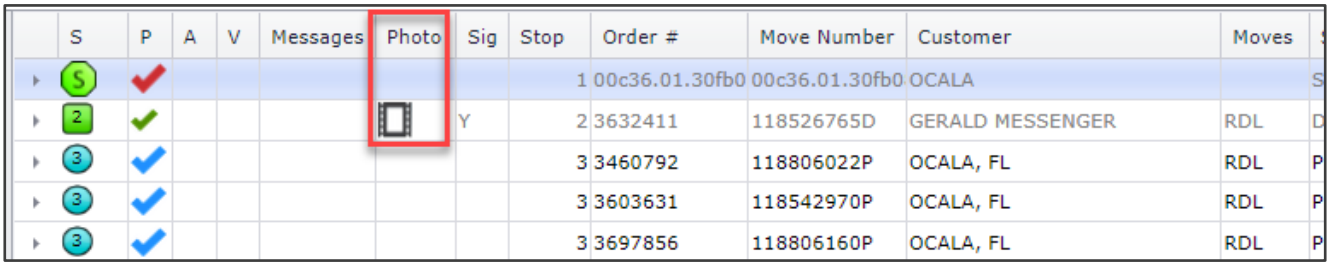
P	Me	Phot	IL	Sig	Signer	Drop	Moves	Order #	Date	ETA	Customer	Address	City	Stat	Zip
✔						1		00c37.01.30fb089	09/02/2022	02:56 PM	OCALA	1501 44th Ave	Ocala	FL	3447
✔						2	RDL	3411922	09/02/2022	03:06 PM	OCALA, FL	1501 SW 44TH AVE	OCALA	FL	3447

The ETA is displayed in the ETA column. We should let the customer know to expect the driver within 1 hour of the specified ETA.

- **Never** give the exact ETA to the customer

Viewing Images

1. Navigate to the route for the desired job. If there is an image for a Stop/Job, there will be a Film Icon in the Photo column. Click the **icon**.



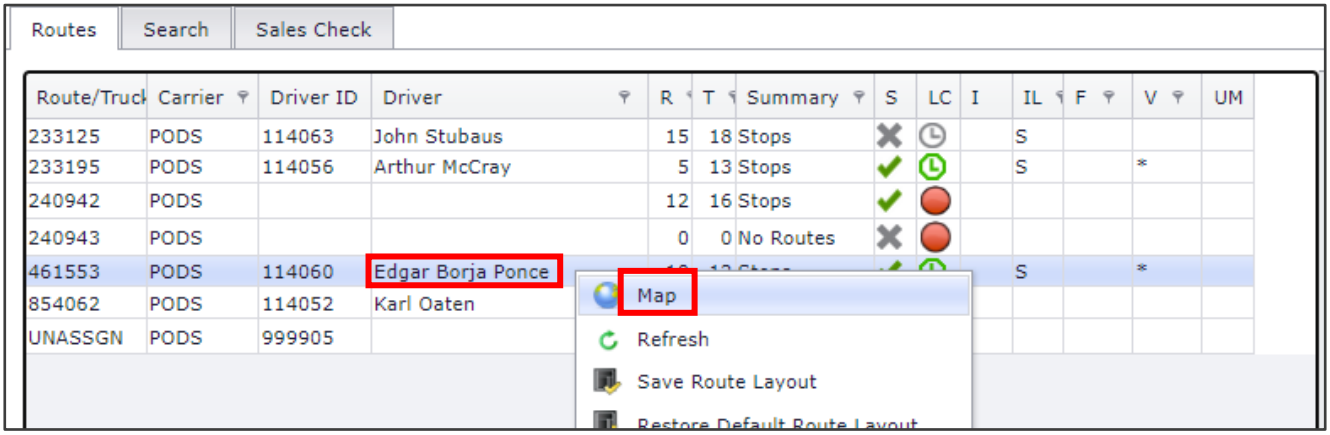
S	P	A	V	Messages	Photo	Sig	Stop	Order #	Move Number	Customer	Moves
S	✓						1	00c36.01.30fb0	00c36.01.30fb0	OCALA	
2	✓					Y	2	3632411	118526765D	GERALD MESSENGER	RDL
3	✓						3	3460792	118806022P	OCALA, FL	RDL
3	✓						3	3603631	118542970P	OCALA, FL	RDL
3	✓						3	3697856	118806160P	OCALA, FL	RDL

   a) The Stop Pictures window will open, where you can view the pictures and comments for each one. If there are multiple pictures, you will see the number after the Image label, 2 in this case, and you can select which one to view from the dropdown.
   b) The comments for each picture will be below the picture in the Comments box.

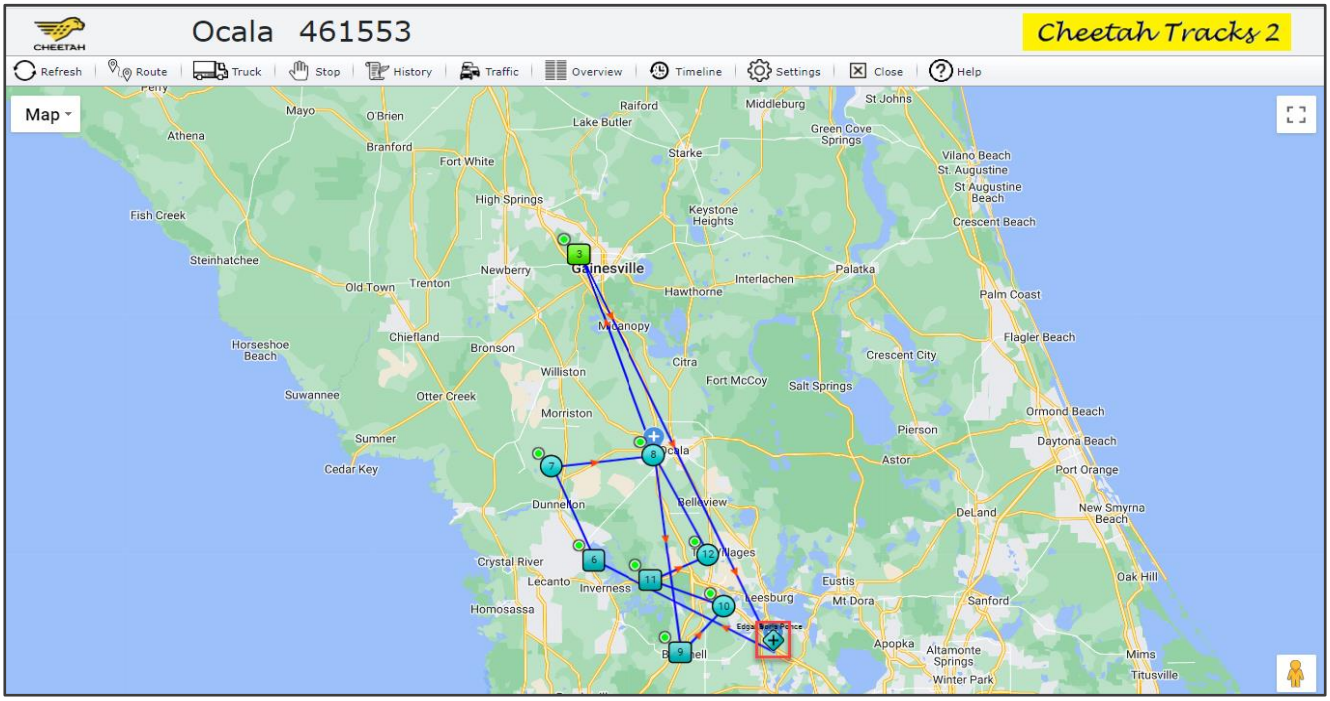
Reading the Map

To view the map of a driver's route and see their location:

1. Right click on the driver and select Map.



2. The Map will open, displaying the Driver's Route.



a) The Driver's location will be displayed in a Diamond with a + inside

b) To zoom in, click the Truck button above the Map

Cheetah Service Desk Job Aid

Tips and Tricks

1. **How are early and late being determined?**
   A stop is considered EARLY if the ETA or Arrival Time falls Before the Start of the Time Window. A stop is considered LATE if the ETA or Arrival Time falls After the End of the Time Window.

2. **What is the Exception square for in the Stops section? Will we use it?**
   A stop would be flagged as having an Exception if the driver selected a Non-Okay status from the mobile application.

3. **Can we hide the checkbox to the left of Item # in the Stop detail?**
   No, this column cannot be hidden.

4. **A, V and F can these headers be removed?**
   Yes, you can remove them on your column headers per user; it can't be done systematically for Service Desk.

5. **How does each driver route start out?**
   It will always Start at a location and Finish at a location.