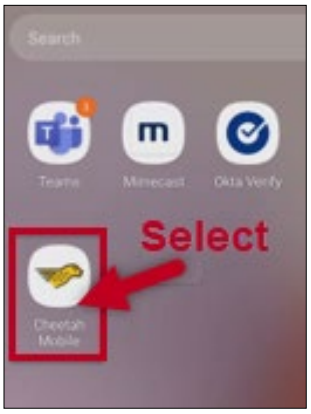
Cheetah Driver Mobile Application User Guide

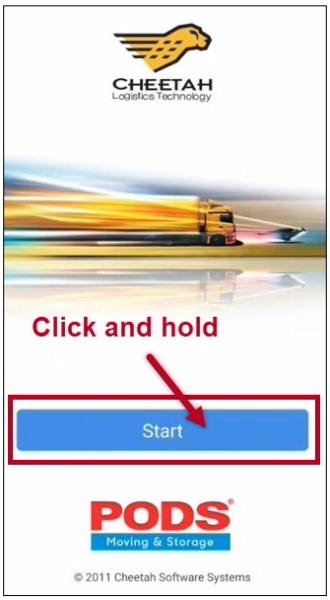
This user guide covers the step-by-step procedure and best practices for the MercuryGate Cheetah Driver Mobile Application for daily driver routes, including the delivery, pick-up, and move processes for PODS containers. Additional questions can be addressed by the local Market Manager.

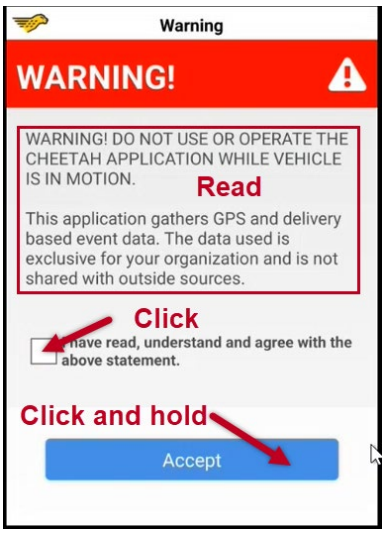
Login and Route Download

Access and Login – Use this process to begin your day in the Cheetah app

1. From your PODS mobile device home screen, **select** the **Cheetah Mobile** app icon to open the application
2. **Click and hold** the **Start button** to begin the login process
3. **Read** the **Warning** screen and **click** the acknowledge **checkbox**
4. **Click and hold** the **Accept button** at the bottom of the screen to open the Login screen







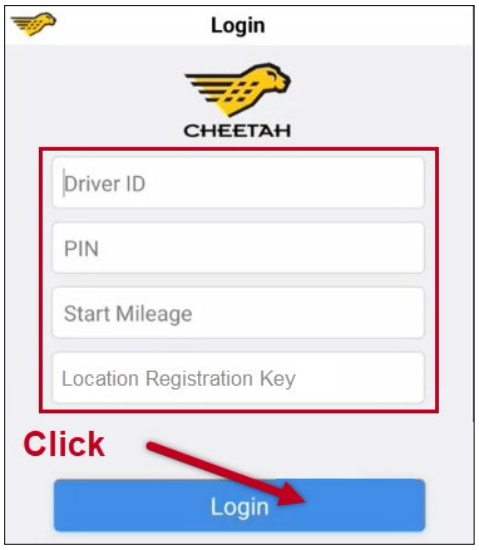
Important

Do NOT use or operate the Cheetah application while the truck is in motion.
The application gathers GPS and delivery-based event data. The data used is exclusive for PODS and is not shared with outside sources.

5. **Complete** the **Driver ID, PIN, and Start Mileage** fields then **click** the **Login** button to open the Main Activity screen

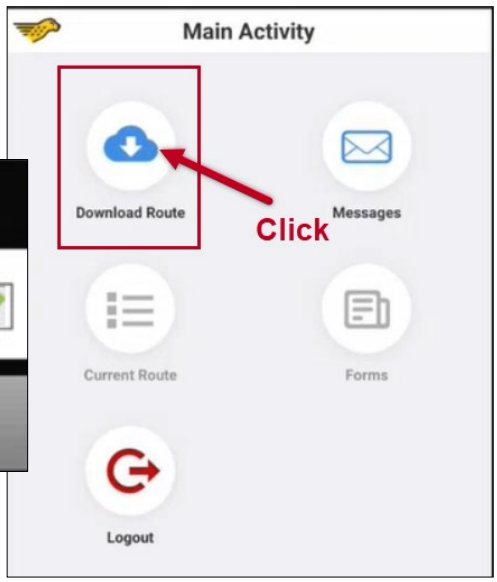
Field Name	Description/Input
Driver ID	Last 6 digits of your Payroll ID
PIN	Same as above
Start Mileage	Current truck odometer reading

*Tip: The **Location Registration Key** field is based on your storage center location and will be provided by your Market Manager.*



Download Route - Use this process to select and download route information to your PODS mobile device

1. From the **Main Activity** screen, **click** the **Download Route** icon



2. **Select date and route number** from the list, then **click** the **Download** button



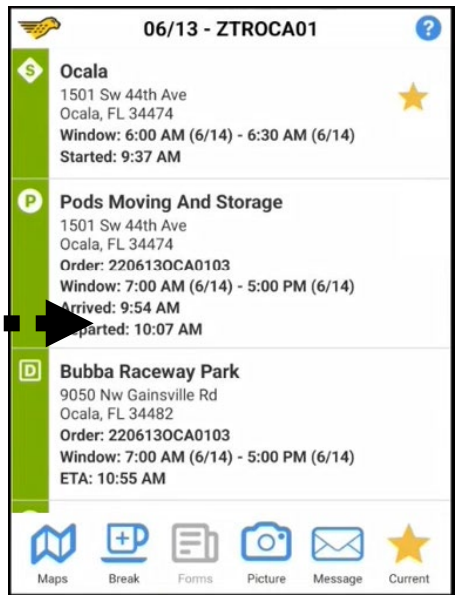
Tip: Truck number = Route number

Important *Only one route may be downloaded at a time. Route download may take a few seconds.*



3. **Click** the **OK** button on the **Download Completed** pop-up to complete and return to the **Main Activity** screen
4. **Click** the **Current Route** icon on the **Main Activity** screen to open the downloaded **Route List**

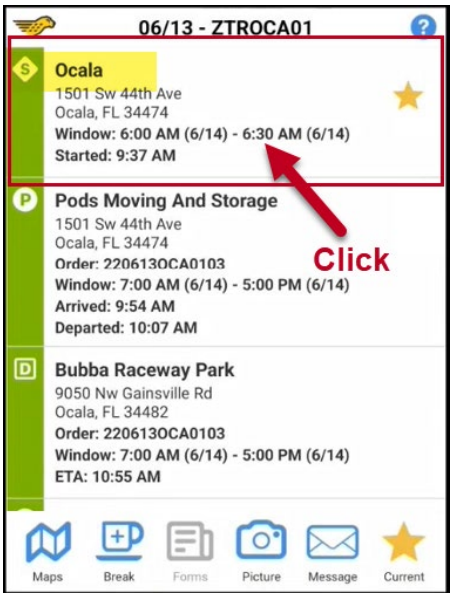




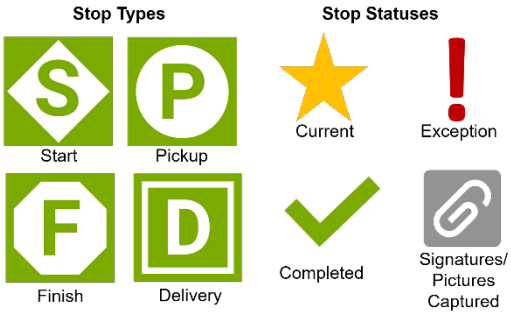
Working the Route

Start the Day – Use this process after downloading a route but before leaving the storage center

1. **Click** the **Start** activity, indicated by the start symbol, to open the **Start Route** screen.
   The start activity should be the first activity on any route list.

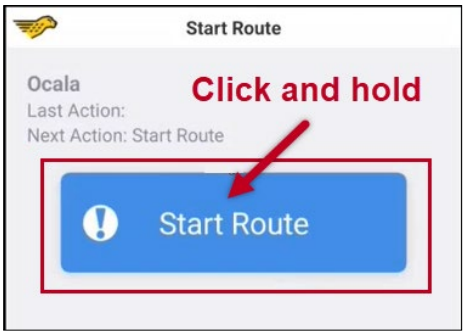


Common Stop Symbols



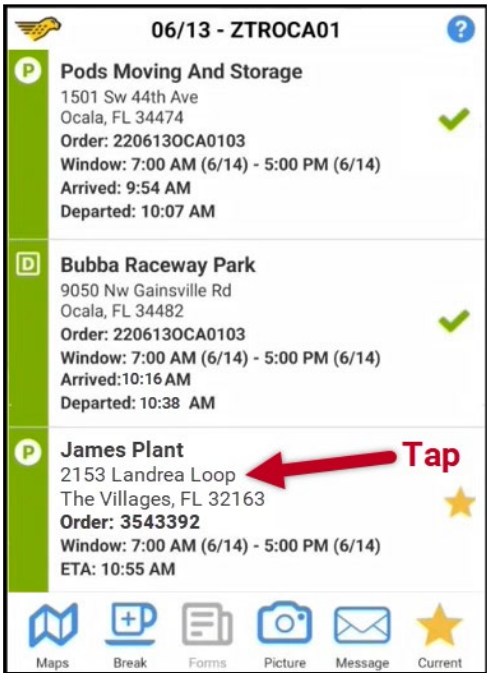
*Tip: In the **Cheetah app** - Click the ? in the upper right of the screen to open the help menu for a list of the **Stop Icons** symbol types and statuses.*

2. **Click and hold** the **Start Route** button to allow you to process stops on the route list.



Processing a Stop – Follow this process to complete stops on the route list in Cheetah.

1. From the route list**, tap** the **current stop**, indicated by the **yellow star,** to open the **Stop Details** screen



2. **Use** the **hyperlinks** on the **Stop Details** screen to find **map information** on the area, **contact** the customer and view **customer notes**

   a. **Address Link – Click** the blue **address hyperlink** under the customer name to open Google Maps app on your phone (may require set up with Gmail account) for navigation

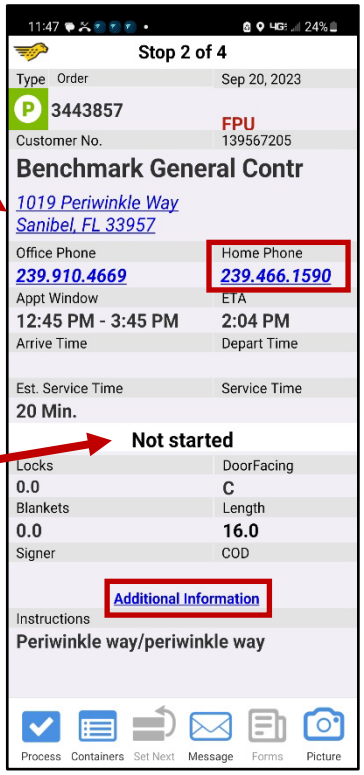
   Tip: Use Google Maps to view aerial and/or street view prior to calling or departing for customer address.

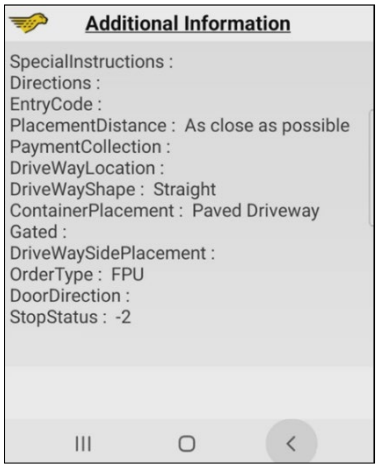
   Driver's are responsible for following local truck routes regardless of Google Maps navigation directions.

   b. **Home Phone Link – Click** the blue **home phone hyperlink** to open the phone app. The customer phone number will be programmed into the phone screen but clicking the hyperlink will NOT dial the phone.

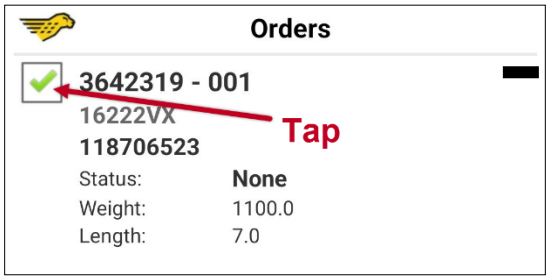
   c. **Not started section –** Lists important information needed for delivery including door facing, locks and blankets added.

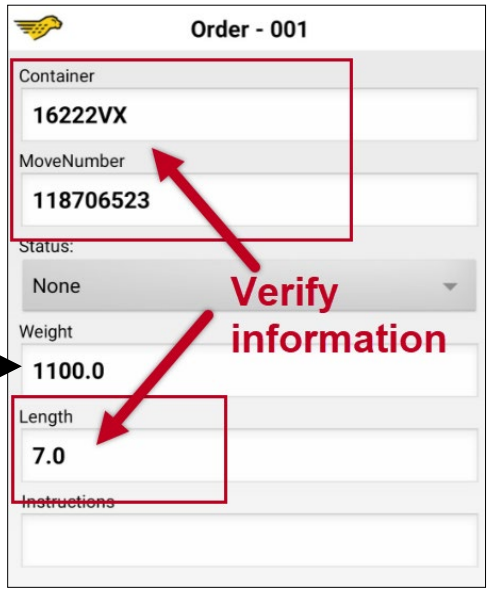
   d. **Additional Information Link – Click** the blue **Additional Information hyperlink** to view customer notes previously found in the Daily Driver sheet:
   - Special Instructions
   - Directions
   - Entry Code
   - Placement Distance
   - Driveway Shape
   - Gated
   - Door Direction



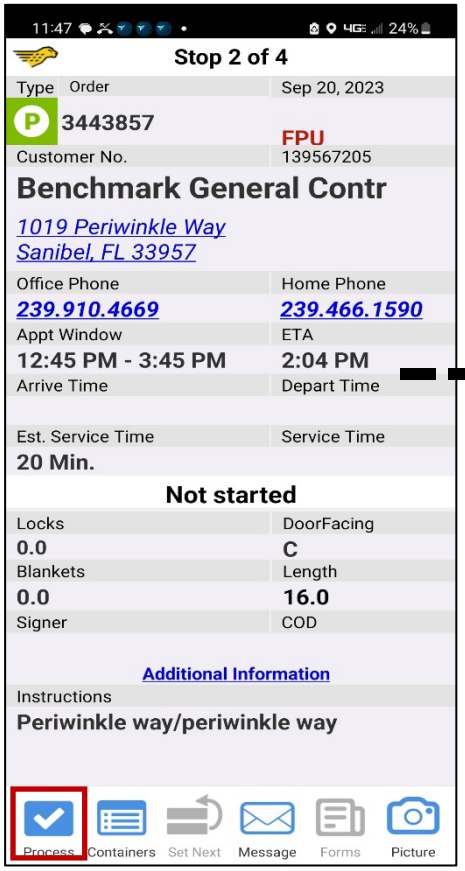


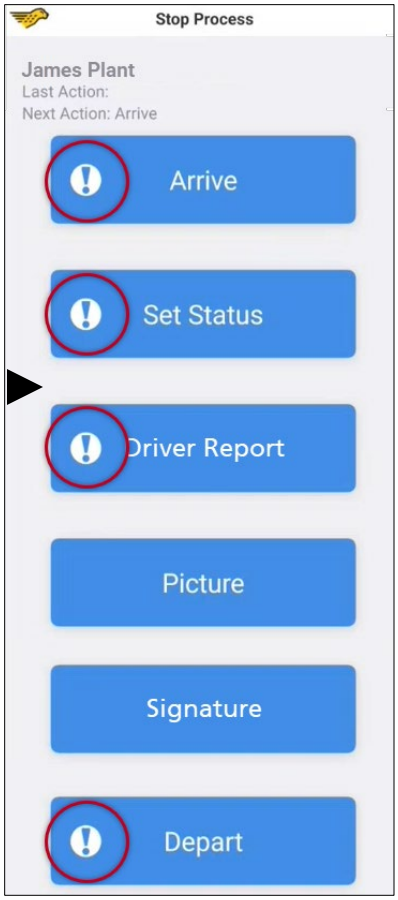
3. **Click** the **Containers** icon at the bottom of the **Stop Details** screen to review and verify container information
   a. **Tap** the **check box** to open the **Container Information** screen
   b. **Review and verify** the **container number, move number, and length** match the information from RBMS
   c. Click the **phone's back button** to return to the **Stop Details screen**





4. Upon arrival at the customer site, **click** the **Process** icon to open the **Stop Process** screen



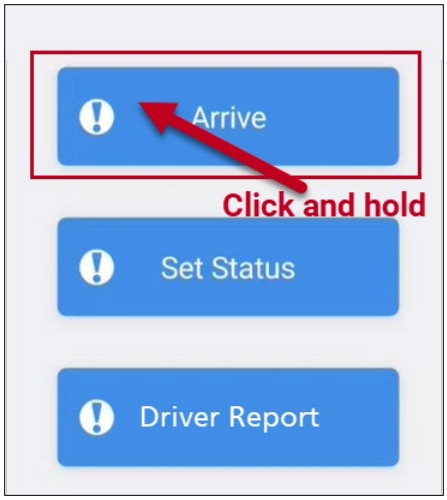


Important

__ALL__ actions with the ! symbol must be completed at __ALL__ stops.

Arrive – Upon arrival at customer location

1. **Click and hold** the **Arrive** button to begin the arrival procedure



Important

In order to reflect accurate Service Times, it is important to click when you arrive at a Stop

2. **Tap** the **checkbox** when **each arrival procedure** is **completed**, then **click** the **Done** button to complete the **Arrival** task for each stop

Secured container example

Left side truck & container



Right side truck & container

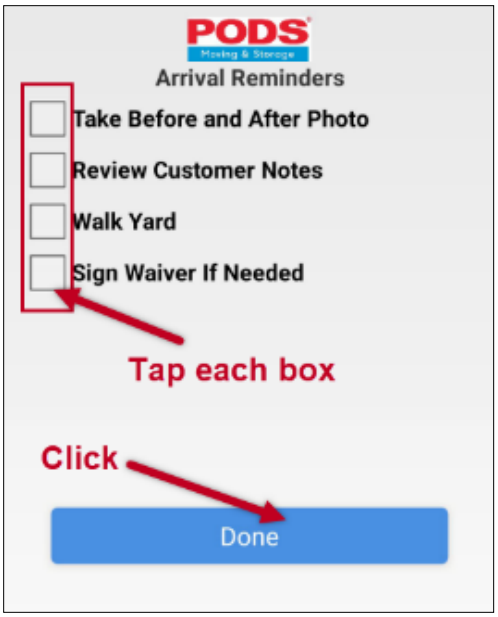


Container placement example



Customer property





Tip: Click Done on the arrival reminders to access the picture feature

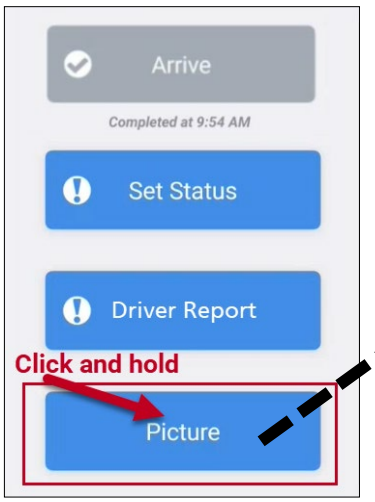
Important: Picture Requirements

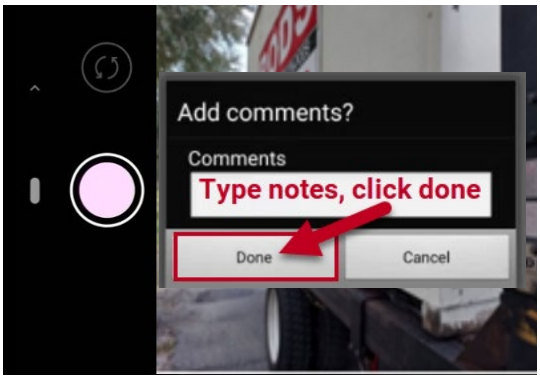
***Before and after photos** are **REQUIRED** for every stop*

- ***Initial or Redelivery from SC** – 2 pics*
  1. *Left side of truck with container secured*
  2. *Right side of truck with container secured*
- ***Return to Storage (WRT)** – 3 pics*
  1. *Existing damage to customer property **PRIOR** to container pickup*
  2. *Left side of truck with container secured*
  3. *Right side of truck with container secured*
- ***Final Pickup** – 4 pics*
  1. *Existing damage to customer property **PRIOR** to container pickup*
  2. *Left side of truck with container secured*
  3. *Right side of truck with container secured*
  4. *Driveway or area where container was picked up*
- ***Initial or Redelivery** – 4 pics*
  1. *Any existing damage to customer property*
  2. *Side view with container number*
  3. *Left side of container placement area*
  4. *Right side of container placement are*
- ***Move to Move** – 6 pics*
  1. *Existing damage to pickup customer property **PRIOR** to container pickup*
  2. *Left side of truck with container secured*
  3. *Right side of truck with container secured*
  4. *Existing damage to delivery customer property **PRIOR** to container pickup*
  5. *Left side of container placement area*
  6. *Right side of container placement area*
- ***Waivers** – Signed waivers*

Pictures – Take arrival and departure photos

1. **Click and hold** the **Picture** button on the **Stop Process** screen to open the camera app *(see the picture requirements chart for all needed photos)*
2. **Input comments** in the pop-up box and click **Done** to store pictures directly to the customer file
3. **Deliver/pickup container**



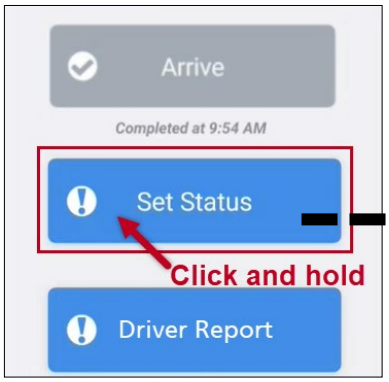


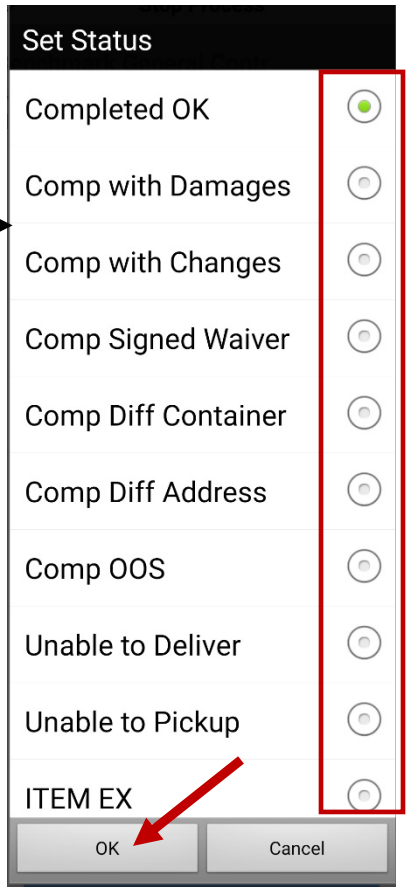
Tip: You can repeat the picture taking process as many times as necessary to ensure all photo requirements are met for each job.

Set Status – After Podzilla & container are secured on the truck

1. **Click and hold** the **Set Status** button to open the status option list
2. **Select** the appropriate **status** for the move then **click** the **OK** button

Tip: Select the Status option based on the definitions from the chart and the overall move outcome.



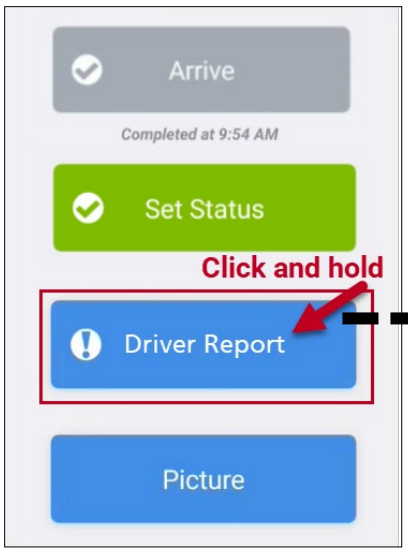


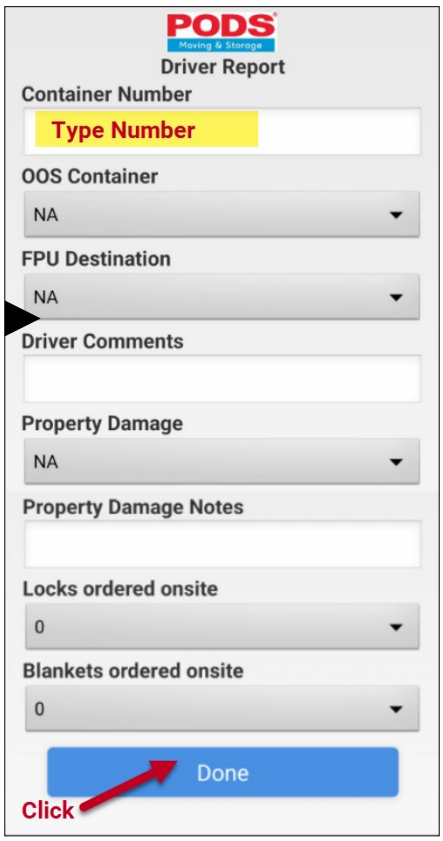
Status	Definition
Completed OK	Move was completed with no issues
Comp with Damages	Move was completed with damages. ***Add comments under driver report and take pictures of damages for documentation***
Comp with Changes	Move was completed, but changes were added to customer account, i.e. locks, blankets, etc.
Comp Diff Address	Move was completed, but with a different address than specified on the order ***Add New address to notes on Driver Report***
Comp Diff container	Move was completed, but different container was picked up or delivered
Comp OOS	Move was completed but container should be placed OOS due to damages
Unable to Deliver	Move not able to be delivered
Unable to Pickup	Move not able to pickup
ITEM EX	DO NOT USE

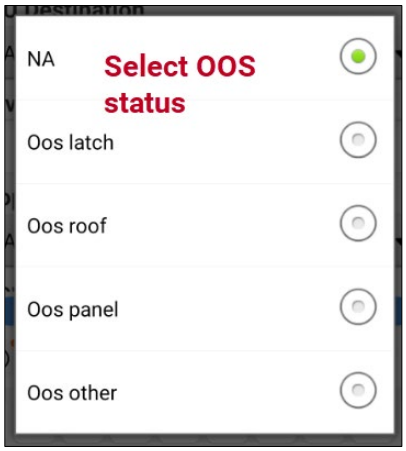
* Ensure you have all signed waivers if choosing **'Comp Signed Waiver'**

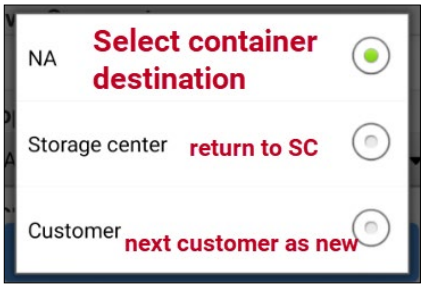
Driver Report – Complete stop information

1. **Click and hold** the **Driver Report** button to complete information about the **container**, **FPU, property damage**, and **locks/blankets**
   a. **Container Number – Input** container **number** from the actual container
   b. **OOS Container –** If container is OOS: **click** the **dropdown** and **select** matching **OOS status**

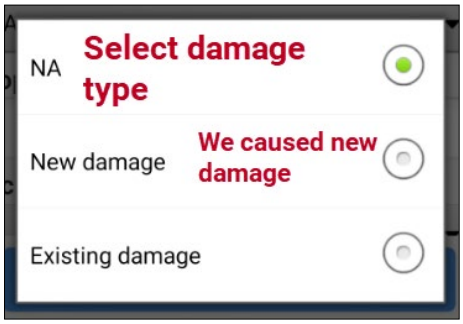








   c. **FPU Destination** – If you have picked up FPU container: **click** the **dropdown** and **select** matching **FPU Destination**
   d. **Property Damage –** If there is property damage to the customer's property: **click** the **dropdown** and **select damage type**

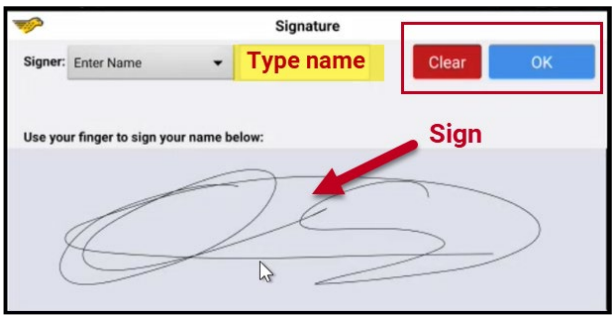


> ***Important***
>
> *If we caused NEW damage, **Set Status** needs to be **Completed with Damages***
> *You **MUST** take **pictures AND add notes** in the **Property Damage Notes** field.*

   e. **Locks and Blankets** – If customer requests ADDITIONAL locks or blankets no on their order: **click** the **dropdown** and **select number** for each locks and/or blankets
2. **Click Done** to complete the Driver Report
3. **Click** the **Picture** button to take pictures for Post Delivery and PODZILLA/container secured and strapped on truck *(see the picture requirements chart for all needed photos)*

Signature – For future use

Note: *We are currently **NOT** using the **Signature** area. Please **do NOT** ask customers to sign in this area. Additional information will be provided when functionality is expanded.*



Clicking the Signature button will open the signature panel

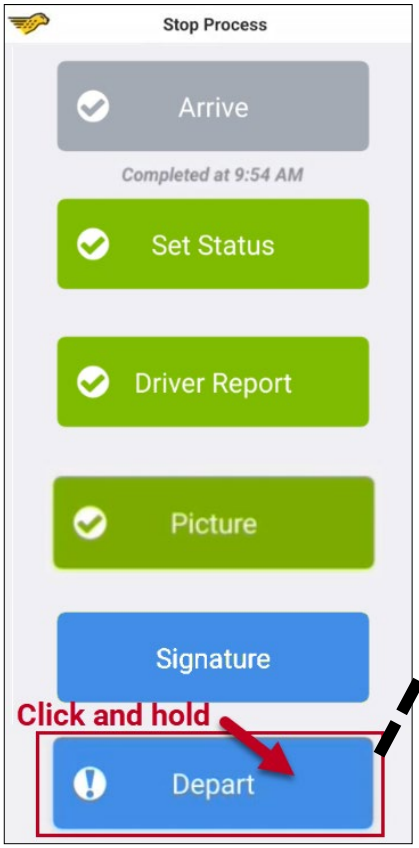
- Input the name of the signer
- Use your finger to sign in the gray open field
- Click OK to store the signature or Clear to erase and start over

Depart – Just before leaving customer location

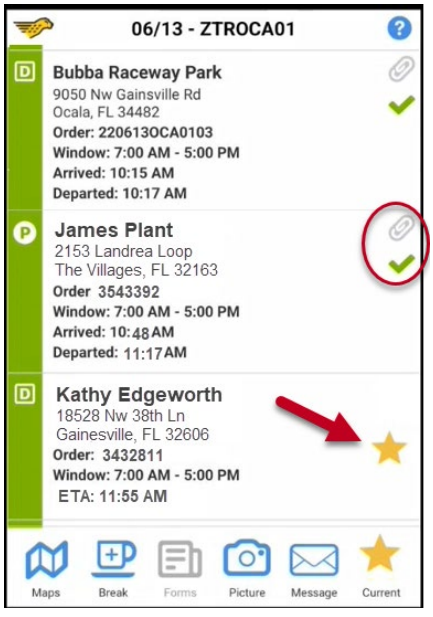
1. **Click and hold** the **Depart** button to open the **Departure Reminders** screen

> ***Important***
>
> *In order to reflect accurate Service Times, it is important to click when you depart a Stop*

2. **Tap** the **checkbox** when **each departure procedure** is **completed**, then **click** the **Done** button to complete the Customer move
   The paperclip and green check confirm the stop is complete and the current star has moved to the next job.



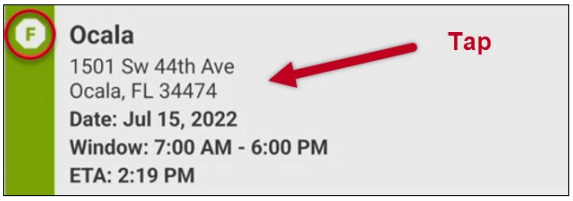


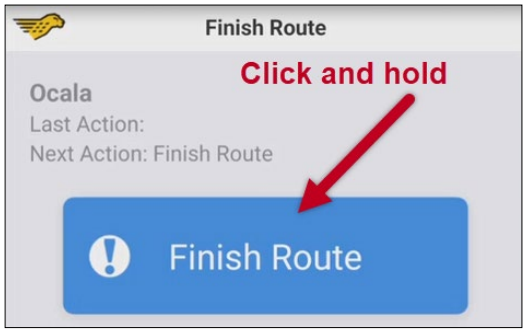


Finish Route and Log Out

Finish Route – Use this process to end a completed route

1. From your Route List screen, **select** the **final stop** in the route list **identified with the** 
2. **Click and hold** the **Finish Route** button to mark the route as completed in the Cheetah mobile app



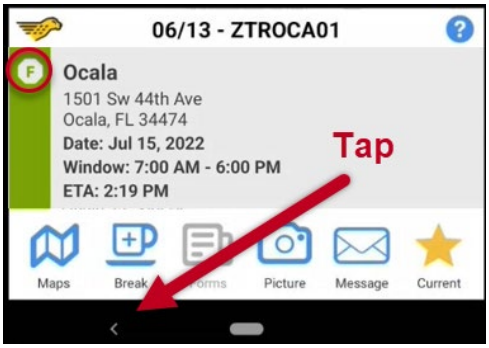


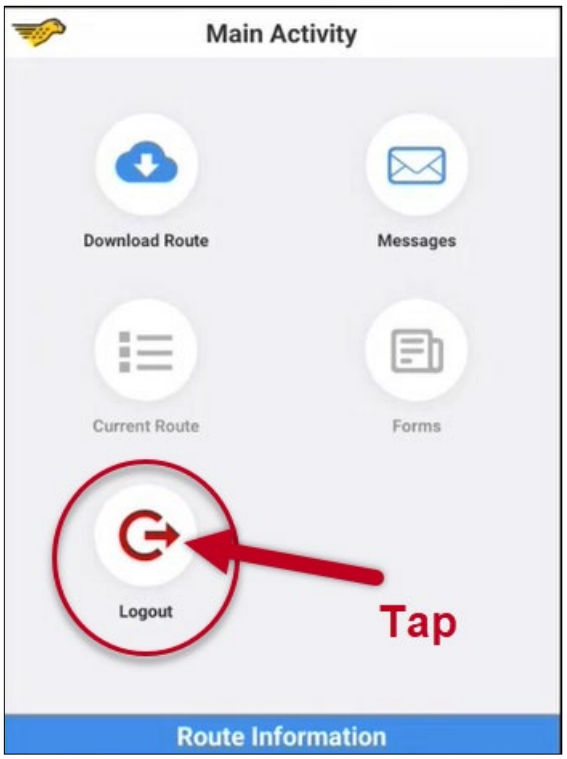
Important

After completing all your routes for the day, you MUST log out and exit the application

Log Out – Use this process to end your day in the Cheetah mobile app

1. From any screen, **click the phone's back button** to return to the **Main Activity** screen
2. **Tap** the **Logout** icon to complete logging out of the app



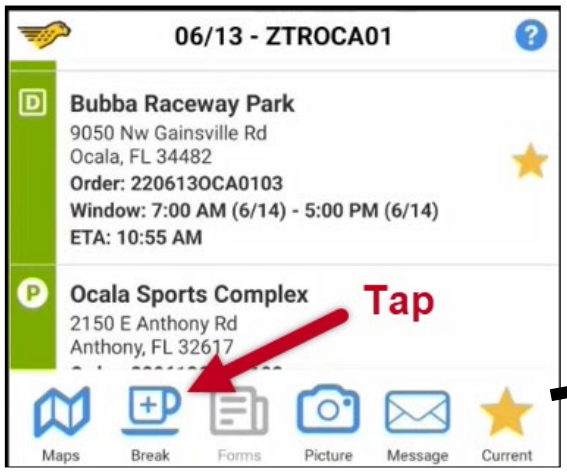


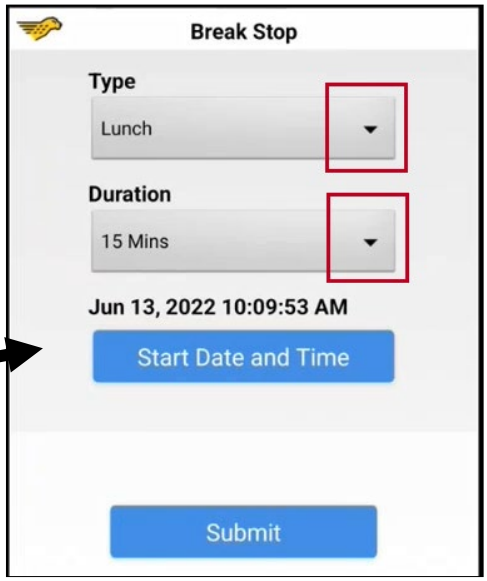
Additional Actions

Breaks – Use this process to record breaks. Recording breaks ensures accurate ETA's for customers

Adding Breaks

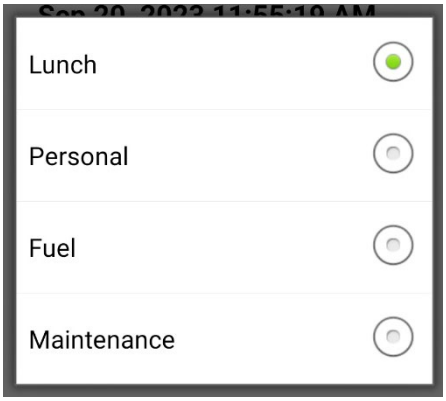
1. From the Route List, **click** the **break** icon in the bottom menu to open the break stop screen
2. **Click** the **dropdown** arrows to **select** the **Type** and **Duration** of the break

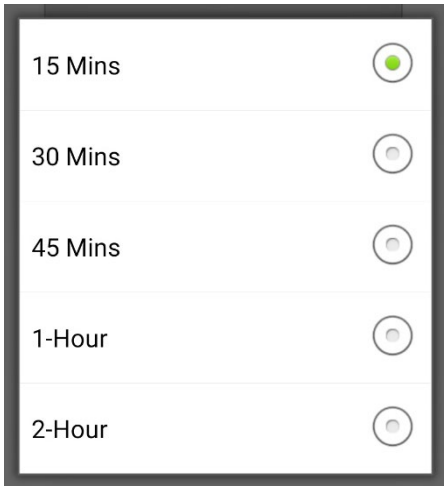




Break Types and Durations

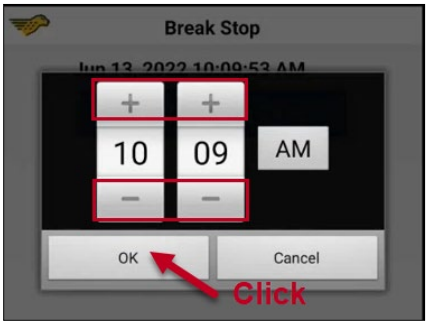
a. Lunch – For lunches, usually 30 min: **CLOCK OUT OF UKG**
b. Personal – For personal breaks, usually 15 min: **DO NOT CLOCK OUT OF UKG**
c. Fuel and Maintenance – For fueling up and maintenance issues (Truck breakdown, Ryder stop, waiting for tow) Use your best judgement on duration

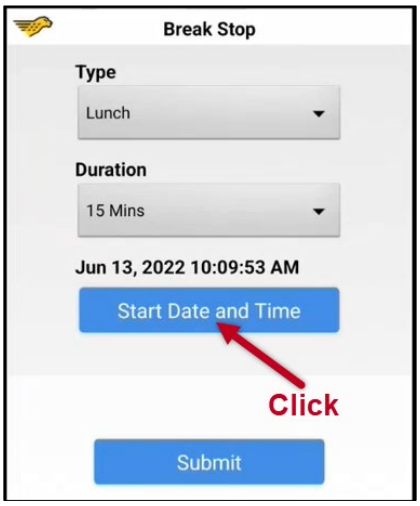




3. **Click** the **Start Date and Time** button to open the date pop up window
4. **Use** the **+/-** buttons to select **today's date** then **click OK**
5. **Use** the **+/-** buttons to select the **start time** for the break and **click OK**
6. **Click OK** on the **New Stops Added** pop-up to have the break added to your route list

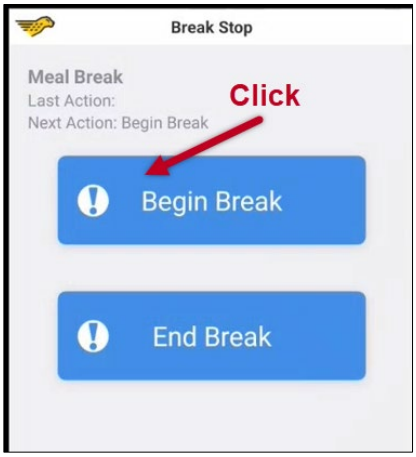


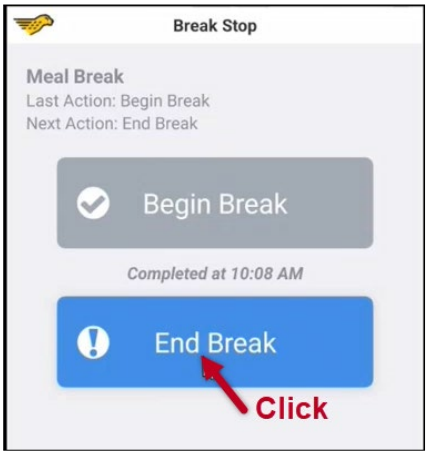


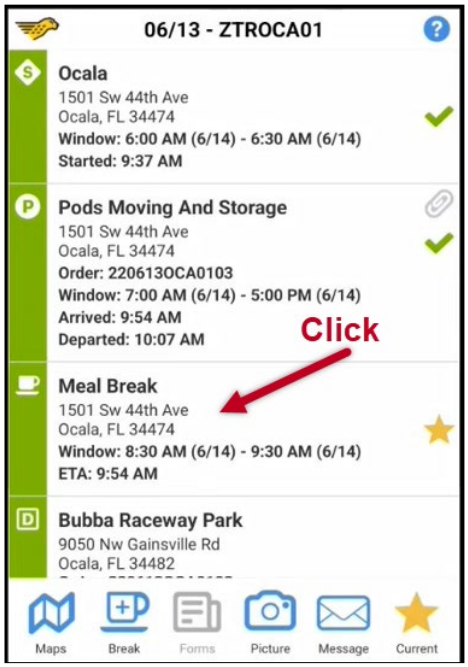


Taking scheduled breaks

1. From the Route List, **click** the **scheduled break** to open the Break Stop screen
2. **Click** the **Begin Break** button to start the break
3. **Click** the **End Break** button to finish the break – Cheetah will time stamp the stop with the actual duration of the break





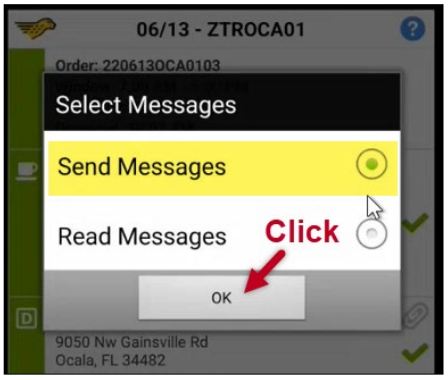


Messages – Use this process to read messages from and send messages to your Market Manager

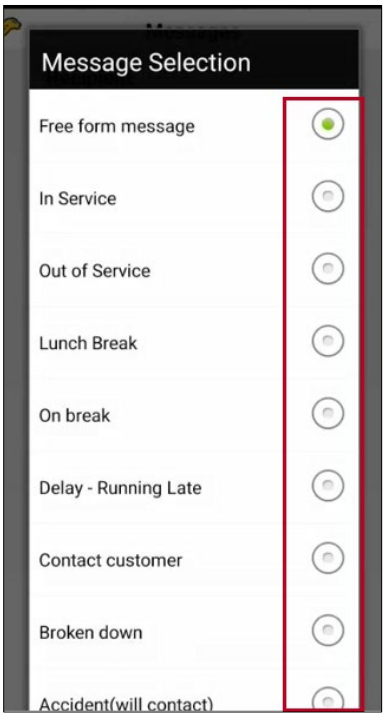


Sending Messages

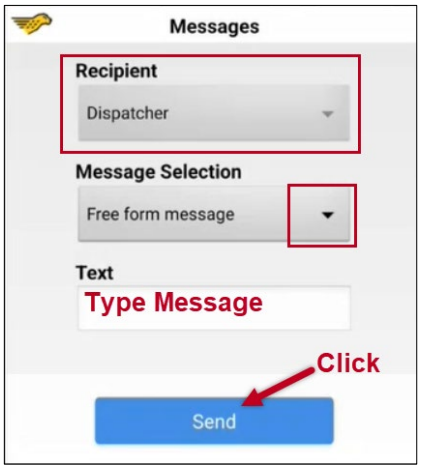
1. **Tap** the **message** icon from any screen where it appears (**Main Activity** page, **Route List**, or **Stop Details**) to access the message function



2. **Select Send Messages** on the **Select Messages** pop-up and **click OK**
3. You have the option to **create your own message** with **Free form message** (225 character limit) or **select** one of the **pre-populated** options



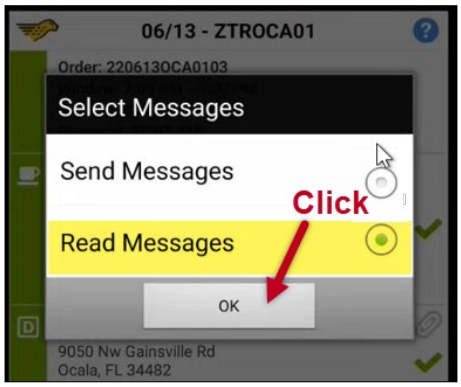
4. **Recipient** field is locked as **Dispatcher** to send messages to your MM
5. For free form messages, **Enter** your message in the **Text** field
6. **Click Send** to send the message to your MM



Receiving/Reading Messages – New Messages from your MM will pop-up on the route list screen



1. **Click OK** on the **New Message** pop-up to return to the route list scree
2. **Tap** the **message** icon from any screen where it appears (**Main Activity** page, **Route List**, or **Stop Details**) to access the message function
3. **Select Read Messages** on the **Select Messages** pop-up to view your received messages
4. Use the **phone's back button** to return to the route list



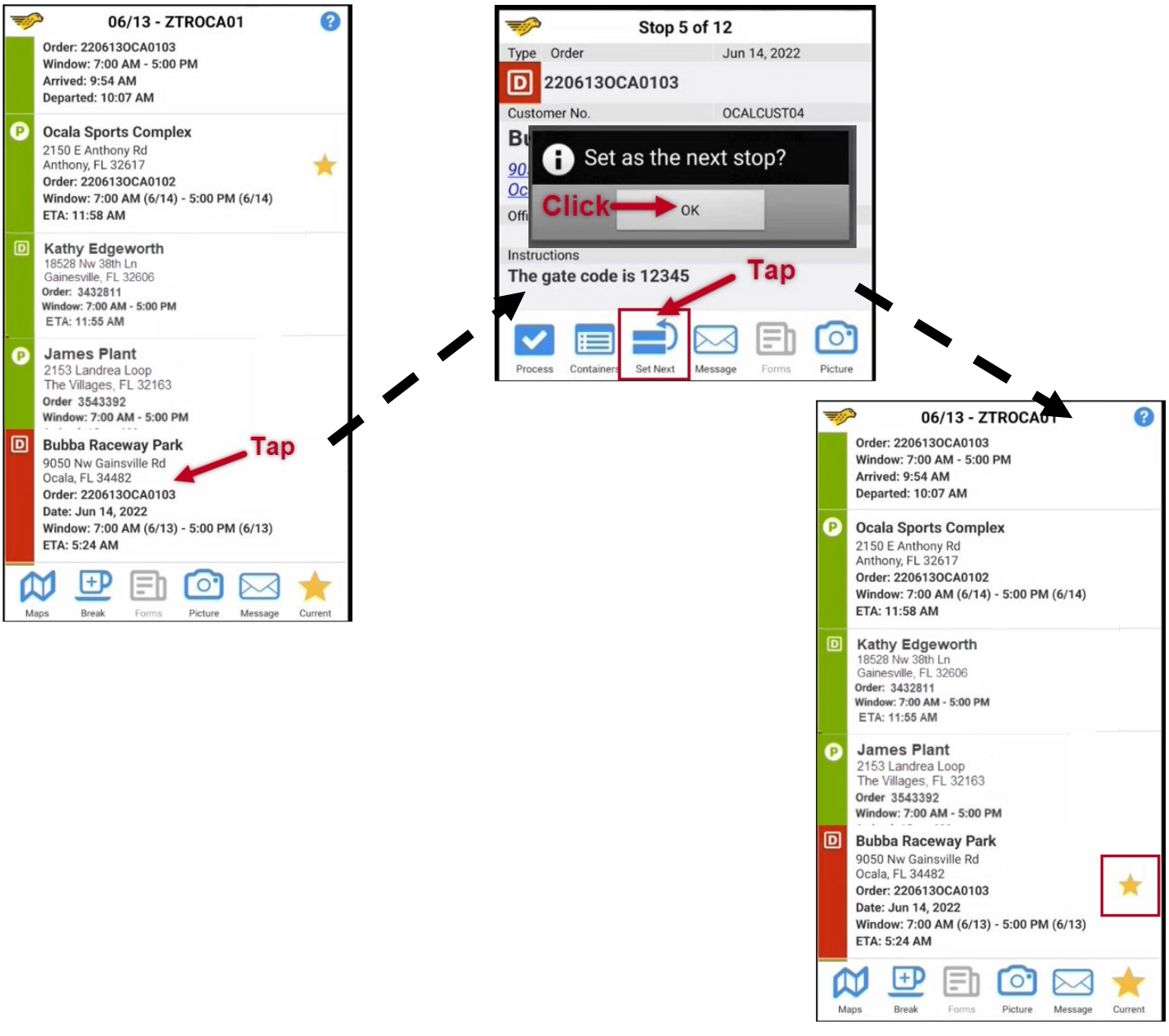
Complete Stop Out of Order – Use this process to complete stops out of the assigned sequence if required

Important

*You must obtain approval from your MM **before** making any route adjustments/changes.*

Once approval is provided by the MM, follow the steps below to complete a stop out of order

1. **Tap** the **stop** you want **to complete out of order**
2. **Tap** the **Set Next** icon in the bottom menu of the **Stop Details** screen
3. **Click OK** on the **Set as the next stop?** pop-up window to mark it as your current stop



Cheetah Driver Mobile Application User Guide

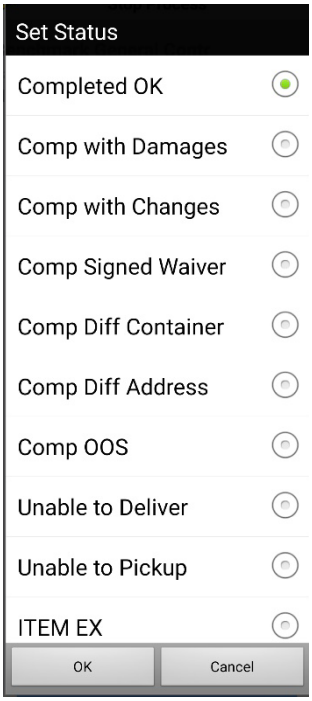
Appendix

- **Stop Icons –** These symbols are found on the Route List to indicate the type and status of a stop.
  Access the help menu in the Cheetah app by clicking the question mark in the upper right corner of the screen.





- **Set Status –** Reference the table below when selecting status during a stop.



Status	Definition
Completed OK	Move was completed with no issues
Comp with Damages	Move was completed with damages. ***Add comments under driver report and take pictures of damages for documentation***
Comp with Changes	Move was completed, but changes were added to customer account, i.e. locks, blankets, etc.
Comp Diff container	Move was completed, but different container was picked up or delivered
Comp OOS	Move was completed but container should be placed OOS due to damages
Unable to Deliver	Move not able to be delivered
Unable to Pickup	Move not able to pickup
ITEM EX	DO NOT USE

Route Functions – The bottom menu on the current route list allows for additional functionality while in the Cheetah app.

 **Maps** Opens Google Maps app	 **Break** Add a break to your route for restroom breaks, meal breaks, etc.	 **Picture** Take route level pictures, i.e. pictures of the truck at route start – these are not attached to a specific stop	 **Message** Read and send real time dispatch messages	 **Current** Return the Route List to view your current stop