



Manual iBoxen Driver App

App version 2.0

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Getting started

Welcome to iBoxen Driver mobile application.

The driver app is used by drivers to deliver and pickup parcels. In the app the driver has options to report a successful delivery or pickup. The driver can also report deviations with parcels or report issues with the location itself. This document will go through the functionality in the app and give hints for a fast and efficient delivery.

System requirements

- Android: recommended minimum OS version 10 (the app can be used down to OS version 7)
- iOS: minimum 13

Versions are available on Apple Store and Google play. App can also be as an APK to be centrally distributed.

App Updates

When we need to update the app we can do this in two different ways.

- Full version updates, a new version needs to be downloaded and installed. Bigger changes to the application.
- Over the air, OTA, update is done automatically when the app is restarted. Smaller changes to the application.

Login


When the app is opened the user needs to login. Username and password are supplied to the drivers by the Carriers internal administrator.


Deep Links

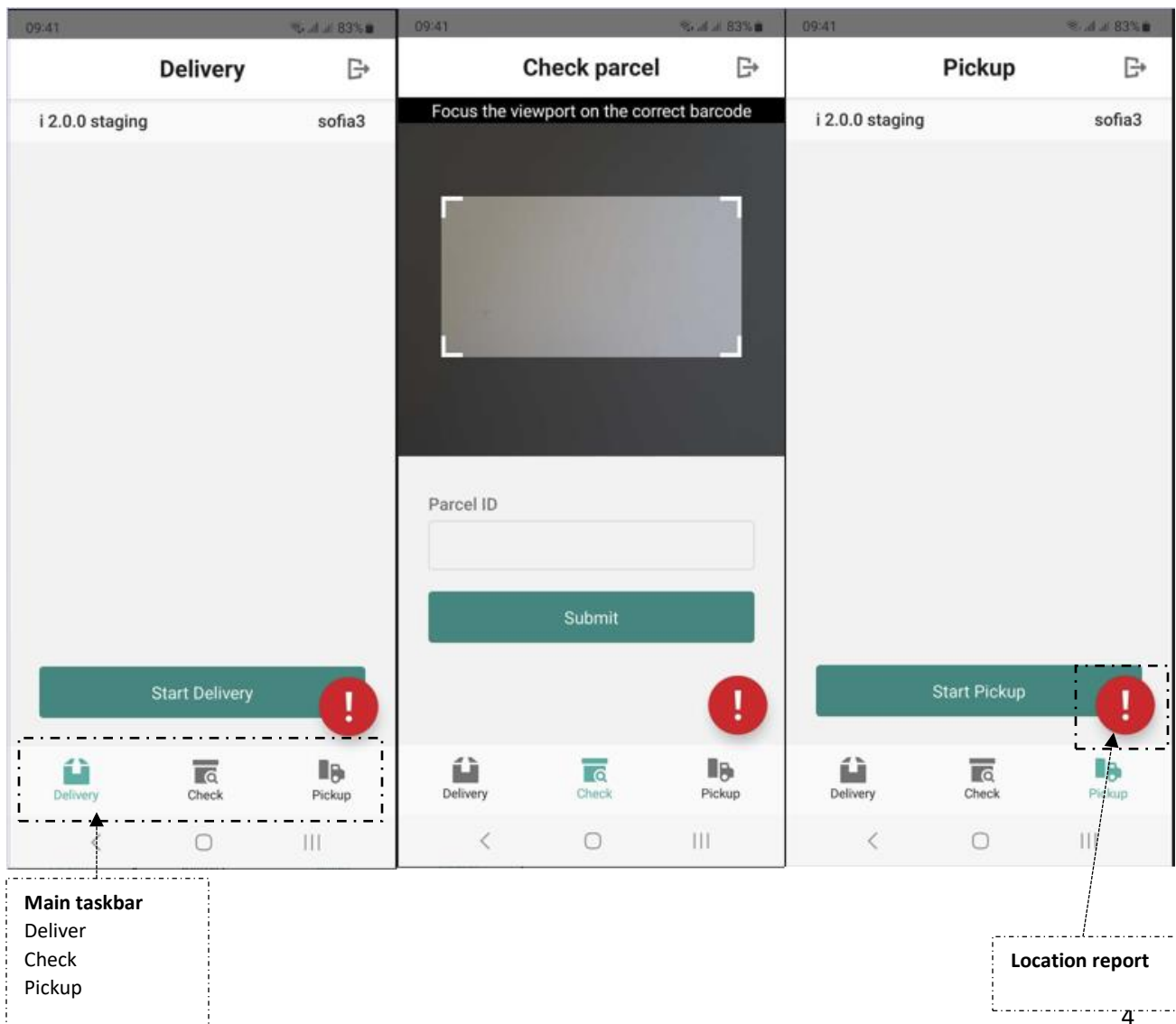
We support deep link functionality, to make the login process easier. Please contact us to discuss a deep link functionality that suits you.

Main page


When the user is logged in the main page is shown. The main page has a bottom taskbar where the driver can select Delivery, Check or Pickup.

Logout button is in the top right corner of the Delivery and Pickup pages. 

The red circle with exclamation mark  is used when the driver needs to report a problem with a location. Not to be confused with reporting deviations with a parcel.

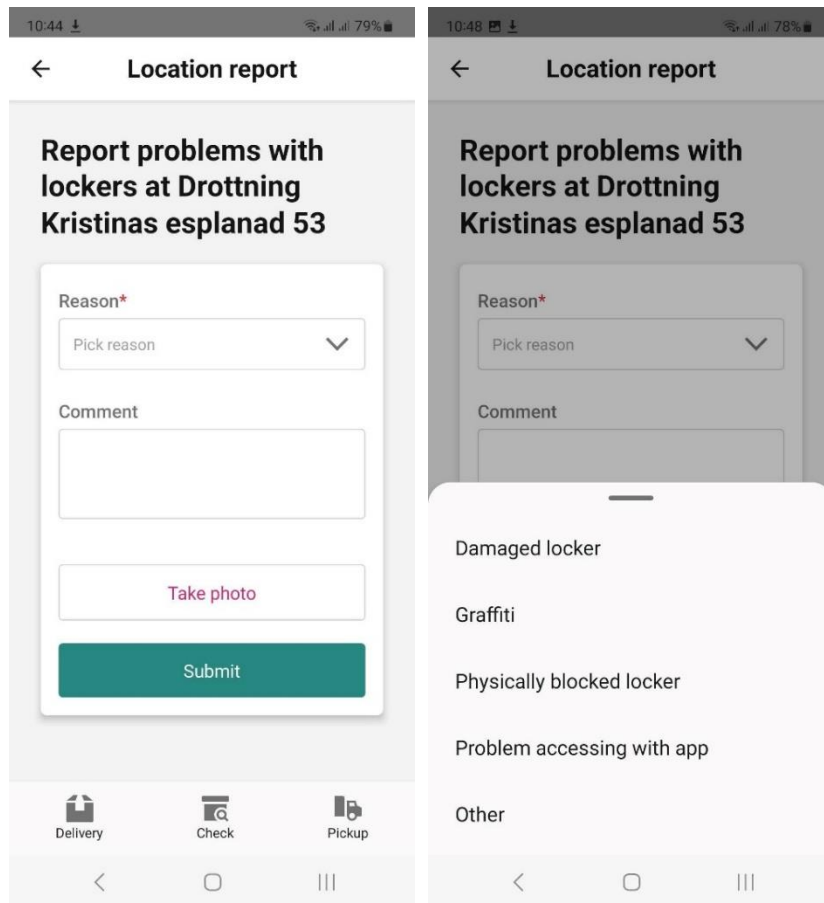


Location Report

This option is used when there is an issue with the **box** not the parcel. Click the  and select one of the reasons, please also attach a photo.

The report is sent to iBoxen Operations which will look over the report and decide if a maintenance crew will be sent out to fix the issue.

If no box is found, the coordinates where the phone is located, will be used in the report.



The image displays two screenshots of the iBoxen app's 'Location report' screen. The left screenshot shows the main form with a title 'Report problems with lockers at Drottning Kristinas esplanad 53', a 'Reason*' dropdown menu with 'Pick reason' selected, a 'Comment' text field, a 'Take photo' button, and a 'Submit' button. The right screenshot shows the same form with a modal menu open, listing reasons: 'Damaged locker', 'Graffiti', 'Physically blocked locker', 'Problem accessing with app', and 'Other'. The bottom navigation bar includes icons for 'Delivery', 'Check', and 'Pickup'.

Delivery

When a driver arrives at a location, they start by clicking Start Delivery. If there is only one location nearby the app automatically connects to that location. If there are more than 1 location a list is presented.

The parcel scan view is shown, and the driver can start the delivery by scanning the first parcel. If the device used is a Zebra, the [Zebra scanner](#) will be used instead of the device camera.

If there is an open locker on the location, the driver will be instructed to close the open locker before continuing with the delivery. This is needed to make sure the parcels are placed in the correct locker.

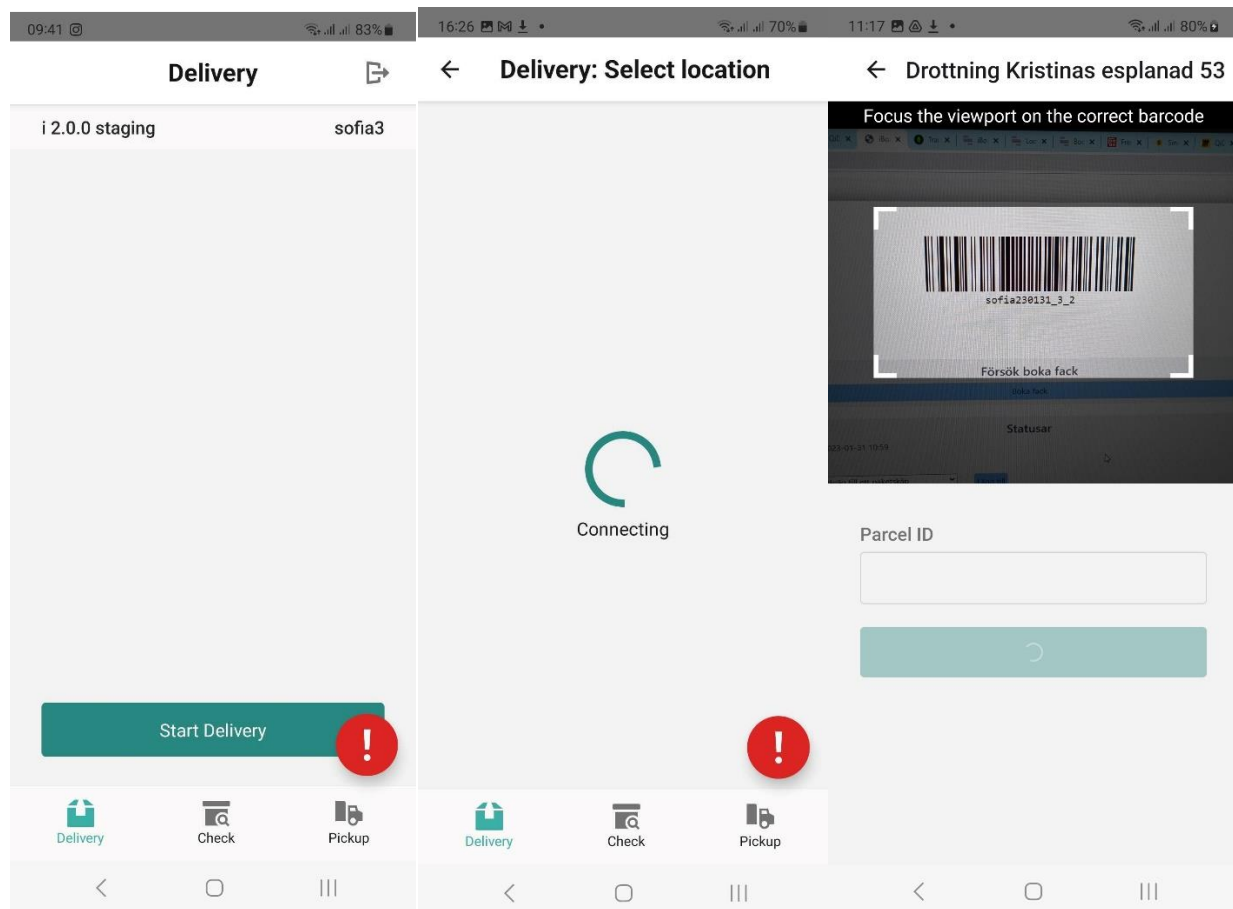
If there is a pickup on the location the driver will first be notified by that and needs to collect. Please see section [Pickup Flow](#) for more details about pickup.

Delivery detailed steps

Step 1: Click Start delivery

Step 2: Automatic connect to location

Step 3: Scan parcel barcode

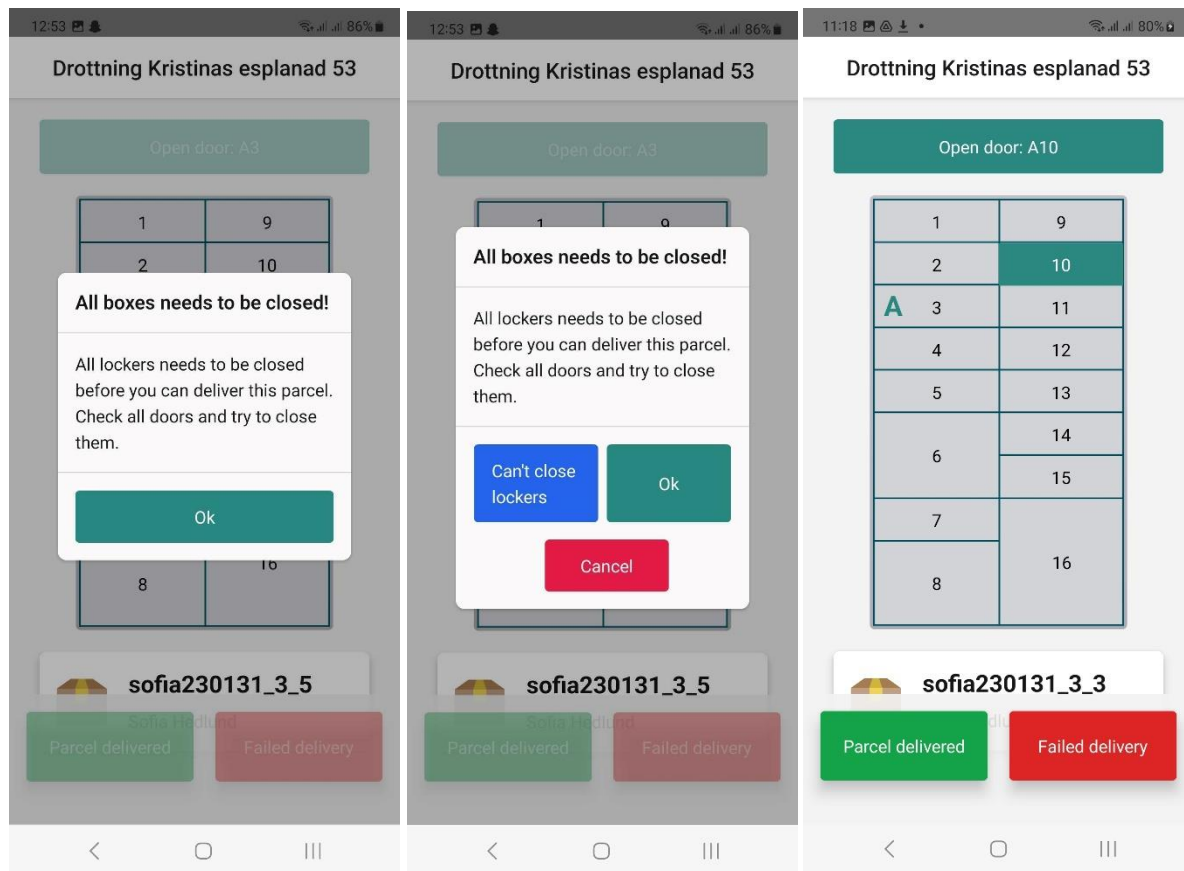


Step 4: When the first parcel is scanned the locker door automatically opens. If there is an issue, the driver can open the locker again with the dark green button “Open door”.

Step 4a: If a locker door has been left open on the box we ask the driver to close all open locker doors first, to ensure that the parcel is placed in the correct locker and not a previously opened locker.

We first prompt a simple message with OK button. If the open lockers are still not closed we prompt again and give the option to select that they have tried to close the doors but failed. We then let the driver continue with the delivery.

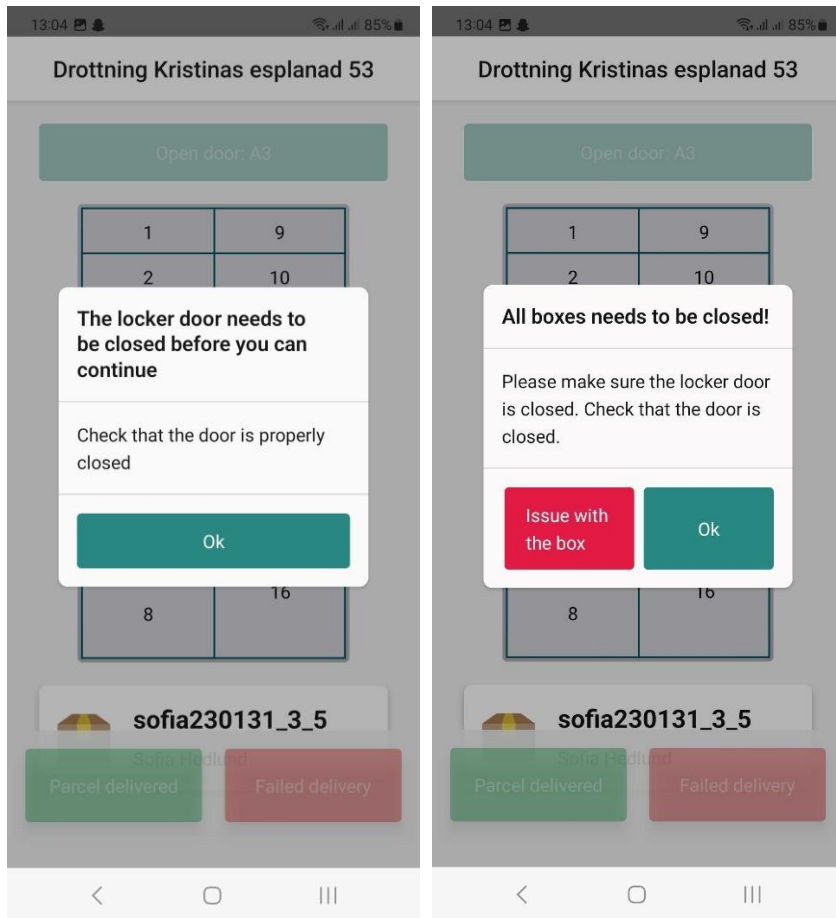
Please make sure this functionality is not misused.



Step 5: Place the parcel inside the locker

Step 6: Close the locker door

Step 6a: If the driver hasn't closed the locker door properly, the app will prompt him to do so, until this is fixed the delivery is not yet completed. The driver can select to use the red button “Issues with the box” to try another locker if this one cant be closed. Please see section [Delivery Deviations](#) for details.



Step 7: Click Green button “Parcel delivered”

Step 8: The app redirects to the scan window and is ready to scan the next parcel for the location.

Step 9: If there are no more parcels for this location the driver clicks close button.

Delivery Deviations

If the driver cannot complete the delivery, the driver clicks the red button “Failed delivery”.

Step 1: The driver clicks the red button Failed delivery

Step 2: The driver is presented with 4 options

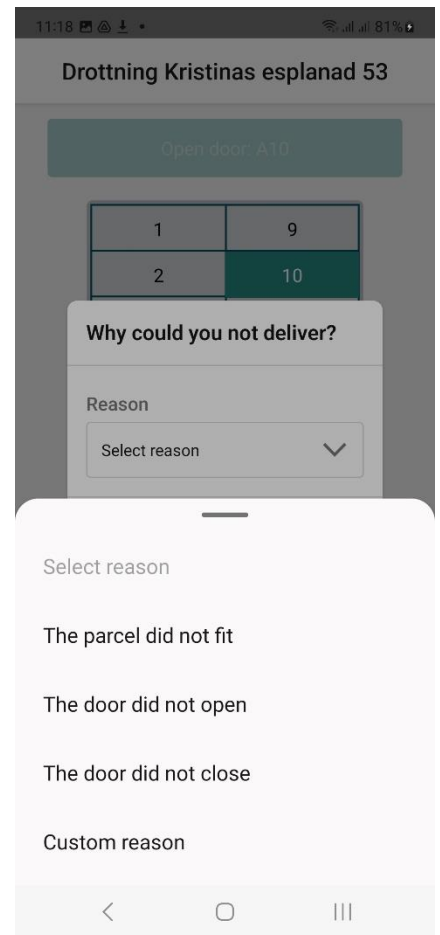
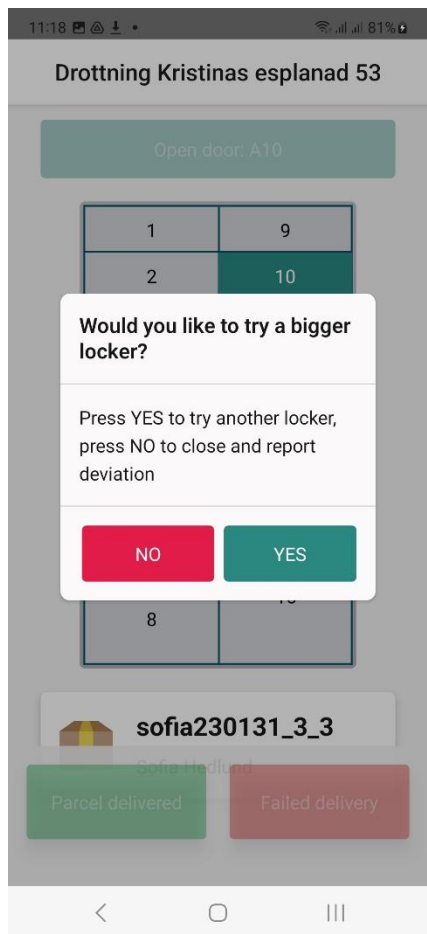
- The parcel did not fit
- The door did not open
- The door did not close
- Custom reason

Step 3: The driver selects one of the reason

Step 4: The driver tries to reallocate as prompted in the app

Step 5: If reallocation can't be completed, he selects to mark as deviation and clicks Save.

Please note it is very important that the delivery is fully reported either as success or deviation.



The parcel did not fit

If option, the parcel did not fit, is selected the driver is asked if he wants to try a bigger locker. If he selects yes, we try to allocate a larger locker. If no locker is available, the parcel will be reported as a deviation and can't be delivered.

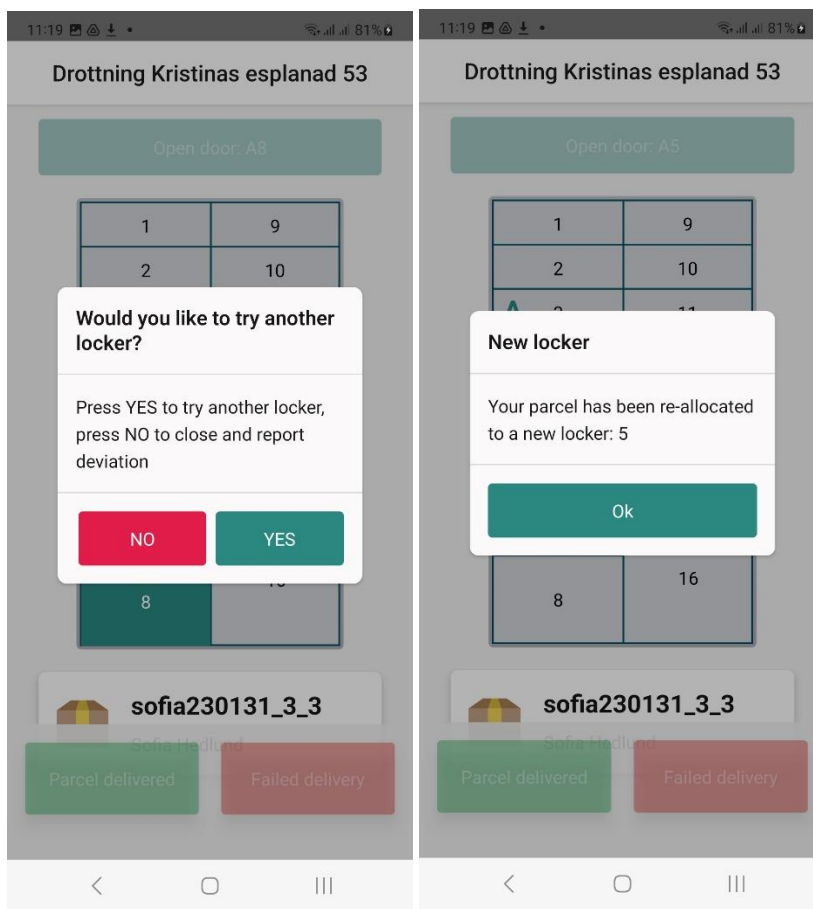
The door did not open

If option, the door did not open, is selected the driver is asked if he wants to try another locker. If he selects yes, we try to allocate another locker. If no locker is available, the parcel will be reported as a deviation and can't be delivered.

It's recommended to feel the locker to make sure it has not opened.

The door did not close

This option is only used if there is an issue closing the allocated locker after it has been opened. If option, the door did not close, is selected the driver is asked if he wants to try another locker. If he selects yes, we try to allocate another locker. If no locker is available, the parcel will be reported as a deviation and can't be delivered.



Custom reason

If option, custom reason, is selected the driver is asked to enter a free text and the parcel will be reported as a deviation and can't be delivered. Don't use this option if the parcel was delivered in the locker.

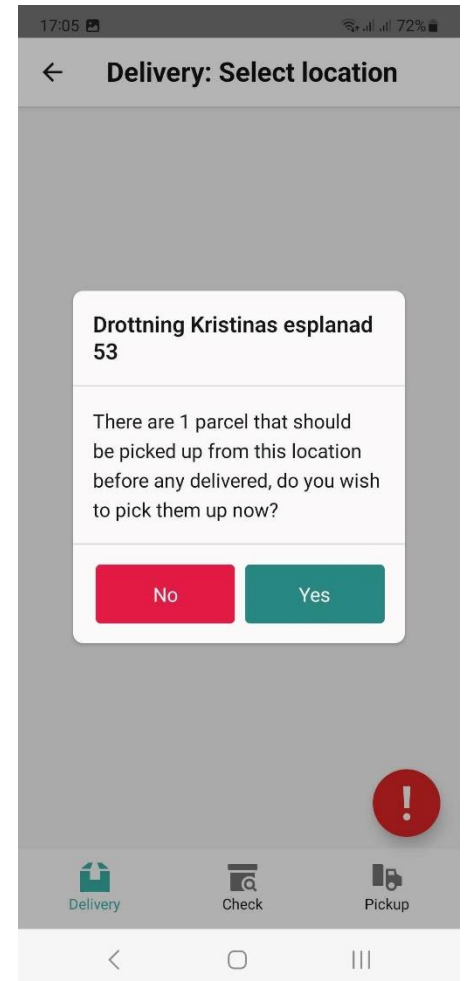
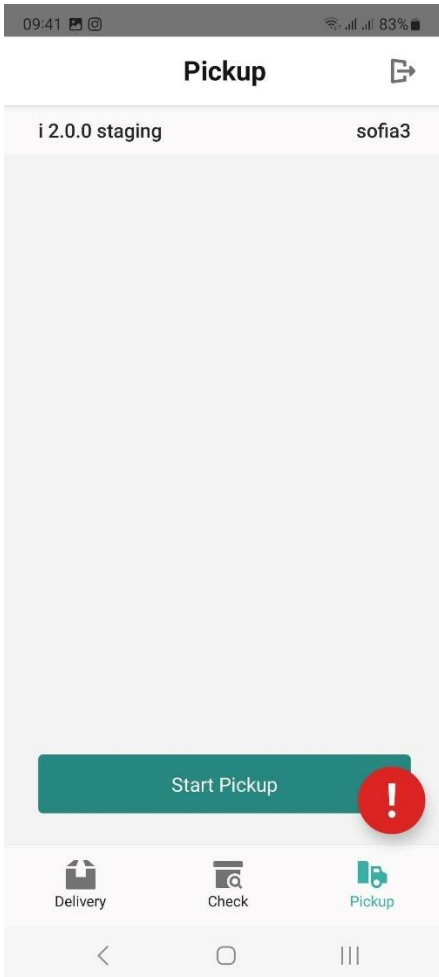
Pickup

If there is a pickup the app will always force the driver to make the pickup before starting with the deliveries.

A pickup can be done in two ways:

Step 1.1: Initiated from the delivery tab

When a driver connects to a location to make a delivery and there is a pickup to collect the driver is alert by this when they have connected to the location. They need to collect the pickup before they will be allowed to deliver.



Step 1.2: Initiated from the pickup tab

The driver starts the pickup by going to the Pickup tab and clicks Start pickup.

Step 2: After the initiation the app presents a list of the parcels to collect at that location. The driver clicks on one of the parcels in the list.

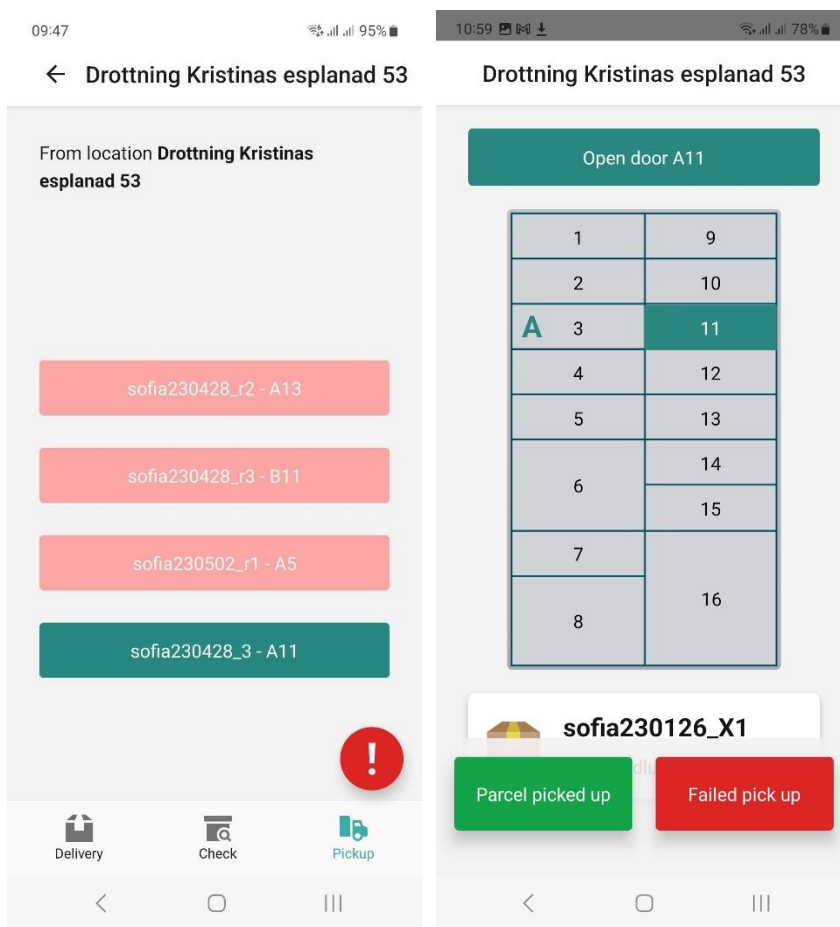
Active pickups are indicated with **pink** buttons and passive pickups with **green** buttons.

Step 3. The locker door is automatically opened. If needed driver can select the dark green button to initiate another try to open the locker.

Step 4: The driver collects the parcel and closes the door.

Step 5: The driver clicks the green button Parcel picked up to complete the pickup.

Step 6: If there are more parcels to collect the list will be shown again.



Pickup Deviations

If there is an issue with the pickup and the driver cannot collect the parcel, the driver needs to report a deviation.

Currently there are 3 options to choose from:

- No parcels inside
- The door did not open
- Custom reason

No parcels inside

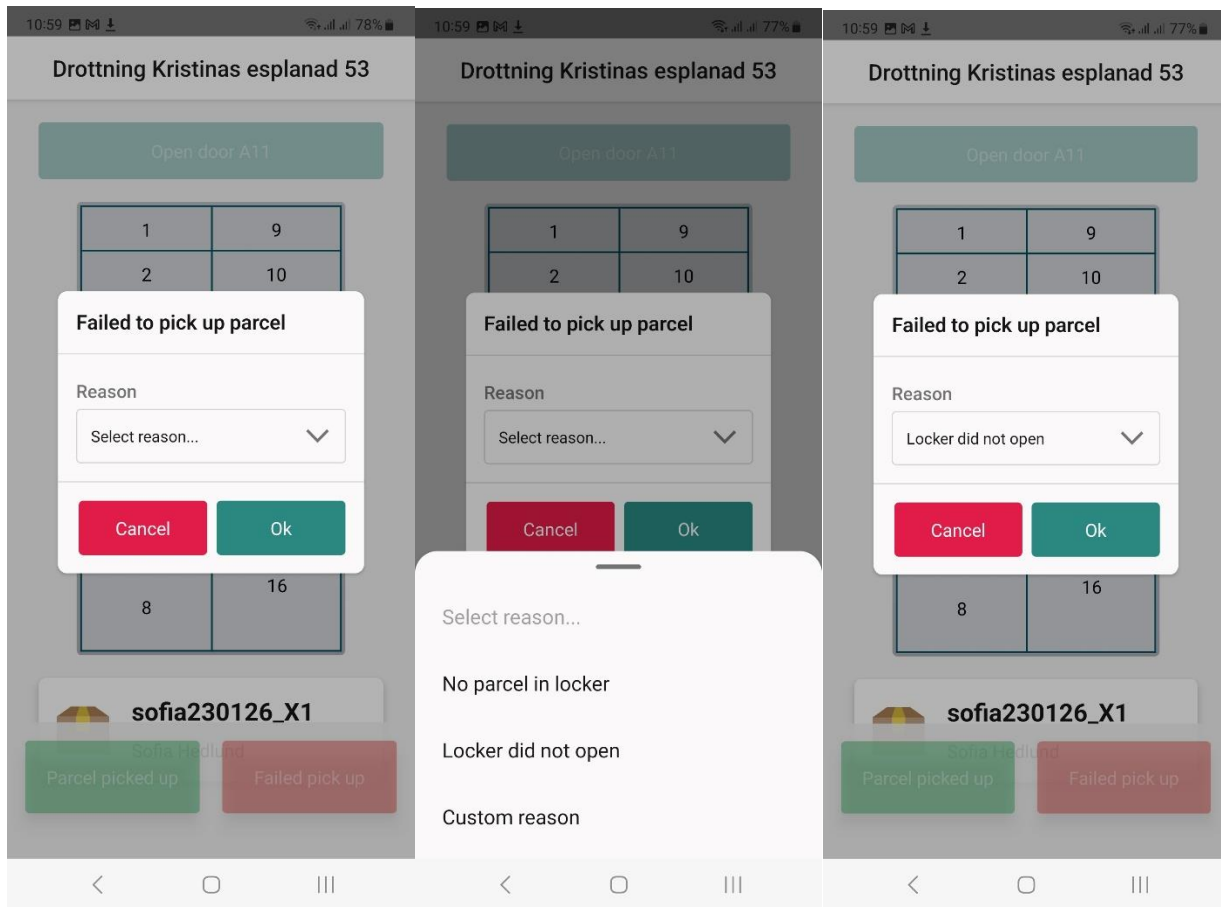
The parcel is set to deviation and the driver continues with his next pickup or delivery.

The door did not open

If the driver selects the door did not open, the compartment will be set to service mode and a repair will be issues. When the compartment has been fixed the parcel will be set to pickup automatically, so when a driver visits the location, they will be asked to pick up the parcel again.

Custom reason

If the driver selects custom reason, he needs to enter why and then press save. The parcel is then set to status deviation with sub status custom.

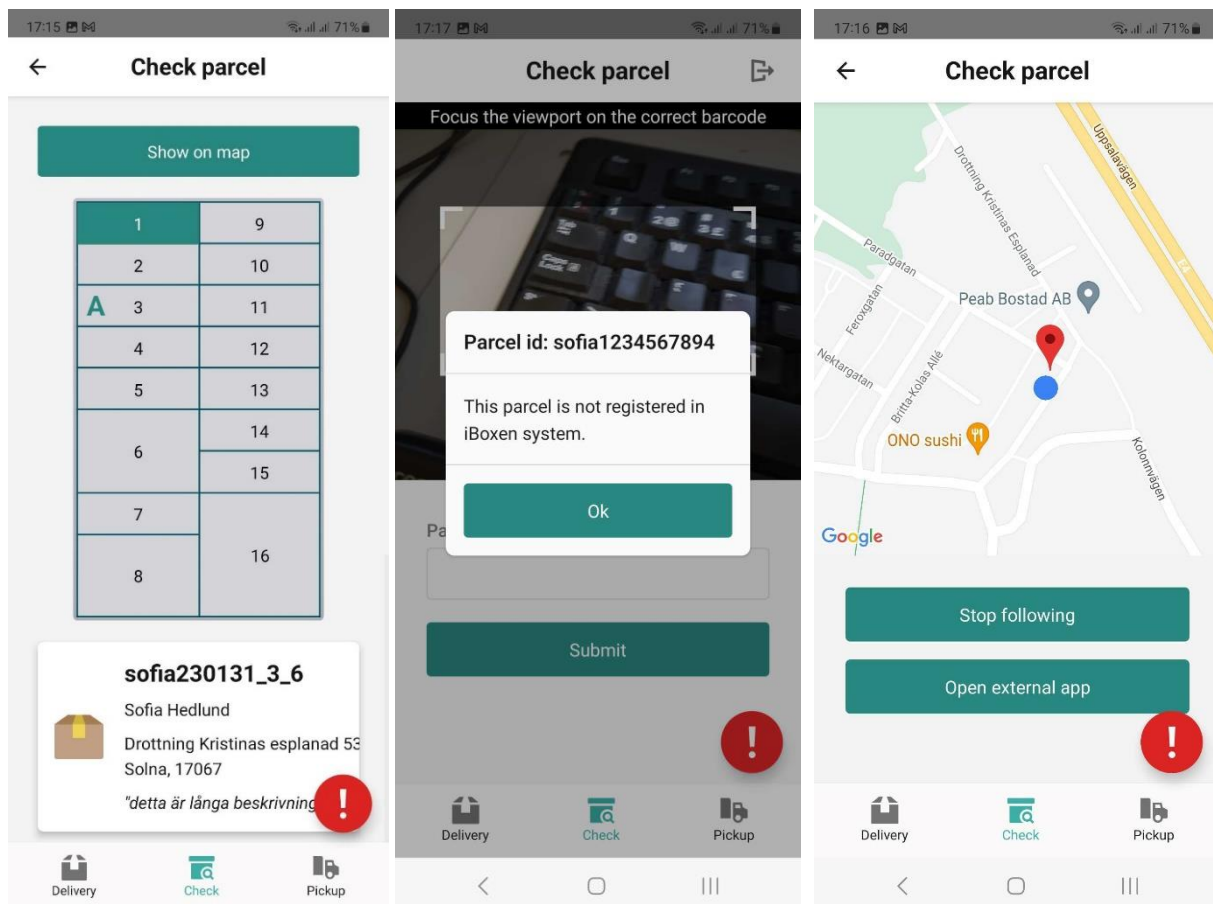


Parcel check

If a driver is unsure about a parcel, the check functionality can be used to verify if the parcel has been registered and to which location.

The driver scans the barcode, if the parcel exists the parcel information is shown, if the parcel does not exist a message is shown “This parcel is not registered in the iBoxen System.”

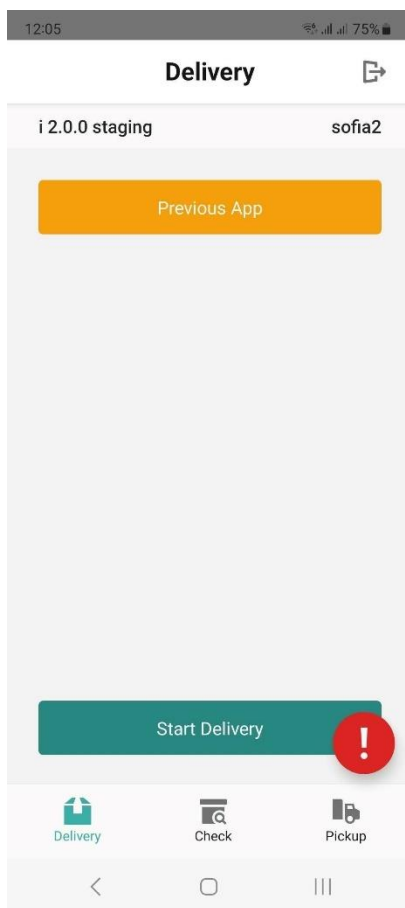
By clicking on the “Show on map” button a map is shown and if needed the location can be opened in an external map application on the device. Stop/Start following shows a blue dot where the driver is in relation to the red pin which is the location.



External buttons

The driver app supports functionality to open other applications from inside the Driver app. We have two options for how to open an external app.

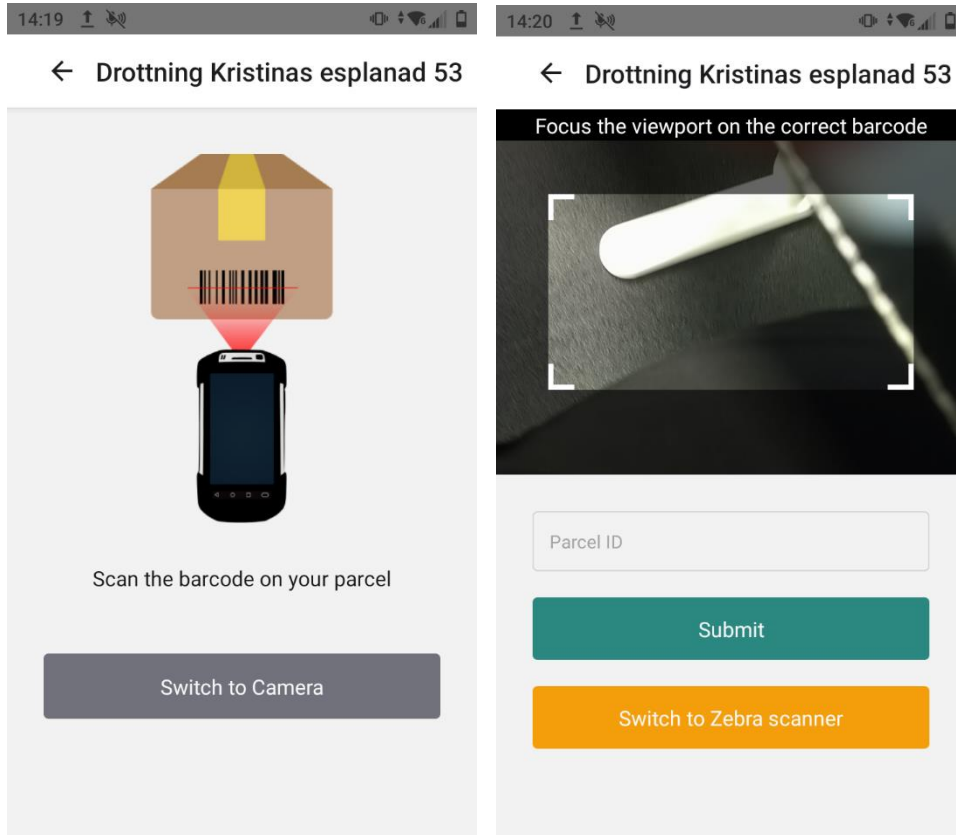
- Go to APPNAME
 - Works for both iOS and Android
 - Can be specified with AppIntentURL or Package name
- Go to previous app
 - Goes back to the app which opened iBoxen Driver
 - Only works on Android
 - On iOS usually the standard iOS system back button works



Zebra scanner

The driver app has support for the Zebra scanner. If the device is a Zebra then the scanner will be used by default instead of the camera on the device.

If needed the driver can switch to the camera in the app.



Error handling

If the app hangs, has a spinning wheel, Bluetooth problems etc

Most issues can be solved with these steps.

For a fast solution: **Restart the device.**

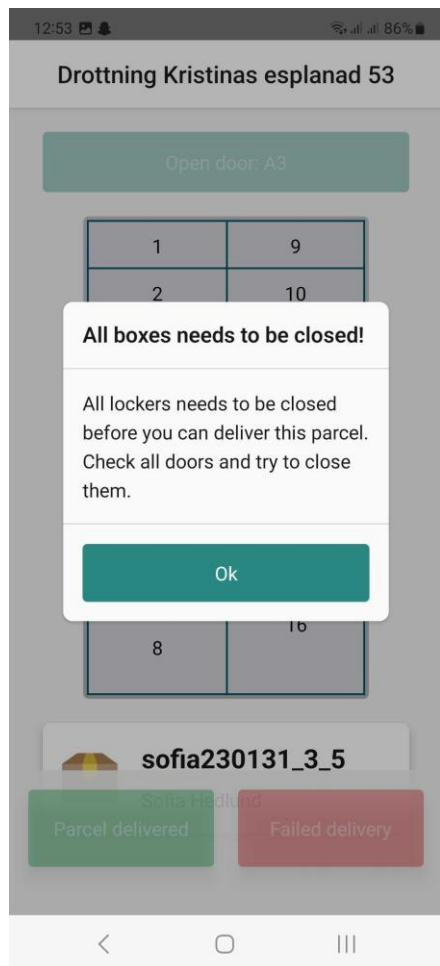
If that doesn't help or you can't restart the device follow these steps.

1. Quit the app
2. Turn Bluetooth off and on again
3. Start the app again
4. Make sure the app has Bluetooth permission enabled
5. Make sure the app has location permission enabled

All boxes need to be closed – Before a delivery

Before starting a delivery, all lockers need to be closed, this is to make sure the parcel is placed in the right locker.

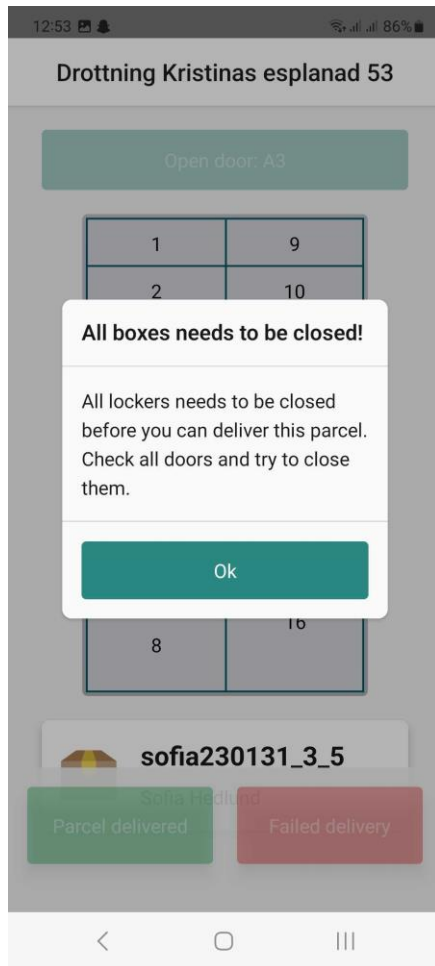
Please check and close all lockers on the location.



All boxes needs to be closed – After a delivery

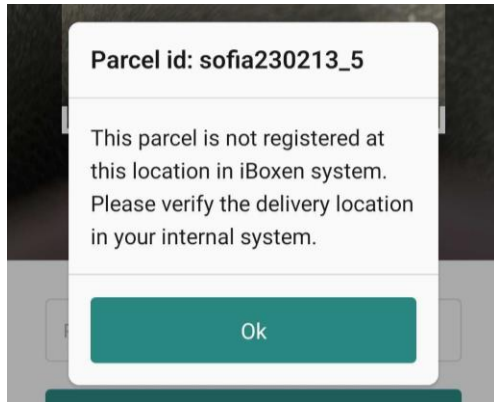
When finishing a delivery, the locker needs to be closed.

Please make sure the locker you have delivered to is properly closed.



Parcel scanned at the wrong location

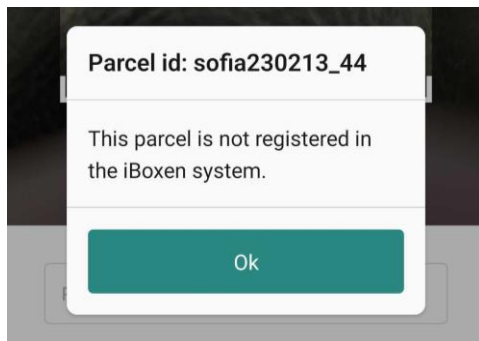
Parcels are preregistered to be delivered to a specific location, if the parcel is scanned at another location the parcel cannot be delivered. The driver will be prompted by this message. "This parcel is not registered at this location in iBoxen system. Please verify the delivery location in your internal carrier app."



Parcel does not exist

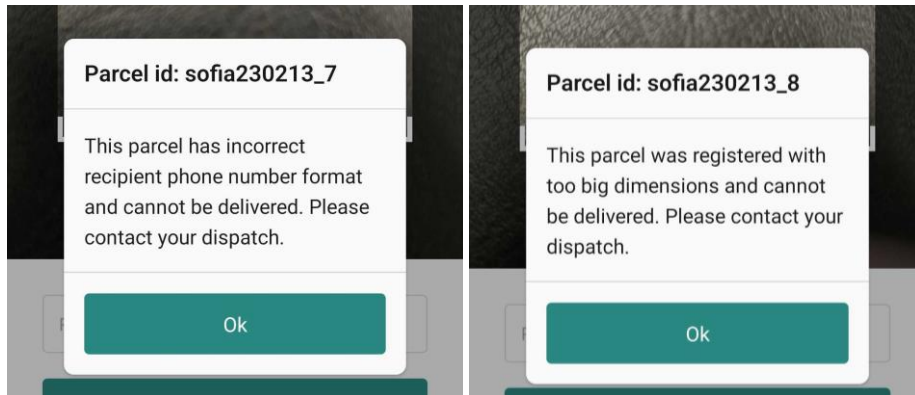
If the parcel has not been preregistered it cannot be delivered. The driver will be prompted by this message. "This parcel is not registered in iBoxen system. Please verify the delivery location in your internal carrier app."

Please note: If your carrier is using the Ad hoc parcel functionality, which lets the driver create parcels on the go this is not valid, instead a parcel will be created.



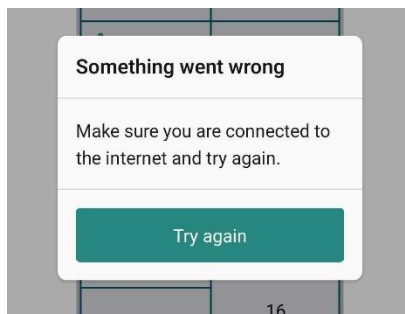
Parcel has incorrect dimensions or incorrect formatted phone number

This scenario only happens if a parcel was accidentally brought on a drivers route, as the parcel would have been given an error when registered through iBoxen API. A parcel that has too big dimensions or has an incorrect format on the receiver phone number cant be delivered. These errors need to be fixed before next delivery attempt.



Loss of internet connection

This error shows up when there is a loss of internet connection.



Bluetooth connection issues

This error shows up when there is a Bluetooth connection issue.

