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How to use the load tracking tool

Step 1: Create or clone a load

- To start tracking a load, you need to create a new load or clone an existing one.
- You also need to get the driver's phone number from the carrier and enter it in the 'Driver Phone #' field.
- Make sure the load status is set to 'Assigned' or 'En-route' to activate the tracking.

Step 2: Set the tracking interval

- You can choose how often you want to receive updates on the load's location by adjusting the 'Tracking Interval' field.
- The tracking interval can be set to any value between 1 and 24 (this is how many hours will pass between tracking updates).

Step 3: Send the opt-in text to the driver

- To start receiving location updates from the driver, you need to send them an opt-in text message.
- To do this, click on 'Enable Ongoing Tracking' in the sidebar, above the map.
- This will send a text message to the driver's phone number, asking them to click on a link to opt-in to the tracking service.

Step 4: Confirm the driver's opt-in

1. Once the driver clicks on the opt-in link, you need to refresh the page and make sure the 'Driver Tracking Opt-In' field is checked.
2. This means the driver has agreed to share their location with you and the tracking is working.
3. You can now see the driver's location on the map and get updates according to the tracking interval.

Step 5: Stop the tracking when the load is delivered

- When the load reaches its destination, you need to change the load status to 'Delivered' and uncheck the 'Location Tracking Enable' box at the top of the page.
- This will stop the tracking and send a thank you text message to the driver.
- You have successfully completed the load tracking process.

I hope this helps you use the load tracking tool effectively. If you have any questions, please ask or email Johnathan or Rob for assistance.

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How to send tracking link to client

Step 1: Tracking offered or requested

Open the specified load to be tracked.

Step 2: Prep the Update

Use the dropdown menu (same for BOL/RC) and click 'Customer Tracking Link', this will open the customer facing Tracking and Load Summary page.

Step 3: Send to client

Copy the URL and send to the customer or P.O.C that requested!

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