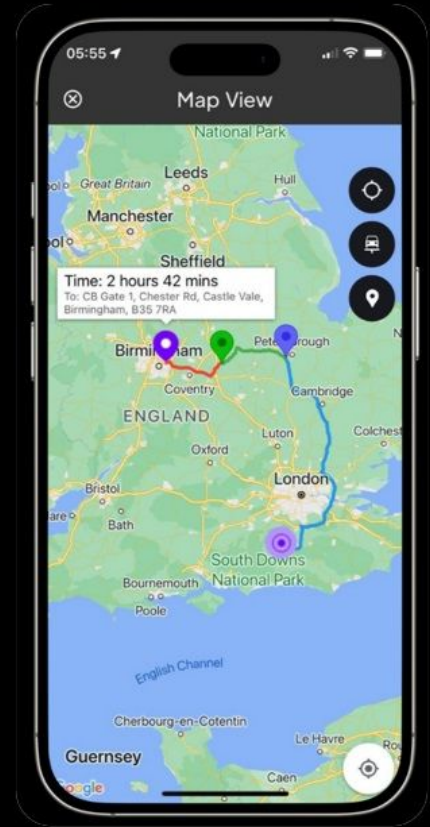
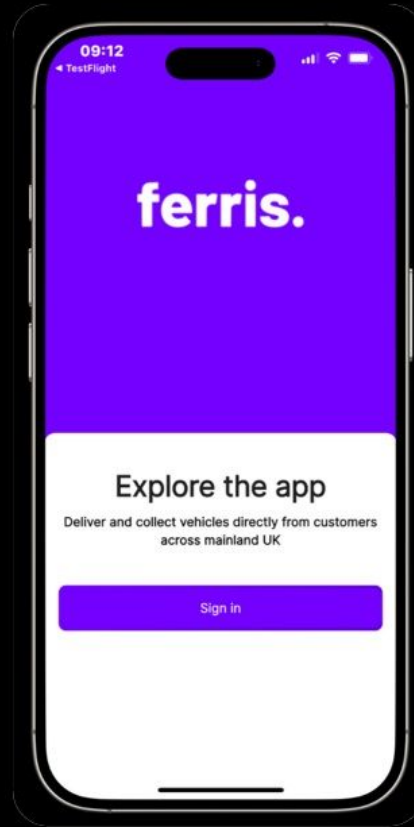


ferrisIQ

FerrisIQ App Training For Drivers

Revolutionising Vehicle Logistics



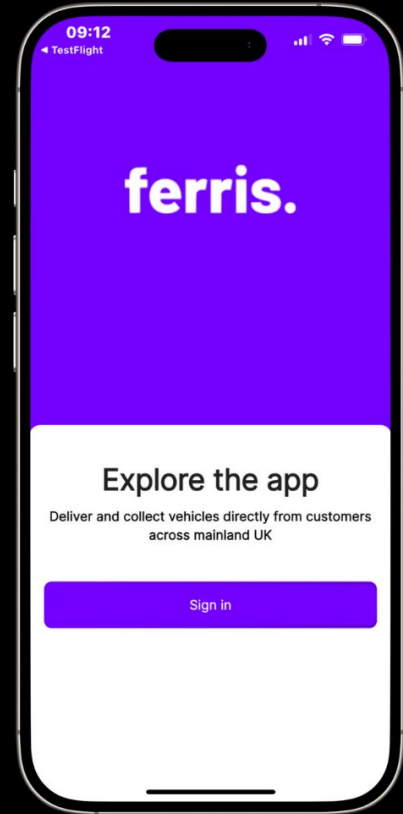
Overview Of FerrisIQ

The FerrisIQ System

FerrisIQ is a revolutionary new tool for managing vehicle deliveries and collections

It streamlines journeys and collects information centrally

For the service to work, you must download and use the **ferris app throughout your day**



ferrisIQ

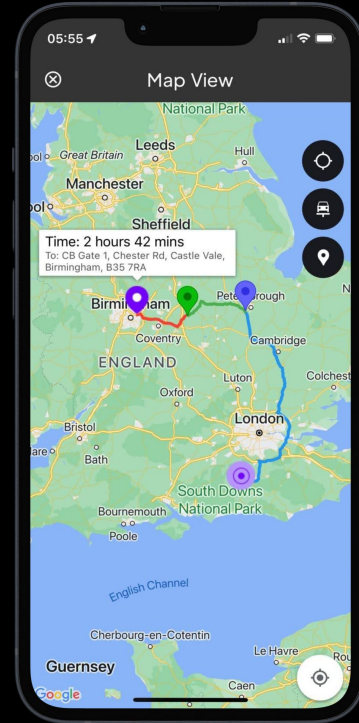
How It Works

As a driver, you are allocated jobs and notified about them via **the ferris app**

Once you accept and start a job, your movements are tracked **by the app**

The **ferris app** provides everything you need in terms of:

- Maps
- Journey details
- Schedules
- Transport choices



ferrisIQ

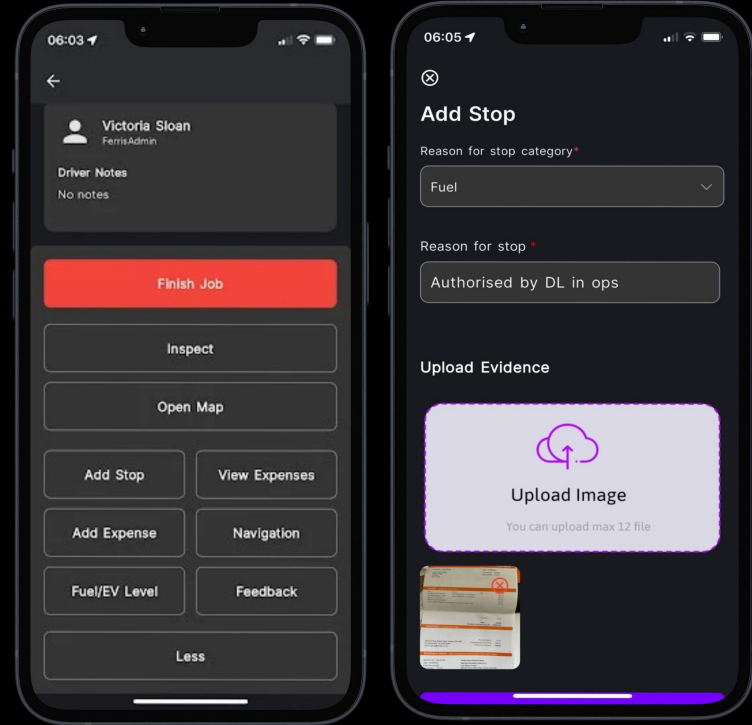
What You Need To Do

Use the app to:

- Accept jobs
- Record stops and fuel levels
- File your receipts/expenses
- Take status photos
- Provide inspection details/reports
- Gain customer signatures

It's critical you understand how to download and use the **ferris app** and know what information you must complete

Please finish this training so you know what to do



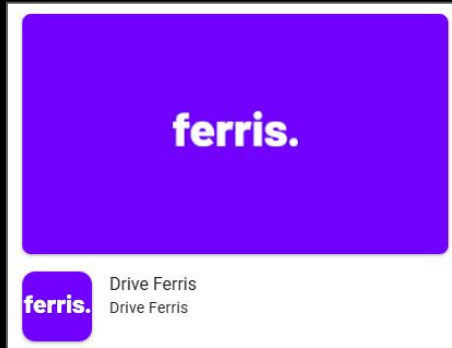
Getting Started

Download the app

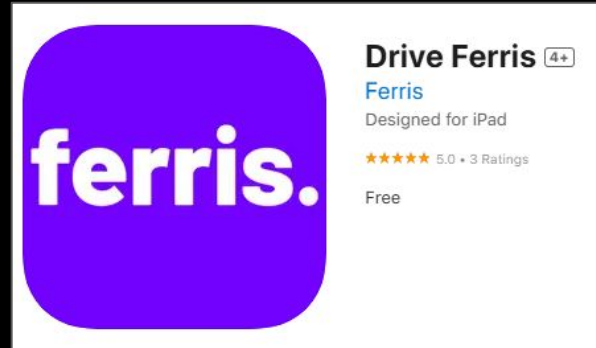
To download the ferris app, simply **take your mobile** and go to the icon for your standard **app store** (**Google Play** or the **Apple App Store**)

Search for **ferris** and click the **app** that looks like this:

Google Play



Apple App Store



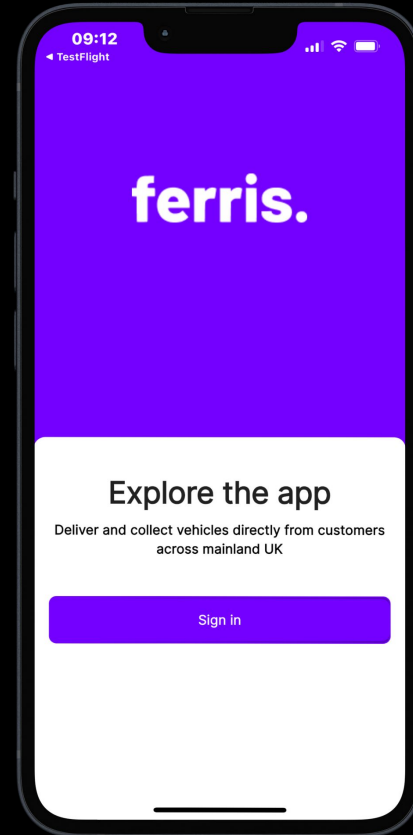
Open the app and register

Once the app has downloaded onto your phone, open it and enter **your work email**

Make sure you choose the option for the app to be "**always on**"

This means your journeys will be tracked

If you have any difficulty logging in, please
email: support@ferrisiq.com



ferrisiQ

Job Alerts

Receiving Jobs

You will be notified of jobs via the **ferris app**

Scroll down to check the itinerary and notes

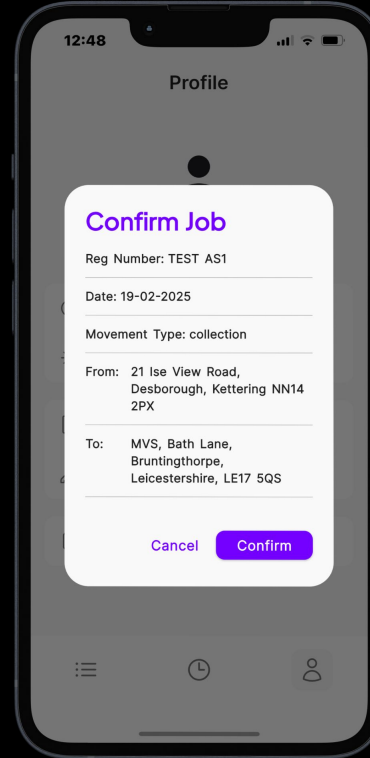
You can **confirm** or **cancel** each job

****Please choose one so it's clear who's doing the job****

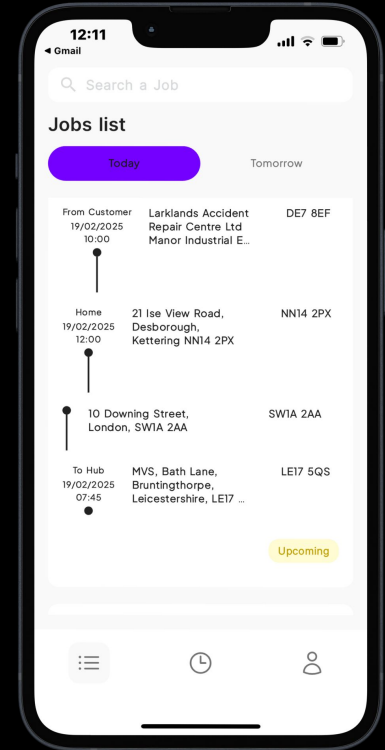
Once you've accepted a job, it's shown in your **jobs list (right)**

If you don't accept a job quickly, it may be reallocated to another driver

Drivers receive jobs via the app



Your jobs list keeps you on track with all you have to do



ferrisIQ

The App Dashboard

The App Dashboard

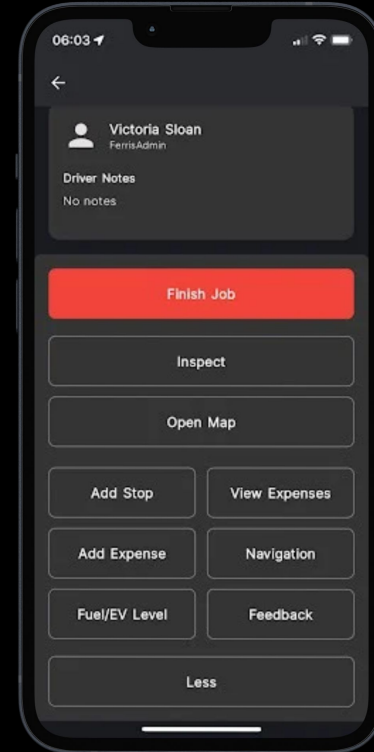
The ferrisIQ app is designed to make your life easy

To achieve this, it offers:

- Navigation and maps
- Records of stops
- Expense and receipt collection
- Fuel/EV level recording
- Vehicle inspections
- Customer feedback

*****Please complete everything in the app.
This is critical for smooth operations*****

Your app dashboard provides a range of options for each job



ferrisIQ

Completing A Job

On The Day

When it's time to start your job, check the details in the app

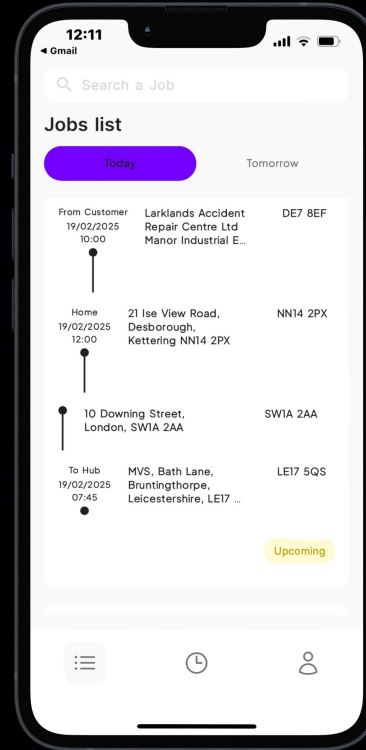
For each job, you will have:

- A schedule of the journey
- A map of your route including any stops

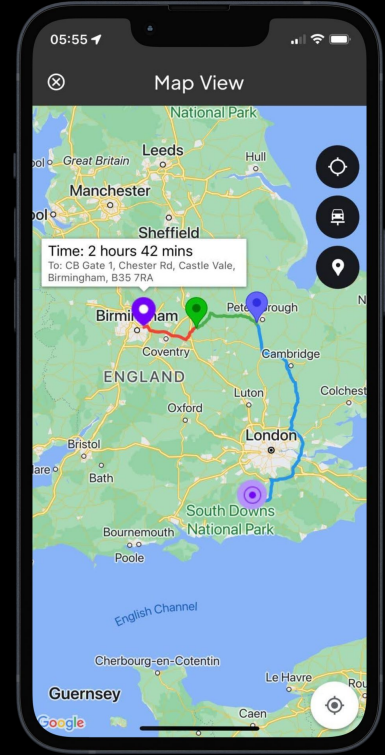
Select the **navigation** button in the **app dashboard** to begin

The app uses **Google maps** (or your default mapping service) to show you the route it recommends

Select the correct job from your job list



The integrated mapping tool shows where you need to go



ferrisIQ

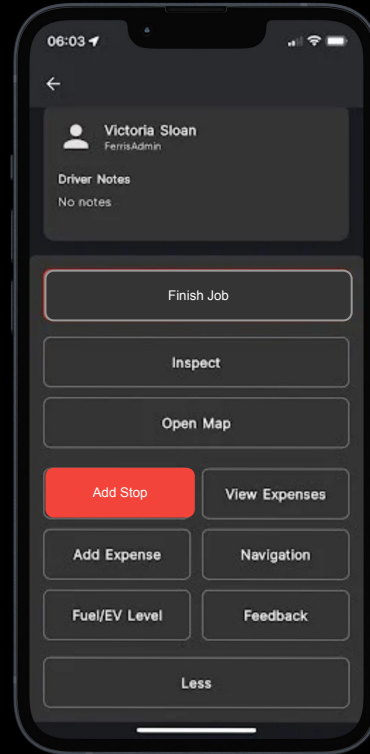
Adding A Stop

If you need to stop on the way to your destination, press “**Add Stop**” in the app dashboard

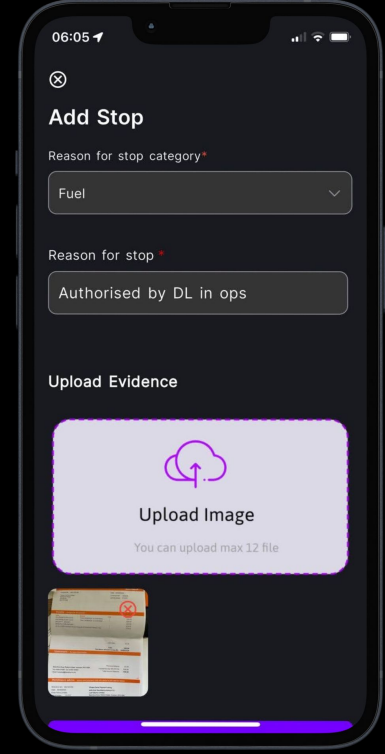
- **Complete the details in the menu (right)**
- **Log any expenses (eg fuel costs) and add a receipt**

If the job requires you to **record photos** of the vehicle for security purposes, add these via the **record evidence** too

Select “Add Stop” from the app dashboard



Then record a reason with any receipts you may have

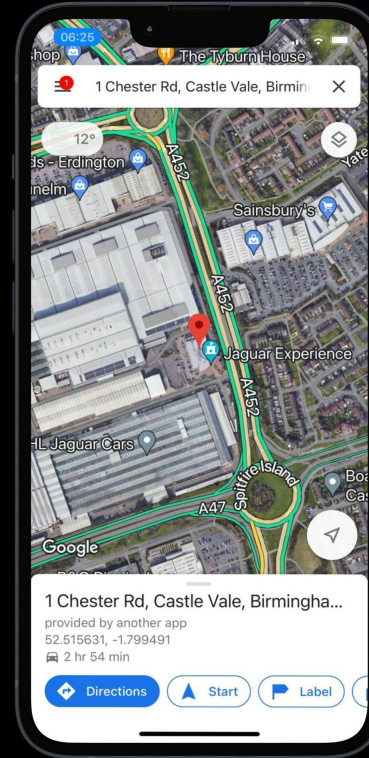


On Site With The Customer

As you approach the destination you can zoom in to see the **detailed map**

If you or the customer has any feedback you can log that at any time **via the app**

The detailed map view shows where to go



The feedback form is for extra comments

ferrisIQ

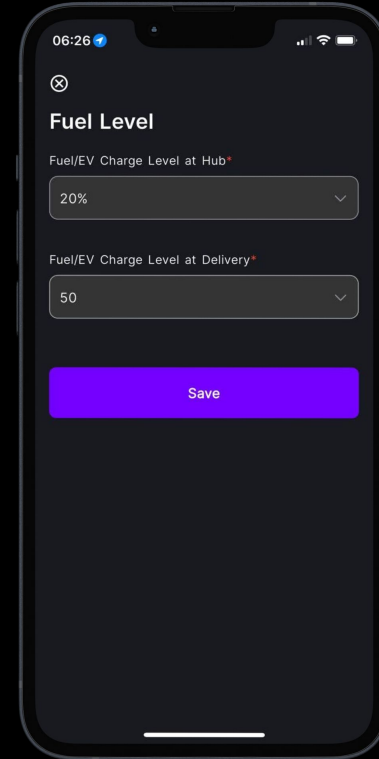
Vehicle Pick Up – Before You Leave

Before you leave for the next leg of the journey, please complete the **fuel level** option on the app

This should be done:

- When you're **with the customer**
- After **drop off/pick up at the hub**

Complete the fuel level form at pick up and hub



The screenshot shows a mobile app interface for 'Fuel Level'. At the top, there's a status bar with the time '06:26', a blue location icon, and signal/battery indicators. Below the status bar is a close button (X icon). The title 'Fuel Level' is displayed. There are two dropdown menus: 'Fuel/EV Charge Level at Hub*' with '20%' selected, and 'Fuel/EV Charge Level at Delivery*' with '50' selected. At the bottom is a large orange 'Save' button.

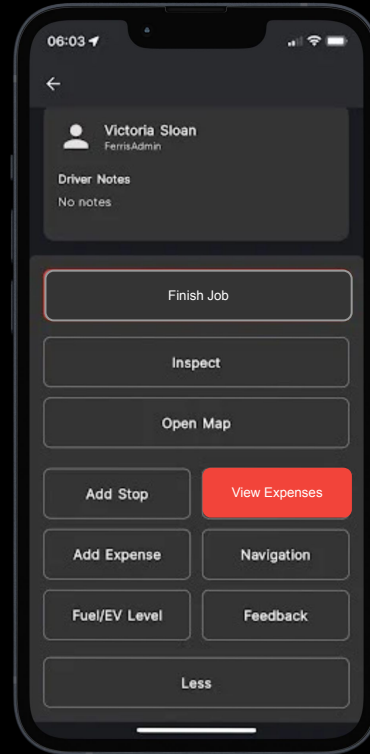
View/Amend Expenses

You can **view, check, add to or amend** your expenses at any time during the job (**see sub menu right**)

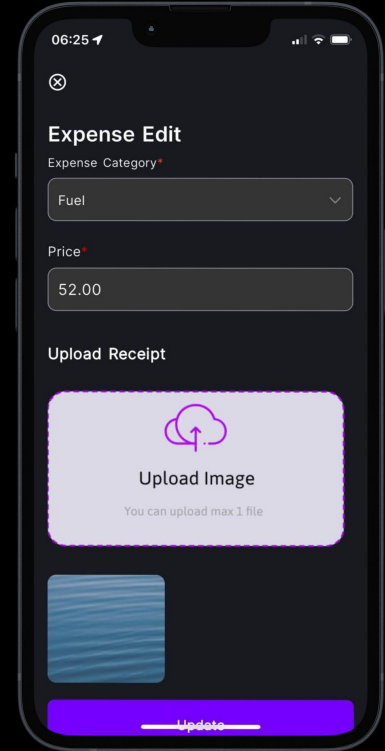
To **add a receipt** simply **take a photo, upload it** from your library and then **press save**

Please ensure all expenses are logged before pressing "Finish Job" (main screen)

Please log all expenses via the app



You can check and edit your expenses any time before finishing



ferrisIQ

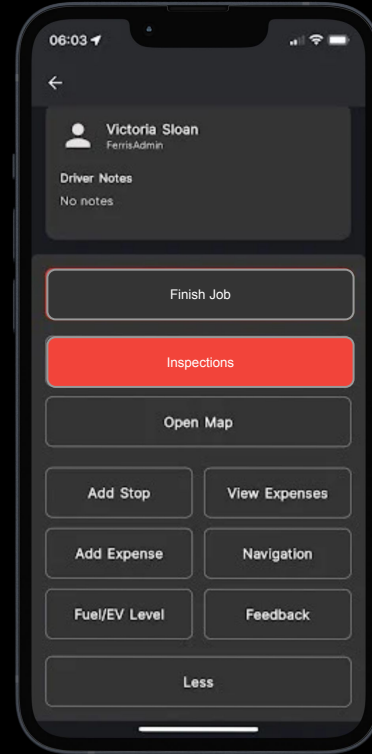
Inspections

About Ferris Inspections

The ferrisIQ **inspections module** has been specially developed to speed up the process of resolving damage to vehicles and reducing unnecessary costs

If your job sheet includes a **vehicle inspection**, please go through the following steps

Choose the Inspection module from the IQ app



Carrying Out An Inspection

Clicking on the **inspections module** takes you to the **Inspections detail screen**

Select each option and fill in the details required for the **vehicle inspection**

This includes:

- **Editing details** - adding mileage and fuel
- Adding **condition images**
- Recording specific **damage**
- Completing the **checklist of items**
- **Sign the inspection**

Choose from the **Inspection details** to **complete the job**

06:15

< Inspection Detail

Deliver to Hub	
29-07-2024	12:00
ODO	-
Fuel Level	-
Abort Type	-

Edit Details Condition Images

Item Checklist Damages

Sign Inspection

Condition Images

As part of your inspection you need to show the **condition of the vehicle**

Take some general photos and any specific damages to the car

Then go into the **condition images** section within **Inspections**

Upload your general images showing the overall **condition of the vehicle**

Add some photos to the condition images section



Adding Damages

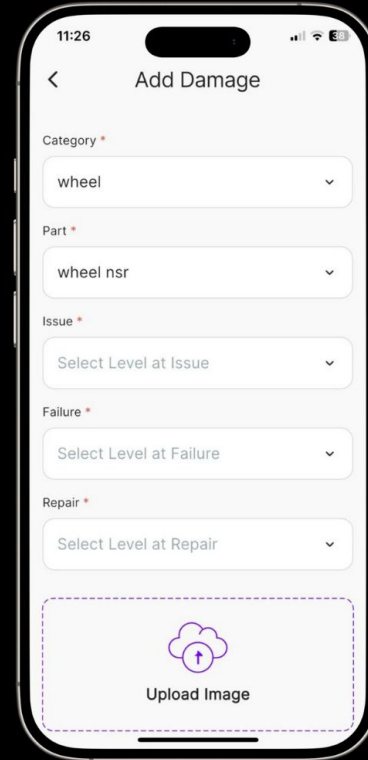
For every piece of obvious damage, you need to add a description and an image

These you add to the **damages** section of the app

Navigate through the **menus** to find the right part

Start with **Categories** then select from 'interior', 'body', 'glass', 'wheel', 'tyre', 'general' or 'light'

The add damages screen prompts for more details



The screenshot shows the 'Add Damage' screen in the ferrisIQ app. At the top, the status bar shows the time 11:26 and signal strength. The app bar has a back arrow and the title 'Add Damage'. Below the app bar, there are five dropdown menus, each with a red asterisk indicating a required field: 'Category' (selected 'wheel'), 'Part' (selected 'wheel nsr'), 'Issue' (selected 'Select Level at Issue'), 'Failure' (selected 'Select Level at Failure'), and 'Repair' (selected 'Select Level at Repair'). At the bottom, there is a dashed box containing a cloud icon with an upward arrow and the text 'Upload Image'.

Adding Damage Details

Once you've chosen the right category go through the other options on the screen

This vehicle has a scuff to its near side right wheel

It's a note only without needing a repair

Take two images to complete the screen – a **close up of the damage** and **one taken further away**

Add all the damages until it is complete

The add damages screen prompts for more details

11:27

< Damage Detail

Category

wheel

Part

wheel nsr

Issue

scuff

Failure

note only

Repair

note only

Damage Image

Context Image

Each piece of damage is shown as a separate note

11:27

< Damages

Add Damage

Category: wheel
Part: wheel nsr
Issue: scuff
Failure: note only
Repair: note only
£0.00

Category: body
Part: wing nsr
Issue: dent
Failure: >15 mm
Repair: refinish
£0.00

Completing the Inspection


As you add more **damages**, the total automatically updates

The summary screen provides a **cost for the total repair**

So, the last stage of the inspection is to gain the **customer's signature** and **payment**

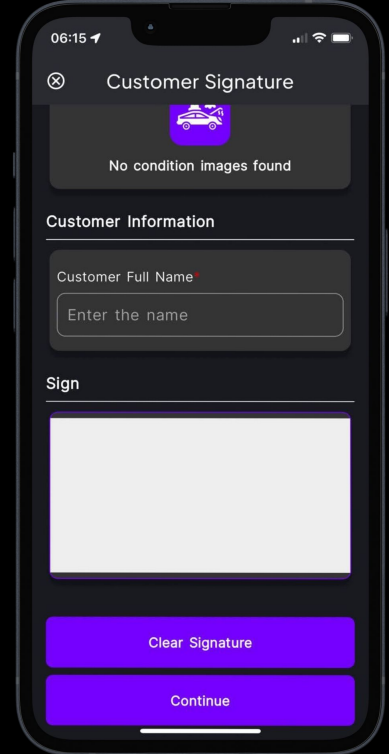
This seals the report so further changes can't be made

The damages summary automatically updates



The screenshot shows the 'Damages' screen. At the top, there's a title bar with a close button and the title 'Damages'. Below it is a green button labeled 'Add Damage'. Underneath is a section titled 'Recorded Damages:'. Inside this section is a card with the following details: 'Category: Body', 'Part: Bonnet Badge', 'Issue: Missing', 'Failure: Unacceptable', 'Repair: Replace', and 'Price: £0.00'. There is a red 'X' icon in the top right corner of the card.

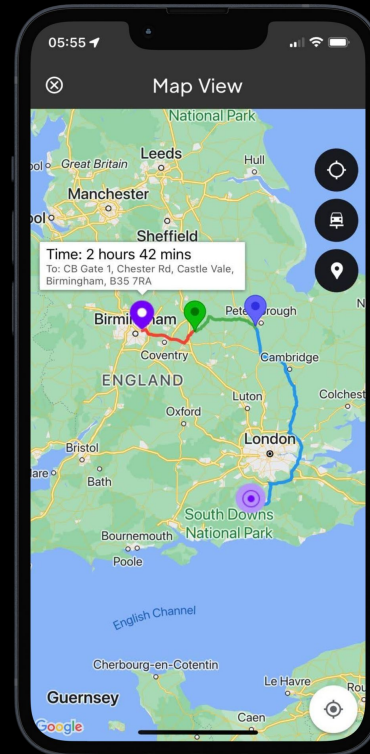
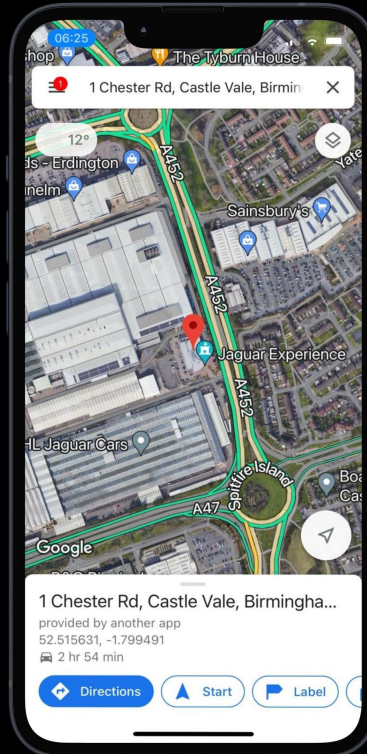
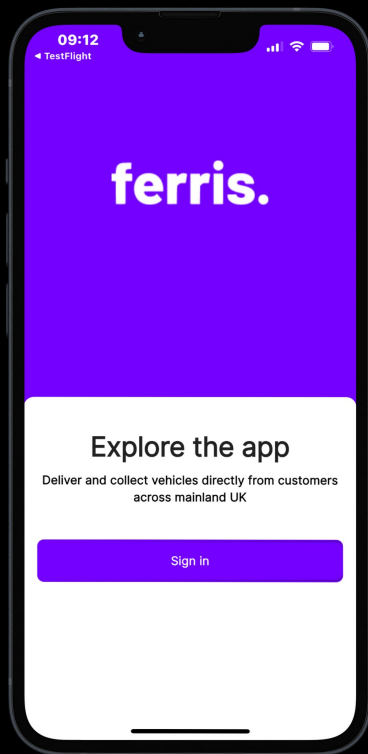
The customer provides their agreement via the device's touch screen



The screenshot shows the 'Customer Signature' screen. At the top, there's a title bar with a close button and the title 'Customer Signature'. Below it is a green button with a car icon. Underneath is a section titled 'Customer Information'. Inside this section is a text input field labeled 'Customer Full Name' with a red asterisk indicating it's required. Below the input field is a green button labeled 'Enter the name'. At the bottom of the screen is a large white rectangular area for the signature. Below this area are two green buttons: 'Clear Signature' and 'Continue'.

ferrisIQ

Any Questions?



**We trust this gets you up and running.
If you have any queries, please get in touch.**

email: support@ferrisiq.com

Thank You!