



Samsara Driver App Overview

Introduction:

The purpose of this document is to give the driver a general idea of the process of using the Samsara driver app for Routes or Orders from start to finish. Your company has integrated our GLCS Channel Product which streamlines Route or Order information from Samsara and directs it to your companies TMS system for dispatching, record keeping and invoicing.

Driver Login:

Check with your company as they will provide your FLEET ID, Username, and Password to enter in the login screen as shown below.

samsara

Driver Sign In

Fleet ID (e.g. ABCTrucking)

Username

Password

Sign in

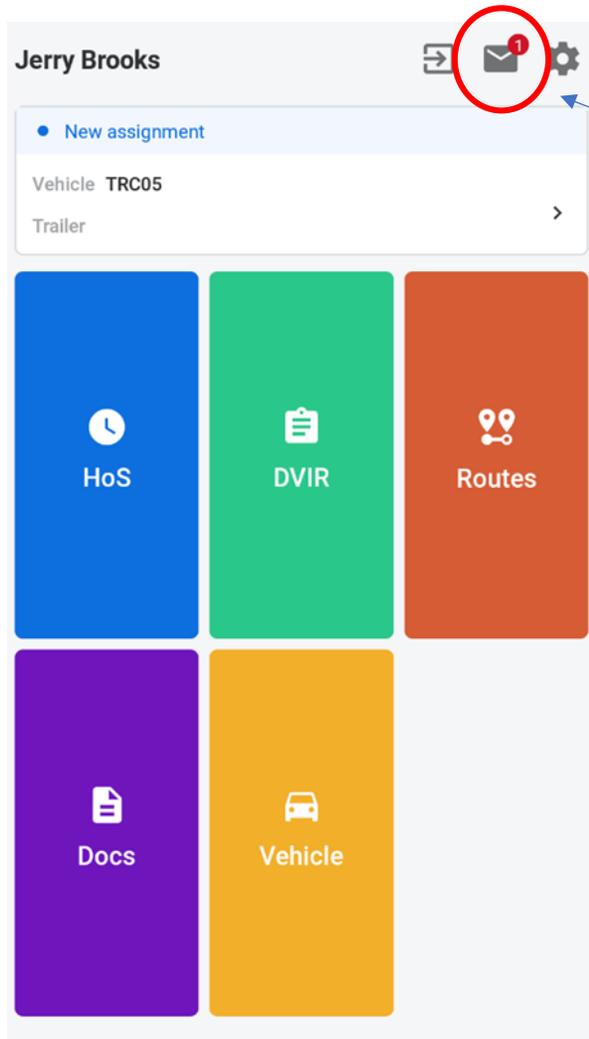
Reset password

ELD In-Cab Materials

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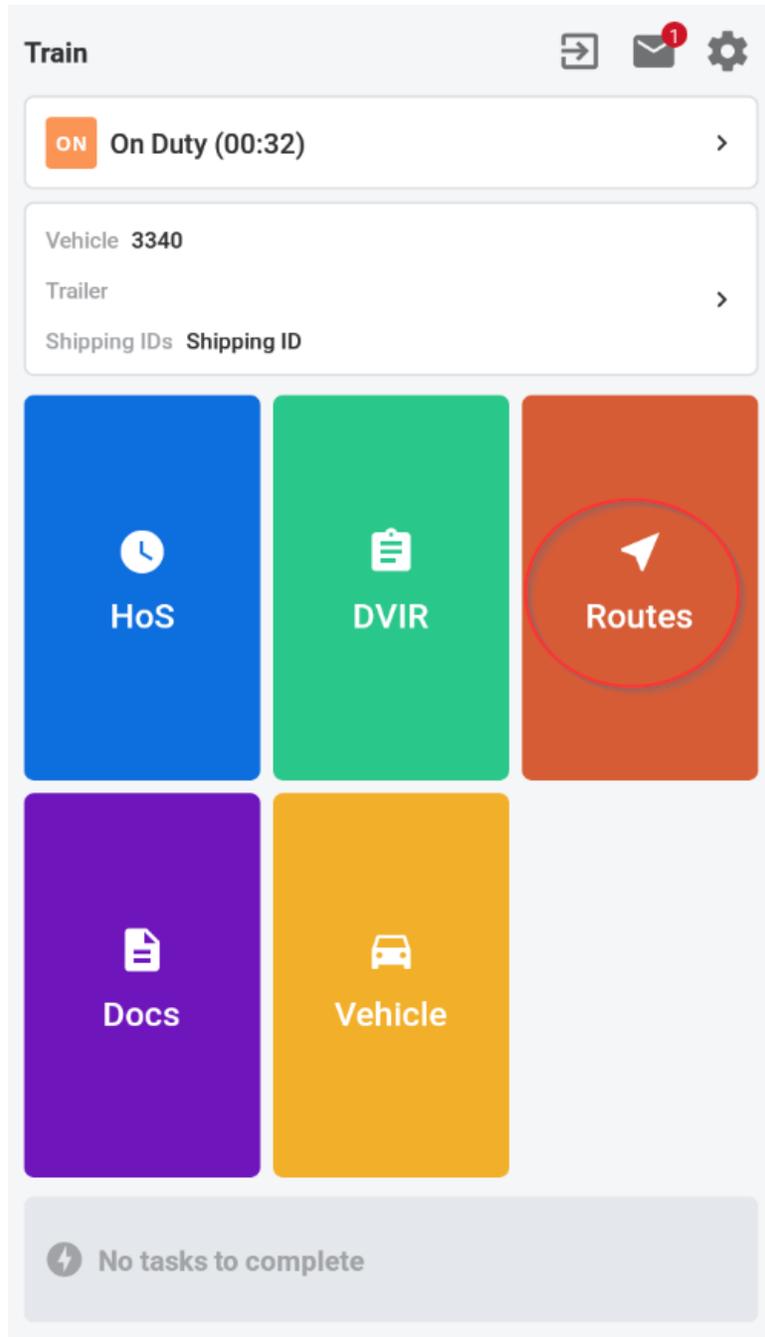
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Once logged into the Driver App, please complete any company required screens such as selecting vehicle, trailer. Also complete any ELD and DVIR if required by your company. The screen below is the home screen which will show Driver Name, the selected Vehicle, Trailer, and multiple tabs to select from. On the top right corner, be sure to check for message from your dispatch.



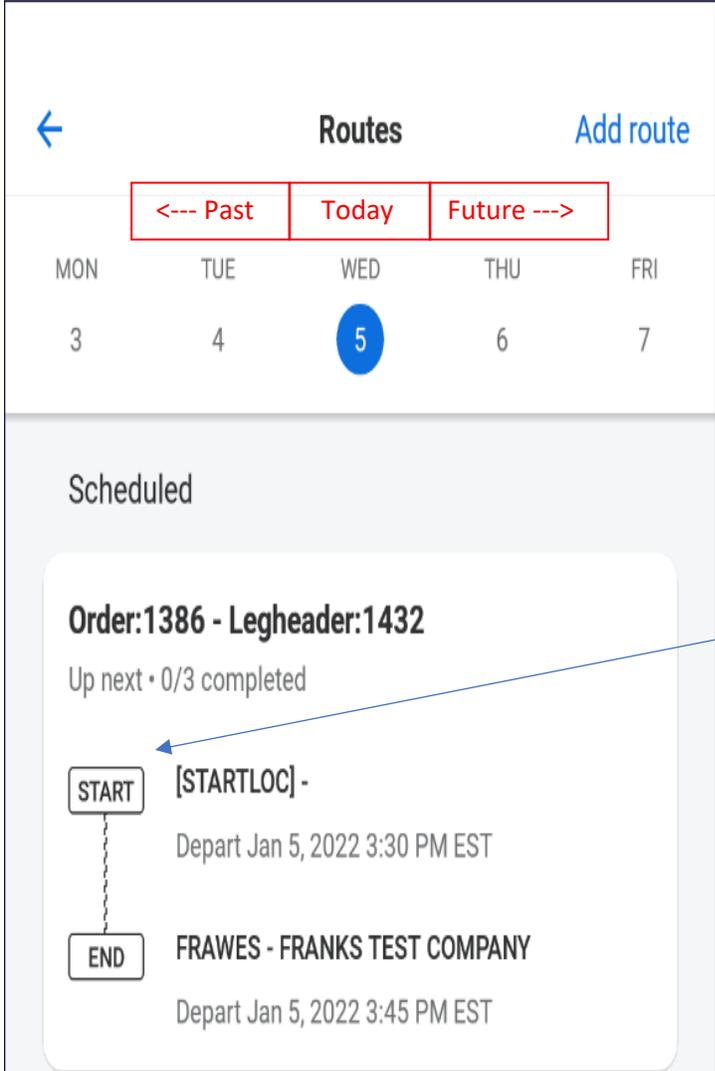
Check for new messages from your dispatch.

For the purpose of this training document we will only focus on using the “Routes” tab as shown below



Routes:

Within the Routes button, you will see any orders that are Live, Scheduled, or Completed. You have the option of looking at orders/routes that have been received for the past two (2) days, today's routes, and routes that have been dispatched for the new two (2) days. You can tap on the routes listed to view them in detail.



Since this route has not been started or completed, take note the START/END fields are not in BOLD

When viewing all stops on the order, the 1st listed stop is called "IGNORE," or "STARTLOC." Please you **DO NOT** need to click on it at all, please **IGNORE** this stop. Move on to the next and tap on the next stop, which will be the Shipper Live Load or Begin Empty stop, see next page. The notes section of this view is called the "Route Notes." This has custom fields generated by your company pertaining to the scheduled order, or route.

 **Order:1386 - Legheade...**

Order:1386 - Legheader:1432
Scheduled start: 01/05/2022 2:30 PM

Stops

<input type="radio"/>	Start [STARTLOC] -	01/05/2022 3:30 PM EST	>
<input type="radio"/>	JOECAN - JOES TEST COMPANY	01/05/2022 3:30 PM EST	>
<input type="radio"/>	End FRAWES - FRANKS TEST COMPANY	01/05/2022 3:40 PM EST	>

Notes

Driver1:JERRY
Tractor:TRC05
Trailer:TRL02

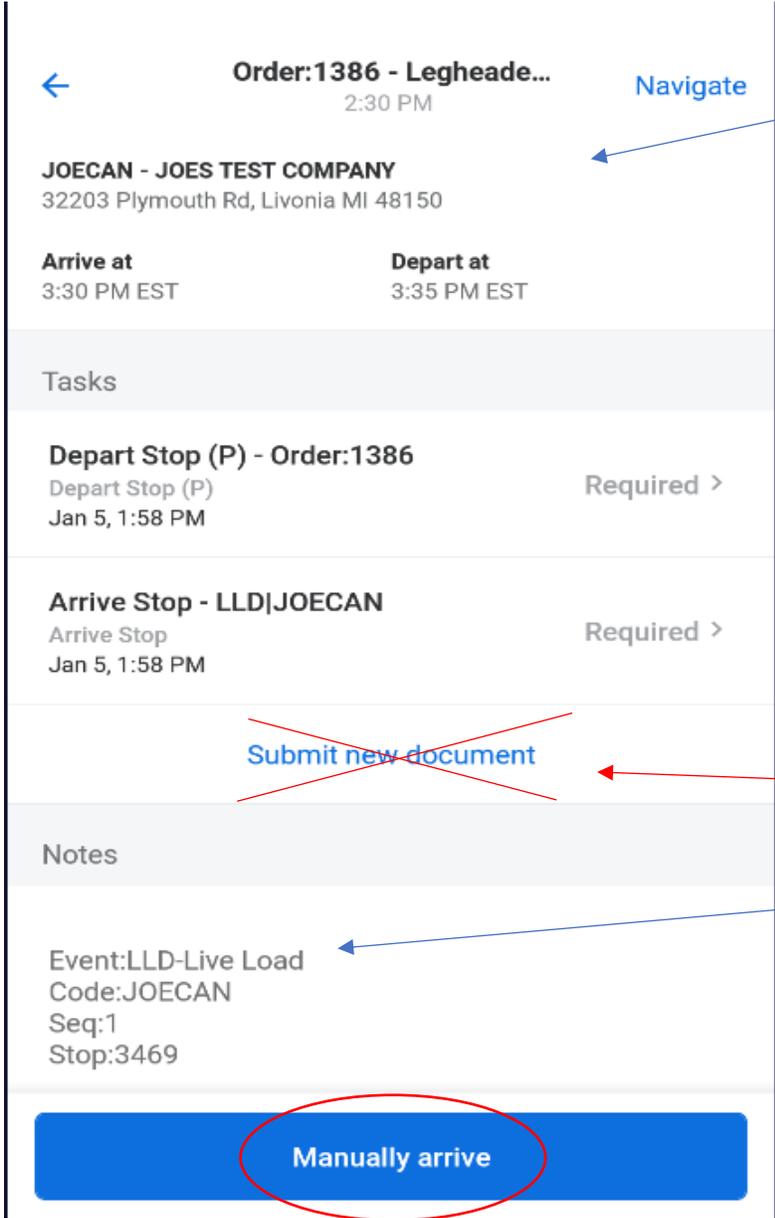
MT Miles:0
LD Miles:-1
Leg Miles:-1
Trip Miles:-1
MFH Miles:0

Navigate to JOECAN - JOES TEST COMPANY

The notes section of this view is called 'Route Notes.' This has custom fields generated by your company pertaining to the scheduled load or route.

Within each stop there will be information or directions listed at the bottom in the notes section called "Dispatch Notes"

Above the Notes will be the Tasks and the opportunity to Manually Arrive or Submit New Document. If you have entered into a geofence location, the Manually Arrive button will disappear and be replaced with a Manually Depart if the geofence functions as it should. ***Please **IGNORE** the Submit new document button and only complete the workflow documents that are in the Tasks section of the stop***. The documents within the SUBMIT NEW DOCUMENT tab will not update your companies TMS system.



The top section of each stop will list the Company, address, and scheduled arrive/departure times.

Never select 'submit new document' within a route stop. Information sent from this tab WILL NOT update into your companies TMS system.

Within each stop there will be information or directions listed in the notes section called "Dispatch Notes." These are fields generated by your company

In this instance, since I was not within this geo-fence location, I chose to Manually arrive. (in most cases you should not have to do this if your company is using the geo-fence function.)

← Order:1386 - Legheade... 1:00 PM Navigate

JOECAN - JOES TEST COMPANY
32203 Plymouth Rd, Livonia MI 48150

Arrive at 2:00 PM EST **Depart at** 2:00 PM EST

Tasks

Arrive Stop - LLD|JOECAN Required >
Arrive Stop
Jan 24, 10:57 AM

Depart Stop (P) - Order:1386 Required >
Depart Stop (P)
Jan 24, 10:57 AM

~~Submit new document~~

Notes

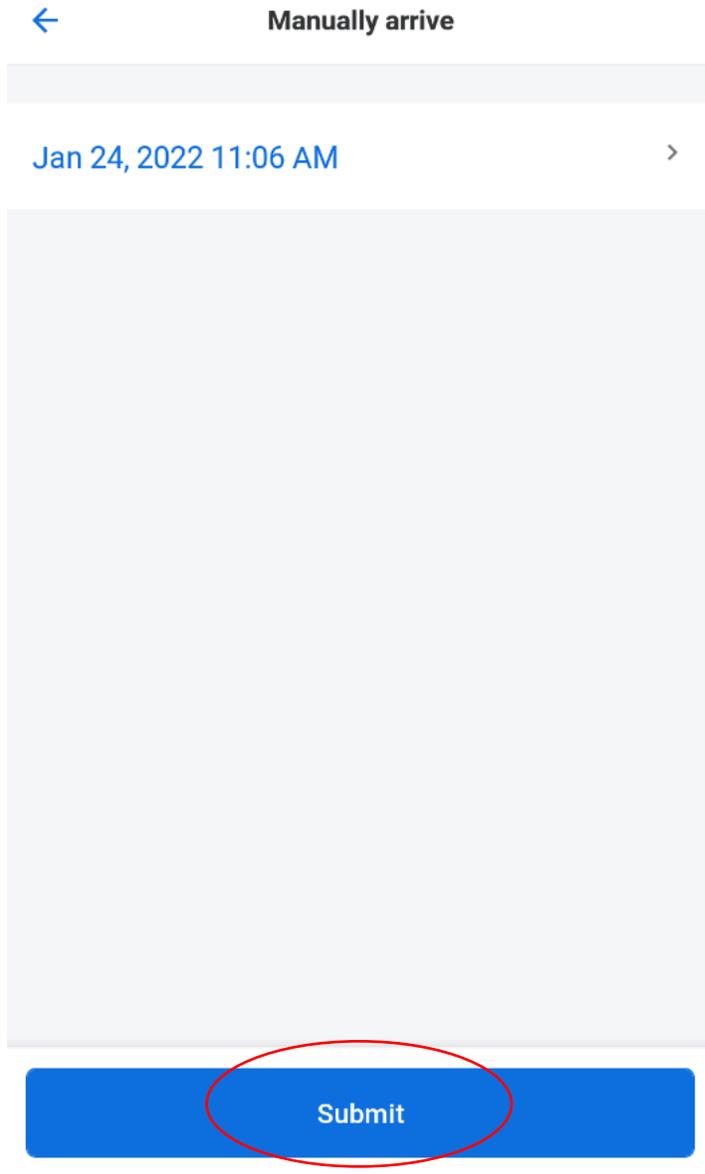
Event:LLD-Live Load
Code:JOECAN
Seq:1
Stop:3469
Order:1386

Manually arrive

Keep in mind times entered when manually arriving or departing may adversely affect TMWSuite updates and/or calls update conflicts.

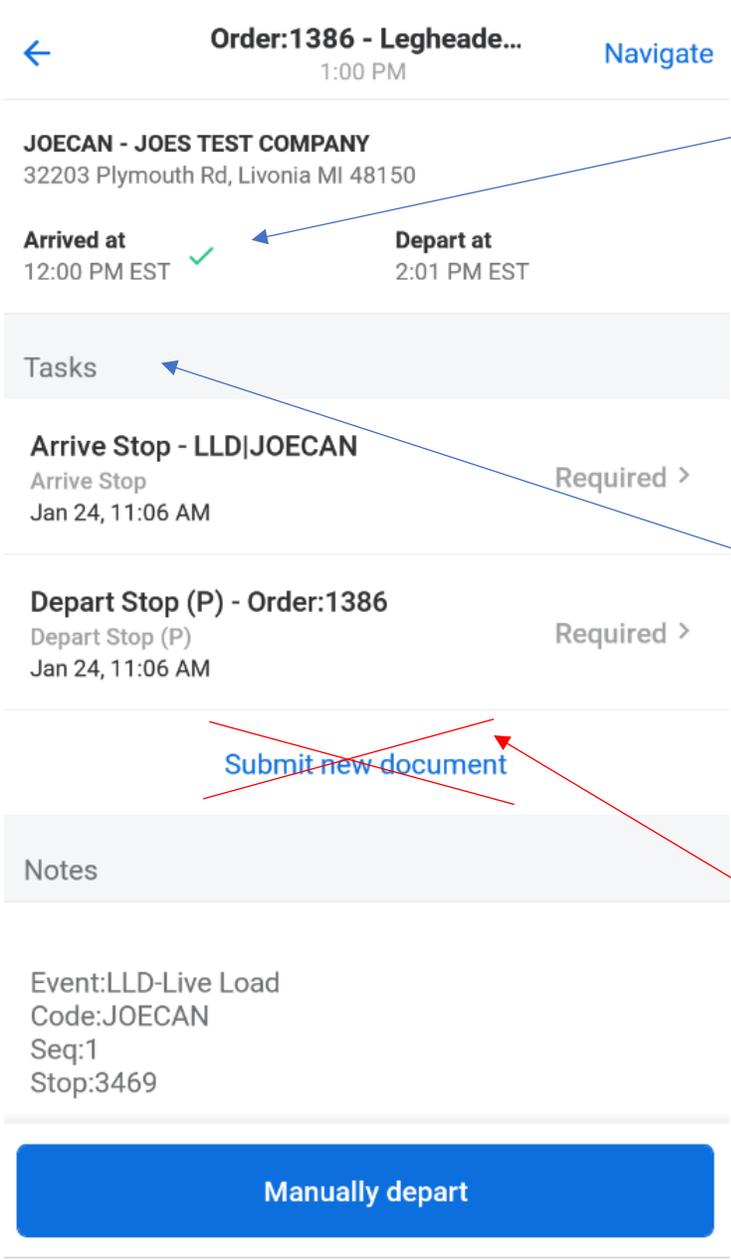
Never select 'submit new document' within a route stop. Information sent from this tab WILL NOT update into your companies TMS system.

If you choose to Manually arrive, just click the Submit button on this screen.



Keep in mind times entered when manually arriving or departing may adversely affect TMWSuite updates and/or calls update conflicts.

Once you arrive at the shipper or first stop (either by manually arriving or the geofence auto arriving them) you will then see this screen. It is very important that you click on and fill out the required documents in the TASKS section. PLEASE DO NOT fill out any docs in the Submit new document section of this screen.



Once arrived by geofence or manually submitting arrival, Driver will see a green check mark noting the date/time of arrival.

Keep in mind times entered when manually arriving or departing may adversely affect TMWSuite updates and/or calls update conflicts.

Generated tasks or documents are available are listed under TASK. Please fill out these documents as they may be required by your company if they need information from you. See next page.

Never select 'submit new document' within a route stop. Information sent from this tab WILL NOT update into your companies TMS system.

Once all required details of the document are filled out, click the Submit Document at the bottom. If 'Submit Document' button is greyed out, it is missing some required information that needs to be filled out before it can be sent.

[Cancel](#)

Depart Stop (P) - Order:1386

Depart Stop (P)

Shipper Ticket|ST|O ✓
1425

Wgt Ticket |WGTTK#|O ✓
15649

Driver Ticket #|TICKET|O ✓
78495534

Office Use ✓
3469|1

Notes ✓
these notes stay in the Samsara Web Portal

Any notes sent FROM the driver app can only be seen by your dispatch in the Samsara Web portal. It does not update into your companies TMS system.

Submit Document

Once the document has been sent, you should see **Submitted** under the document in the Tasks section. You are now ready to Depart this stop. You can just leave the geofence or you can click the Manually depart button at the bottom depending on the preference of your company. This will update the time stamps for dispatch in your companies TMS system.

[←](#) **Order:1386 - Legheade...** [Navigate](#)
1:00 PM

JOECAN - JOES TEST COMPANY
32203 Plymouth Rd, Livonia MI 48150

Arrived at 12:00 PM EST ✓ **Depart at** 2:01 PM EST

Tasks

Arrive Stop - LLD|JOECAN [Required >](#)
Arrive Stop
Jan 24, 11:06 AM

Depart Stop (P) - Order:1386 [Submitted >](#)
Depart Stop (P)
Jan 24, 11:27 AM

[Submit new document](#)

Notes

Event:LLD-Live Load
Code:JOECAN
Seq:1
Stop:3469

[Manually depart](#)

Manually depart button will disappear if you either manually departed or if the auto depart geofence worked correctly.

← **Order:1386 - Legheade...** 1:00 PM [Navigate](#)

JOECAN - JOES TEST COMPANY
32203 Plymouth Rd, Livonia MI 48150

Arrived at 12:00 PM EST ✓ **Departed at** 12:30 PM EST ✓

Tasks

Arrive Stop - LLD|JOECAN [Required >](#)
Arrive Stop
Jan 24, 11:06 AM

Depart Stop (P) - Order:1386 [Submitted >](#)
Depart Stop (P)
Jan 24, 11:27 AM

[Submit new document](#)

Notes

Event:LLD-Live Load
Code:JOECAN
Seq:1
Stop:3469

Order:1386
Origin: JOECAN-32203 Plymouth Rd, Livonia, MI

Once departed by geofence or manually submitting depart you will see a green check mark noting the date/time

Keep in mind times entered when manually arriving or departing may adversely affect TMWSuite updates and/or calls update conflicts.

Next the driver will need to tap on the back arrow to navigate back to the stops on the order.

 **Order:1386 - Legheade...** [Navigate](#)
1:00 PM

JOECAN - JOES TEST COMPANY
32203 Plymouth Rd, Livonia MI 48150

Arrived at 12:00 PM EST ✓ **Departed at** 12:30 PM EST ✓

Tasks

Arrive Stop - LLD|JOECAN
Arrive Stop Required >
Jan 24, 11:06 AM

Depart Stop (P) - Order:1386
Depart Stop (P) Submitted >
Jan 24, 11:27 AM

[Submit new document](#)

Notes

Event:LLD-Live Load
Code:JOECAN
Seq:1
Stop:3469

Order:1386
Origin: JOECAN,32203 Plymouth Rd, Livonia, MI

← **Order:1386 - Legheade...**

Order:1386 - Legheader:1432
 Scheduled start: 01/24/2022 1:00 PM

Start [STARTLOC]- 01/24/2022 2:00 PM EST >

JOECAN - JOES TEST COMPANY Completed >

FRAWES - FRANKS TEST COMPANY 01/24/2022 4:00 PM EST >

End

Stops

No remaining stops

Notes

Driver1:JERRY
 Tractor:TRC05
 Trailer:TRL02

MT Miles:0
 LD Miles:-1
 Leg Miles:-1

Navigate to FRAWES - FRANKS TEST COMPANY

Notice in the stops page, the first stop is now showing completed.

Driver can see and select the next stop to review the stop information sent from dispatch

NOTE: Selecting the navigate button will open the devices navigation app and route you to your next stop. BUT IT MAY NOT BE THE CORRECT ROUTE APPROVED BY YOUR COMPANY.

Once you have made it to your next stop, it is the same process as the 1st stop. You can manually arrive or let the geofence arrive automatically. If the Manually arrive button does not change after a few minutes to read Manually depart, then the geofence did not work correctly and you can manually arrive or call dispatch to check the geofence in the system.

FRAWES - FRANKS TEST COMPANY

36750 Ford Rd, Westland MI 48185

Tasks

Arrive Stop - LUL|FRAWES

Arrive Stop

Jan 24, 11:06 AM

Required >

Depart Stop (D)

Depart Stop (D)

Jan 24, 11:06 AM

Required >

~~Submit new document~~

Notes

Event:LUL-Live Unload

Code:FRAWES

Seq:2

Stop:3470

Order:1386

Origin: IOECAN-32203 Plymouth Rd Livonia MI

Manually arrive

Once arrived, please open required documents under the Tasks section to fill out any information needed to update the TMS system. The Submit new document should be ignored.

← **Order:1386 - Legheade...** 1:00 PM [Navigate](#)

FRAWES - FRANKS TEST COMPANY
36750 Ford Rd, Westland MI 48185

Arrived at 12:50 PM EST ✓ **Depart at** 4:01 PM EST

Tasks

Arrive Stop - LUL|FRAWES Required >
Arrive Stop
Jan 24, 11:06 AM

Depart Stop (D) Required >
Depart Stop (D)
Jan 24, 11:06 AM

~~Submit new document~~

Notes

Event:LUL-Live Unload
Code:FRAWES
Seq:2
Stop:3470

Manually depart

Generated tasks or documents are available are listed in the TASK section. Notice there are documents that may be required by your company if they need information from you. See next page.

Never select 'submit new document' within a route stop. Information sent from this tab WILL NOT update into your companies TMS system.

Always check the Dispatch notes in each stop. These are fields generated by your company that will supply you with information needed for the stop.

Be sure to fill out any details required by your company and click the submit Document button at the bottom.

[Cancel](#)

Depart Stop (D)

Depart Stop (D)

Trailer



TRL02

Bill of Loading

BOL Number|BL#|O



8675309

Delivery Ticket|DT|O



1412231

Office Use



3470|2

[Submit Document](#)

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Once you see **Submitted** under the Depart Consignee in the Tasks section, you are now ready to depart this stop manually or automatically by geo-fence.

[←](#) **Order:1386 - Legheade...** [Navigate](#)
1:00 PM

FRAWES - FRANKS TEST COMPANY
36750 Ford Rd, Westland MI 48185

Arrived at 12:50 PM EST ✓ **Depart at** 4:01 PM EST

Tasks

Arrive Stop - LUL|FRAWES
Arrive Stop [Required >](#)
Jan 24, 11:06 AM

Depart Stop (D)
Depart Stop (D) [Submitted >](#)
Jan 24, 12:05 PM

[Submit new document](#)

Notes

Event:LUL-Live Unload
Code:FRAWES
Seq:2
Stop:3470

Manually depart

Click the back arrow at the top left to navigate back to the previous screen.

 **Order:1386 - Legheade...** [Navigate](#)
1:00 PM

FRAWES - FRANKS TEST COMPANY
36750 Ford Rd, Westland MI 48185

Arrived at ✓
12:50 PM EST

Departed at ✓
1:06 PM EST

Tasks

Arrive Stop - LUL|FRAWES

Arrive Stop
Jan 24, 11:06 AM

Required >

Depart Stop (D)

Depart Stop (D)
Jan 24, 12:05 PM

Submitted >

[Submit new document](#)

Notes

Event:LUL-Live Unload
Code:FRAWES
Seq:2

For this particular order, all stops should be completed at this time. Please go through stops in order of how they are listed, if you are completing them out of order, the information and time stamps will not update properly in the system and will cause errors.

[←](#) **Order:1386 - Legheade...**

Order:1386 - Legheader:1432

Scheduled start: 01/24/2022 1:00 PM

Start  [STARTLOC]- 01/24/2022 2:00 PM EST [>](#)

JOECAN - JOES TEST COMPANY Completed [>](#)

FRAWES - FRANKS TEST COMPANY Completed [>](#)

Stops

No remaining stops

Notes

Driver1:JERRY
Tractor:TRC05
Trailer:TRL02

MT Miles:0
LD Miles:-1
Leg Miles:-1
Trip Miles:-1
MFH Miles:0
Order Miles:-1

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Once there are no remaining stops, navigate back to the Routes screen by clicking the upper arrow on the left.

Order:1386 - Legheade...

Order:1386 - Legheader:1432
Scheduled start: 01/24/2022 1:00 PM

Start
○ [STARTLOC]- 01/24/2022 2:00 PM EST >

● JOECAN - JOES TEST COMPANY Completed >

● End FRAWES - FRANKS TEST COMPANY Completed >

Stops

No remaining stops

Notes

Driver1:JERRY
Tractor:TRC05
Trailer:TRL02

MT Miles:0
LD Miles:-1
Leg Miles:-1
Trip Miles:-1
MFH Miles:0
Order Miles:-1

The START and END will now be BOLD showing the order is now completed. Above the order it now says Completed instead of Scheduled. Please ignore the fact that the IGNORE THIS stop was skipped.

← **Routes** [Add route](#)

SAT	SUN	MON	TUE	WED
22	23	24	25	26

Completed

Order:1386 - Legheader:1432
2/3 completed • 1 skipped • 2h 54m early

START [STARTLOC] -
Depart Jan 24, 2022 2:00 PM EST

END FRAWES - FRANKS TEST COMPANY
Departed Jan 24, 2022 1:06 PM EST

If dispatch has planned any future orders for the current day, they will appear here and listed as Scheduled to begin the next trip.

← **Routes** [Add route](#)

SAT	SUN	MON	TUE	WED
22	23	24	25	26

Completed

Order:1386 - Legheader:1432
2/3 completed • 1 skipped • 2h 54m early

START [STARTLOC] -
Depart Jan 24, 2022 2:00 PM EST

END FRAWES - FRANKS TEST COMPANY
Departed Jan 24, 2022 1:06 PM EST

If dispatch has planned any future orders for you for the current day, they will appear here and listed as Scheduled to begin the next trip.

ADDENDUM:

Samsara has a new feature flag available pertaining to the pre-populated Stop Tasks.

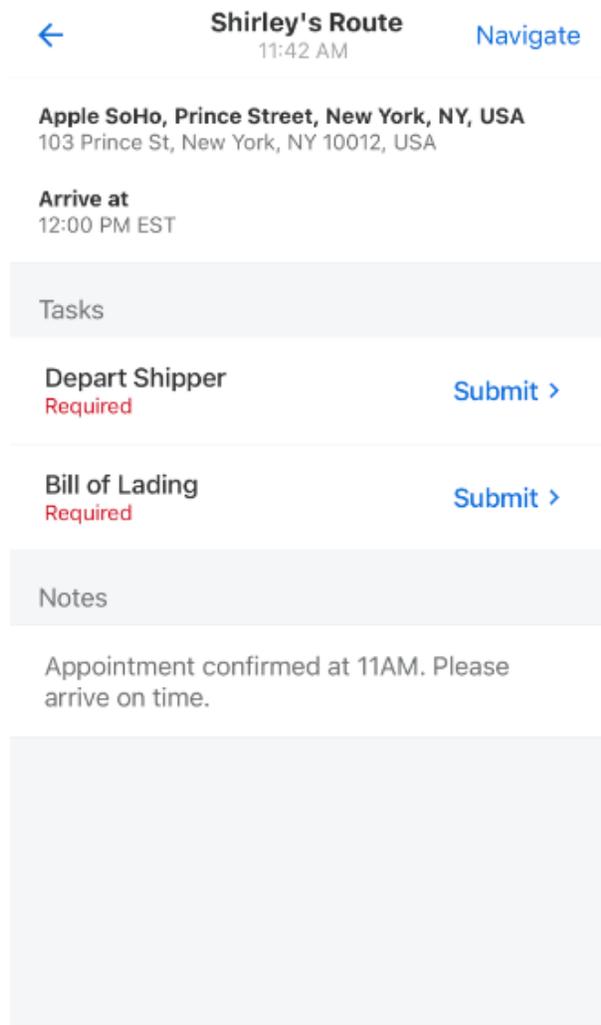
We have learned that drivers sometimes fail to submit the required documents correctly due to confusion in the driver app. Specifically “Submit New Document”

They have made some minor visual updates to the route stop details screen to improve drivers’ experience and stop task completion rate. The “Submit New Document” button is not visible until the REQUIRED Tasks are completed.

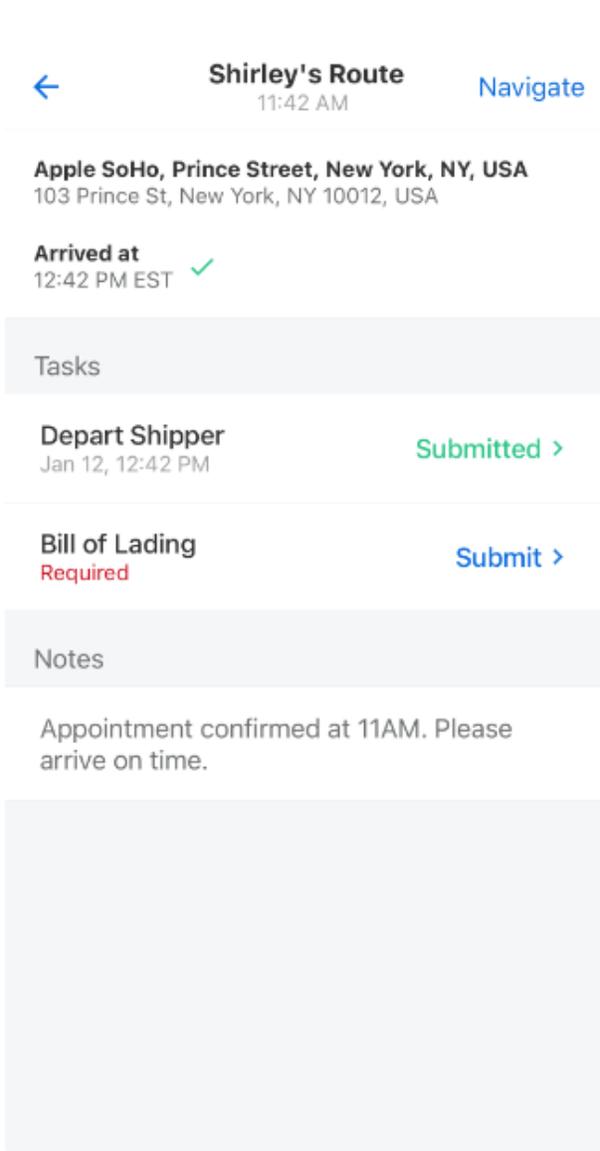
To turn on this updated UI (Stop Task UI 2.0), Please let us know or contact your Samsara CSM for assistance.

Updated route stop details screens

In the below example, the driver has two required documents: “Depart Shipper” and “Bill of Lading” at this route stop



The driver can click on the "submit" button right next to the document name to open the document. The status will be transitioned to "Submitted" once the driver completes the document.



The driver must submit all required documents before the “Submit New Document” button will appear in the example below. Please keep in mind that any new documents submitted will only be visible in the Samsara portal and **WILL NOT** update your TMS system.

The screenshot displays a mobile application interface for a route titled "Shirley's Route" at 11:42 AM. At the top, there is a back arrow on the left and a "Navigate" button on the right. Below the header, the destination is listed as "Apple SoHo, Prince Street, New York, NY, USA" with the address "103 Prince St, New York, NY 10012, USA". The status "Arrived at 12:42 PM EST" is shown with a green checkmark. A "Tasks" section contains two items: "Depart Shipper" and "Bill of Lading", both with a timestamp of "Jan 12, 12:42 PM" and a green "Submitted >" status. Below the tasks is a blue "Submit new document" button. A "Notes" section contains the text "Appointment confirmed at 11AM. Please arrive on time." and a large empty text input area below it.