

## Transflo Mobile+ Driver FAQ

Transflo Mobile+ offers drivers more functionality that makes the app even easier to use. In order to get the most out of these features and benefits we have included below some quick tips to frequently asked questions to help drivers get the most out of the app:

**1. What is a Recipient?**

- a. A recipient is the Fleet or Broker you are sending documents to

**2. What are the steps for setting up a default Recipient?**

- a. On the main menu tap "Profile/Settings"
- b.
- c. Tap "Recipients"
- d. In the list of recipients tap the recipients you want to make the default
- e. Tap the "Default Recipient" check box

**3. How can I best capture an image with Transflo Mobile+?**

- a. Capturing an image with the Mobile+ app couldn't be easier. Simply place the document to be scanned in a well-lit area against a dark or contrasting surface. Position your camera phone over the document, ensuring that the entire image is within the view window. Allow the auto-focus feature to adjust, then press the blue icon to snap the picture.

**4. What image quality controls exist in the application?**

- a. Image quality controls are built into the app for much the same reason that images are converted to black and white before transmission. Controlling background colors and shades ensures that the image is readable by your carrier the first time you send it. This process also compresses the image in order to transmit it faster and cause less data usage on your mobile plan. The end result you see on your device is the same image that your carrier will see.

**5. What is the Auto-Crop feature?**

- a. The Mobile+ app automatically detects document borders in order to crop the image. If needed, you can simply drag any one of the blue dots surrounding the border to crop the image how you see fit.

**6. How can I see previously submitted documents?**

- a. Within the application select the "Bell" icon in the upper part of the screen. This takes you to the "Notifications" portion of the application. Here you will find a listing of all transactions you have completed. Simply select one and you will be provided with the Confirmation Number along with a link to the images.

**7. Why is Transflo Mobile+ disabled while I am driving?**

- a. Due to safety concerns your carrier can turn on the "in-motion restriction" feature.

**8. Do you provide help and assistance on how to utilize the application?**

- a. Yes, within the application there is a help section that will outline how to utilize the application. In this area you will also find links to videos that will assist as well.

**9. What are some of the recommended devices?**

- a. IOS
  - i. iPhone 5, 5C, 5S, 6, 6 Plus
- b. Android
  - i. Samsung Galaxy S2, S3, S4, S5, S6, S7
  - ii. Motorola DROID RAZR
  - iii. Motorola DROID MAXX
- c. The biggest thing to look for is the following criteria:
  - i. At least 8 MP Camera with Auto-Focus
  - ii. Flash