



TRANSFLO®

TRANSFLO Mobile+ Users Guide for Drivers

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DOWNLOAD & REGISTRATION



Android Users: Visit Google Play to download TRANSFLO Mobile for FREE.

Android Phone Requirements Must have Android 4.0 or higher, a 8MP Camera or better and Auto-Focus camera with flash.



iPhone Users: Go to the Apple App Store to download TRANSFLO Mobile for FREE. iPhone

Requirements: Requires iOS 8.0 or higher. The app is optimized for iPhone 5 or higher.

The app does not work on Blackberry or Windows phones.

QUICK TIPS FOR OPTIMAL IMAGES:

(These tips are located on the app in the upper right corner, click on the question mark)



- Place document on a flat, dark or contrasting non-glare surface.
- Take picture in a bright, well lit environment.
- Using flash in conjunction with good surrounding light is preferred. If the document is on glossy paper, it may be better to turn flash off.
- Brighter light and flash are required for poor quality documents, multi-part forms, carbon copies or documents on colored paper.
- Take a picture of the whole document filling the screen with the entire document.
- To make barcodes more readable, you need to be about 14 inches way from the document.
- Keep your hands steady and try to remain stable when taking the picture and if you are in-cab turn off your engine to eliminate vibration.
- Good picture focus is required. To get good focus, keep the phone steady then take the picture and wait until the picture is displayed on the screen.
- After taking photo, you can drag the blue dots in the corners to frame the document.
- To make light text appear clearer, after cropping, press the “Darken” feature at the bottom of the screen. Darken can be pressed multiple times to continue darkening the text. If the page becomes too dark, press the “Lighter” feature to reverse the changes

ADDING A RECIPIENT

Your fleet or broker must be authorized to use the app in order for your Fleet ID or Broker ID to work. Recipients are entities that receive documents from the TRANSFLO Mobile Plus application. Examples of Recipients are:

- Fleets,
- Brokers,
- etc.

To add a Recipient:

1. On home page tap [Profile/Settings](#).
2. In the "Additional" menu, tap [Recipients](#).
3. Tap [+ Add new recipient](#).
4. Type the new Recipient Id in the [Recipient ID](#) box.
5. Select the [Set default](#) check box if this will be your default Recipient.
6. Tap [Next](#).
7. Review the information you are about to add in the box, and tap [Proceed](#).
8. Enter information in the boxes provided, and tap [Next](#).
9. Tap [Add Another Recipient](#), and repeat steps 1-7 until all Recipients are added.
10. When you are finished tap [Submit Registration](#).

Note: If you have multiple Recipients set up, always remember to select your correct Recipient before scanning documents

INDEXING & DOCUMENT TYPING IMAGES



1. If a Fleet or a Broker requires document typing, once you accept an image, a list of Document Types is displayed.
2. Select a Document Type for the image you just scanned.
3. Repeat this until all of your Documents have been scanned and document typed.
4. Tap [Next](#).
5. If a Fleet or a Broker requires indexing, data fields will appear after images are added.
6. Fill in all data fields and tap [Accept](#).

REVIEWING DOCUMENTS AFTER SUBMISSION

1. Once documents are submitted through TRANSFLO Mobile Plus, a unique Confirmation Number is displayed on screen and you will receive a confirmation email.
2. Visit transfloexpress.com and click [View Documents](#) in the upper right hand corner.
3. Enter the Confirmation Number in the boxes provided. You will then be able to view the documents you submitted as PDF or TIFF images.
4. Documents can be viewed online for 14 days after submission.

READING ALERTS

- If you have unread messages, the Alert icon in the menu bar turns blue with the number of unread messages next to it.
- Tap the Alert icon, and tap the recipient that sent the alert.
- Read your alert.

TWO-WAY MESSAGING (CHAT)

- If you have unread messages, the Chat icon in the menu bar turns blue with the number of unread messages next to it.
- Tap the Chat icon to view your messages or to create a message.
- Tap the Recipient you want to chat with. Recipients with unread messages have a blue bullet next to them.
- Read any unread messages.
- To compose a message tap the box at the bottom of the screen and type your message. Tap [Send](#) when you are done.



FREQUENTLY ASKED QUESTIONS (FAQ's)

What are the steps to setting a default Recipient?

1. On the main menu tap [Profile/Settings](#).
2. Tap [Recipients](#).
3. In the list of Recipients tap the Recipient you want to make the default.
4. Tap the [Default Recipient](#) check box.

What is a Recipient?

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

Why doesn't my Fleet/Broker Code work?

This usually happens if your Fleet or Broker is not registered to use TRANSFLO Mobile+. Contact your Fleet manager or Broker and tell them you would like to use TRANSFLO Mobile+.

Why is TRANSFLO Mobile+ asking me to rescan my document?

TRANSFLO Mobile+ uses a sophisticated algorithm to score a document's image quality. If there is too much blur or the image is of poor quality, TRANSFLO Mobile+ will reject the image and ask you to rescan the document. This ensures that you will send only quality images to your carrier and this in turn helps reduce delays in you getting paid.

Why is TRANSFLO Mobile+ disabled while I am driving?

Due to safety concerns, one or more of the Carriers that you haul for can turn on the "in-motion restriction" feature. If this is the case, TRANSFLO Mobile+ uses your phone's GPS to determine if you are driving and disables the TRANSFLO Mobile+ application. Once you are stopped for a period of time you will be able to use TRANSFLO Mobile+ again.



RECOMMENDED DEVICES

iPhone Requirements:

iPhone 5 or higher
(5, 5C, 5S, 6, 6Plus, 6S, 6SPlus, SE, 7, 7Plus)
iOS 8 and higher

Android Requirements:

Android OS 4.0 or higher
("Ice Cream Sandwich" or newer)
8MP camera with auto-focus and flash