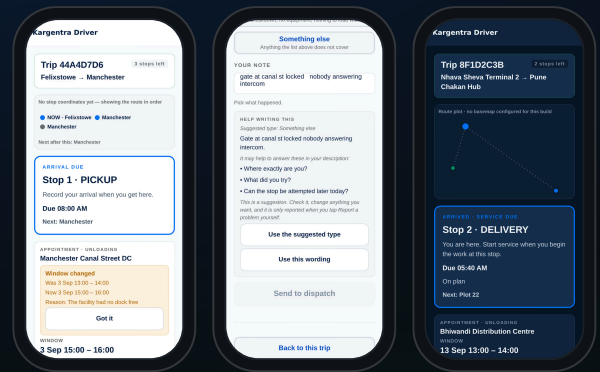


● DRIVER APP

Driver App

The proof of delivery app built for drivers and dead zones

The Kargentra driver app is a proof of delivery app that shows the one thing that needs an answer now: accept the assignment, acknowledge the release, check the load, work each stop and capture photo and signature proof. Every action queues on the phone when there is no signal, and the Sync Center shows exactly what dispatch has confirmed.



WHAT CHANGES FOR THE OPERATION

Works where the signal does not

Actions queue on the phone and reconcile in order when the connection returns, including work that changed while the driver was offline.

Proof that matches the pallet

The driver records what happened to each unit before capturing proof, so a partial delivery is never signed off as complete.

No trip starts unchecked

A trip cannot start until the dispatch release is acknowledged and the load has been checked against the manifest.

Problems reported in plain words

Drivers explain a problem in their own words, with help to word it, and the report enters governed exception handling with an owner.

WHAT DRIVER DOES

Driver cockpit

Home shows the one decision that needs the driver now, not a menu. The driver accepts an assignment or says they cannot take it, with a reason, and acknowledges any changed delivery window.

- "I cannot take this assignment" with a reason
- "Window changed" with "Got it — I have seen the new window"
- Tenant-themed light and dark appearance

Release and loading checks

Acknowledging the dispatch release enables Start trip, and the load check confirms the freight against the manifest by barcode or reference before the trip can begin.

- "This trip cannot start until you confirm the load"
- Barcode or reference check against the manifest
- Acknowledgement recorded against the release

Stop-by-stop execution

Each stop moves through start trip, arrived, start service and depart, with Call dispatch and Problem one tap away and the appointment window on the card.

- Navigate hands the stop to Google Maps
- Arrival is recorded separately from delivery and completion
- Position sharing with a plain-language disclosure to the driver

Photo and signature proof of delivery

At the door the driver captures photos and a signature and sends the proof for review. It is bound to the current delivery attempt, and Operations accepts it separately.

- "Send this proof for review"
- Proof bound to the attempt version it belongs to
- Only accepted evidence reaches the customer

Partial deliveries and failed attempts

The driver answers "What happened to each unit?" and "What happened at the door?", so partial deliveries are recorded per unit and failed attempts carry a reason.

- Per-unit outcomes before proof is captured
- Reattempt and reschedule recovery
- Every attempt kept in the delivery history

Offline-first Sync Center

Every action is a queued command that reconciles deterministically. The Sync Center separates what is still on the phone from what the server has confirmed.

- All, Needs attention, Waiting and Confirmed views
- Send now, Try sending again, Remove from this phone
- "Changed since you answered — please answer again" on stale work

HOW IT FLOWS

From assignment to accepted proof of delivery

- 01 Assignment accepted**
The driver accepts the assignment or says they cannot take it, with a reason that prompts reassignment.
- 02 Release acknowledged**
Dispatch releases the trip when readiness passes, and the driver acknowledges the release.
- 03 Load checked**
The freight is checked against the manifest by barcode or reference before Start trip becomes available.
- 04 Stops worked**
Arrived, start service and depart are recorded per stop, with navigation handed to Google Maps.
- 05 Outcome recorded**
The driver records what happened to each unit and at the door, including partial deliveries and failed attempts.
- 06 Proof captured**
Photos and a signature are captured and sent for review, bound to the current delivery attempt.
- 07 Synced and accepted**
Queued actions reach the server and are confirmed. Operations accepts the proof; evidence complete is still not Billing Ready.

ASK KARGENTRA IN DRIVER

“Summarise my work brief”

You have four stops today. Stop 2 at Harbour Road Depot now has a delivery window of 13:00 to 15:00, changed by dispatch because the site moved its unloading appointment. Your load check is complete. The next step on screen is Start trip; the instructions on screen remain the authority.

TRIP TR-3318 · FOUR STOPS

STOP 2 · WINDOW CHANGED 07:42

LOAD CHECK · CONFIRMED

DISPATCH RELEASE · ACKNOWLEDGED

PROPOSAL · APPROVED BY THE DRIVER SENDS THE REPORT; THE DISPATCHER OWNS THE RECOVERY

Send a problem report to dispatch: “Gate closed on arrival, site contact not answering”, in the driver’s own words with suggested wording offered.

Ask Kargentra reads only what your role can open, cites every fact and proposes. A named person approves; nothing is sent or executed on its own.

EXCEPTIONS AND EDGE CASES HANDLED

- Signal lost mid-stop: actions queue on the phone and reconcile in order when the connection returns.
- Work reassigned while the driver was offline is flagged “Changed since you answered — please answer again”.
- A partial delivery is recorded per unit, so proof can never claim a pallet that was not delivered.
- A failed delivery attempt keeps its reason and moves to reattempt or reschedule, with every attempt kept.
- A load that does not match the manifest stops the trip from starting until it is resolved.
- A lost phone is revoked, and its queued commands cannot be sent under another driver’s identity.

CAPABILITY REFERENCE

Execution

- Accept or decline assignment with a reason
- Dispatch release acknowledgement
- Load check against the manifest
- Start trip, arrive, start service, depart
- Navigate hand-off to Google Maps
- Changed-window acknowledgement

Proof of delivery

- Photo and signature capture
- Per-unit delivery outcomes
- Partial delivery and failed attempts
- Reattempt and reschedule recovery
- Proof bound to the attempt version
- Separate acceptance by Operations

Offline and sync

- Offline-first command queue
- Sync Center with four views
- Deterministic reconciliation
- Stale-reassignment conflict handling
- Recovery after restart or network loss

Safety and compliance

- Hours-of-service feasibility from duty records
- ELD and telematics duty facts
- Location sharing with driver disclosure
- Positions labelled by their true source

Identity and devices

- Named driver identity with single sign-on
- Per-phone enrolment with a secure signing key
- Signed requests and device revocation
- Queue separated per company and enrolment

Deployment modes

- Connected to Kargentra TMS
- Standalone with an external TMS through Connector Hub
- Signed, deduplicated stop events back to the external TMS
- Light and dark themes per tenant

STANDARDS AND CONNECTIONS

CONNECTOR HUB TRANSPORT INGRESS

SIGNED WEBHOOKS WITH DUPLICATE SUPPRESSION

ELD AND TELEMATICS CONNECTORS

GOOGLE MAPS NAVIGATION HAND-OFF

OIDC SINGLE SIGN-ON

QUESTIONS BUYERS ASK

What is an electronic proof of delivery app?

An electronic proof of delivery app replaces paper delivery notes with evidence captured on the driver’s phone. In Kargentra, the driver records what happened to each unit and at the door, then captures photos and a signature bound to that delivery attempt. Operations accepts the proof separately, and only accepted evidence reaches the customer and counts toward billing readiness.

Does the driver app work offline?

Yes. Every action is queued on the phone and reconciled in order when the connection returns. The Sync Center shows what is waiting, what needs attention and what the server has confirmed, with Send now and Try sending again. If dispatch changed the work while the driver was offline, the app asks the driver to answer again.



See Driver App on your own scenario

Bring a real lane, site or exception. More at www.kargentra.com/products/driver-app/

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