

# Mobile Meals App

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## *Introduction*

Reduce manual data entry, paperwork, and printing expense with the *ServTracker® Mobile Meals App*. Employees access daily delivery routes on their mobile device, find driving directions to each location, and enter all completion data on a mobile app. Data collected with the app imports back into ServTracker® as verified service units.

*Mobile Dashboard* provides real-time completion data from the field to supervisory staff, as well as messaging communication within the app.

## *Overview*

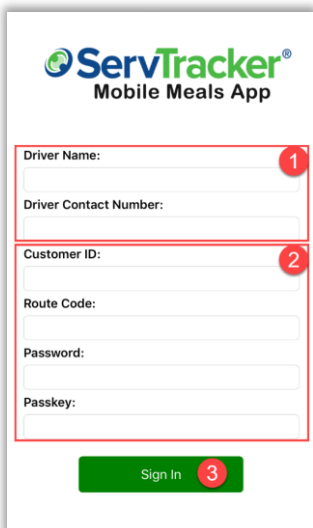
- Install on mobile device*
- Login*
- Route List*
- Delivery Details*
- Messaging*
- Recording Delivery*
- Change Of Condition*
- Recording Non-delivery*
- Submit Route Completion*

## *Install on mobile device*



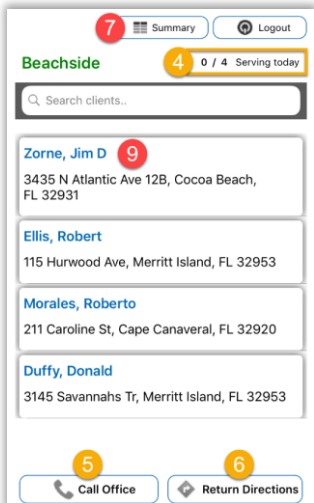
**Search, download** and **install** ServTracker® Mobile Meals App from App Store (Apple iOS) or Google Play (Android).

Tap **icon** on mobile device to start app and log in.



### Login

1. Driver provides entries for **Driver Name** and **Driver Contact Number**.
2. All other fields provided to driver by Meals Office: **Customer ID, Route Code, Password, Passkey\***. *NOTE: Password default is **driverpass**.*
3. Tap **Sign in** button, route list appears.

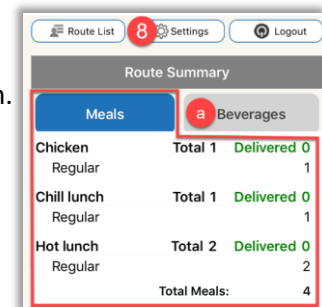


### Route List

4. **Completion counter** displays completed/total stops.
5. **Call Office** button calls phone number at pickup point.
6. **Return Directions** button opens maps app on device for directions back to pickup point.

### Route Summary

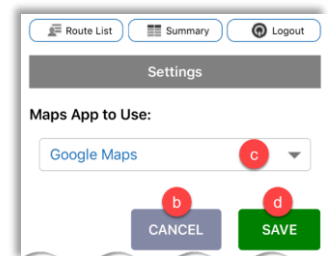
7. Tap **Summary** button at top of screen.
  - a. Pack list of meals displays; beverages list also available.



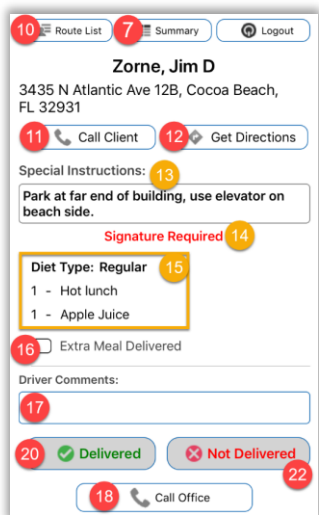
| Meals               | Total    | Delivered |
|---------------------|----------|-----------|
| Chicken Regular     | 1        | 0         |
| Chill lunch Regular | 1        | 0         |
| Hot lunch Regular   | 2        | 0         |
| <b>Total Meals:</b> | <b>4</b> | <b>0</b>  |

### Settings

8. Tap **Settings** button at top of Summary screen.
  - b. Tap **Cancel** button to close without making changes.
  - c. Tap drop-down list to select **maps app** to use for directions.
  - d. Tap **Save** button.



9. Tap **any stop** on list, details for delivery display.

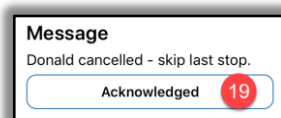


### Delivery Details

10. **Route List** button returns to complete list.
11. To phone client named in header, tap **Call Client** button.
12. **Get Directions** button uses maps app on device to direct driver to client address.
13. **Special Instructions** display, if applicable.
14. Funding source may demand **Signature Required**.
15. List of **delivery items** display.
16. Tap switch to indicate **Extra Meal Delivered**.
17. Tap field to enter **driver comments**.
18. Tap **Call Office** to phone pickup point.

### Messaging

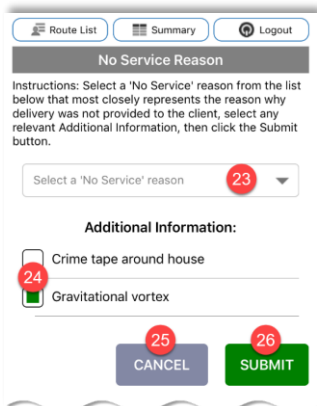
- Driver may receive a Message pop-up from meals provider office.
19. Read carefully and tap **Acknowledged** to dismiss and continue deliveries.



### Recording Delivery

- 20. Tap **Delivered** button on Delivery Details/Client Information.
- 21. If required, request **signature** of client named in header.

- e. Tap square to accept **attestation**.
- f. Tap **Done** button.



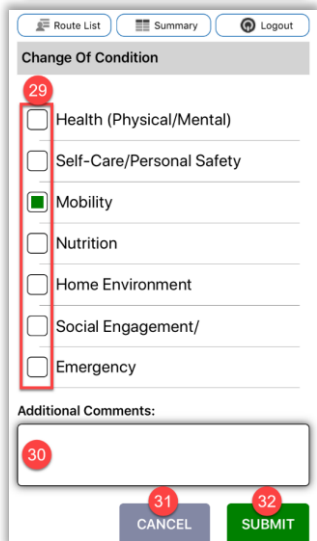
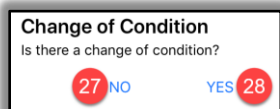
### Recording Non-delivery

- 22. Tap **Not delivered** button on Delivery Details/Client Information to enter reason for non-delivery.
- 23. Select **No Service reason** from drop-down list.
- 24. Tap to select one or more **Additional Information**.
- 25. **Cancel** button returns to previous Delivery Details without recording entries.
- 26. Tap **Submit** button. Next route stop appears, completion counter advances (#4, above).

### Change Of Condition

Change of Condition entries are transmitted to ServTracker® in real time.

- 27. If no observable change in client, tap **No**.
- 28. To note a change, tap **Yes**.
- 29. Tap to select one or more **changes**.
- 30. Tap to enter **comments**.
- 31. **Cancel** button returns to previous Delivery Details without recording entries.
- 32. Tap **Submit** button. Next route stop appears, completion counter advances (#4, above).



### Submit Route Completion

- 33. **Cancel** returns to Route List for edits.
- 34. **Sign Out Now** for signature screen.
- 35. **Clear** button resets signature.
- 36. Tap squares to accept **attestations**.
- 37. Tap **Done** button.

