



DriveView

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Table of Contents

1. About DriveView	4
1.1. Introduction to DriveView	4
1.1.1. Important Notes	4
1.1.2. Internationalization	4
1.1.3. Support with DriveView	4
1.2. Supported Devices and Operating Systems	4
1.3. The project44 Truckload Algorithm	5
1.4. DriveView Best Practices for Customers	5
1.5. DriveView Best Practices for Carriers	5
2. Install DriveView	7
2.1. Install DriveView on an Android Device	7
2.1.1. Download DriveView	7
2.1.2. Install DriveView	7
2.1.3. Android Location Enablement	8
2.2. Install DriveView on an iPhone or iOS Device	9
2.2.1. Download DriveView	9
2.2.2. Install DriveView	10
2.2.3. iOS Location Enablement	11
3. Track with DriveView	13
3.1. DriveView Tracking States	13
3.2. Reject a Load	13
3.3. Mark a Load as Completed	14
3.4. Upload POD for a Stop	15
3.4.1. Upload a Document for a Stop	15
3.4.2. Upload another Document for a Stop	17
3.4.3. Upload a Document to Another Stop	17
3.4.4. Delete an Uploaded Document	18
3.5. Load Details & Stops in DriveView	20
3.6. View Your DriveView Shipment Log	22
4. DriveView in Movement	24
4.1. View Uploaded POD Documents in Movement	24
4.1.1. Save Uploaded POD Documents	25
5. Driver Initiated Shipments (DIS)	26
5.1. Get Started with Driver Initiated Shipments (DIS)	26
5.1.1. What does DIS look like in the VOC?	28
5.1.2. What does DIS look like in Movement?	28
5.2. DIS FAQ: What if there are shipments with the same ID?	28
5.3. DIS FAQ: What protections are in place?	29
5.4. DIS FAQ: Where is DIS supported?	29
6. DriveView Troubleshooting	30
6.1. Considerations That May Affect User Experiences with DriveView	30
6.2. DriveView FAQ	30

1. About DriveView

1.1. Introduction to DriveView

project44's DriveView mobile application designed to provide real-time location visibility for active loads. DriveView communicates location and ETA information to carriers, brokers, shippers and other business partners while you are on the road. Designed to track your load and stay out your business, the app checks in with you as you start your trip and automatically shuts off when loads are delivered.

By default, the application begins tracking 90 minutes before a trip and stops tracking as soon as you mark the load as delivered or you exit your final destination's geofence. The 90 minute period of tracking prior to the trip start time is the default setup and can be configured to your preference.

1.1.1. Important Notes

DriveView only tracks location during an active load and does not request or send location updates when not on a load. We require specific permissions to be able to track load locations.

Installation is easy, and we collect minimal information about you (only phone number), but you must install the application and open it for tracking to occur.

Best Practice: While the application does not need to be opened to allow tracking, we recommend opening the application from time to time. This helps DriveView continue to operate smoothly.

During pockets of roaming or loss of service, DriveView will still communicate location updates, however, location tracking will not occur if your phone is in airplane mode.

The app is available for both Android and iOS devices. Learn more about supported devices and operating systems for DriveView.

1.1.2. Internationalization

DriveView supports multiple languages including English, Danish, German, Spanish (Spain), Spanish (Mexico), French, Italian, Polish, Portuguese, Portuguese (Brazil), Russian, Romanian, Serbian (Latin), Serbian (Cyrillic), Turkish, Thai, Japanese, Chinese, Arabic, and Hindi.

Currently, the application reads the phone settings to determine the location to default to. Additionally, the application supports multiple phone formats. The user must select the phone country code by tapping the default country code during the phone verification process.

1.1.3. Support with DriveView

If you need help with DriveView, please contact project44 Support:

- **North America:** support@project44.com
- **Europe:** support.europe@project44.com

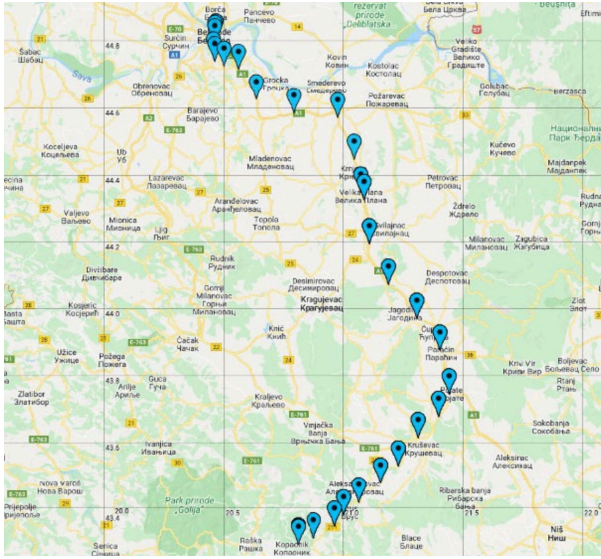
1.2. Supported Devices and Operating Systems

iOS: iOS 13.0 or greater

iPhone Specification: iPhone 6, 6+ and newer

Android: Android platform version 6.0 or greater

1.3. The project44 Truckload Algorithm



If no significant movement occurs between location updates, the project44 system persists idle location and status, suppressing idle updates so we do not overload a system with similar updates.

Our algorithm optimizes the location updates based on the speed of the driver. Slower speeds (for instance, in city environments) will show more frequent location updates while quicker speeds (like a highway) will stretch out the frequency of the updates to optimize tracking and battery life. On average, expect location updates every 15 minutes or more frequently.

Restrictive Permissions

Users may control which capabilities or information an app can access. See location services for [Android \[8\]](#) or [iOS devices \[11\]](#) to ensure the application can record location updates.

1.4. DriveView Best Practices for Customers

- Include the driver's mobile phone number when creating a load. This is required to track the load. Placeholder numbers and landline numbers are not going to work. The carrier's contact phone number cannot be used to track the load, only the driver's phone number is needed.
 - Confirm the phone number with the driver. The phone number provided must be a mobile line that is able to receive SMSs.
- Drivers can initiate load tracking. See [Get Started with Driver Initiated Shipments \(DIS\)](#) to learn more.
- Include the country code when initializing a load with a phone number.
- Make sure the driver has the DriveView app installed. It is common for drivers to uninstall the app after a load is completed.
- Ask drivers to set their location permissions to "Always on." This ensures the order is tracked correctly. Without this permission, DriveView is unable to track loads.
- project44 constantly makes improvements to the DriveView app, so please ask drivers to ensure they have the latest version.

1.5. DriveView Best Practices for Carriers

- Set your location permissions to **Always** or **Allowed all the time**. project44 needs these specific permissions to be able to track your locations.
 - Something to note: when location permissions are allowed at all times, mobile operating systems will remind you about the permission in two to three days. This can unintentionally trigger an action to disable the location permissions for DriveView. It is easier for project44 to continue providing tracking services to our mutual customers if you do not disable the location permissions.
- While you do not need to have DriveView open for tracking to occur, open the application from time to time to help DriveView continue operating smoothly.

- project44 is constantly making improvements to the DriveView app. Make sure you have the latest version.
- When a load is assigned to you, open DriveView to confirm the load was assigned correctly and that the app is ready to track.

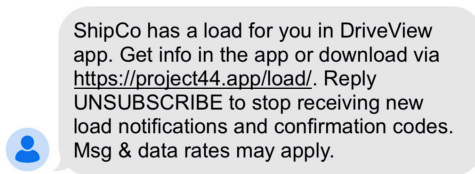
2. Install DriveView

2.1. Install DriveView on an Android Device

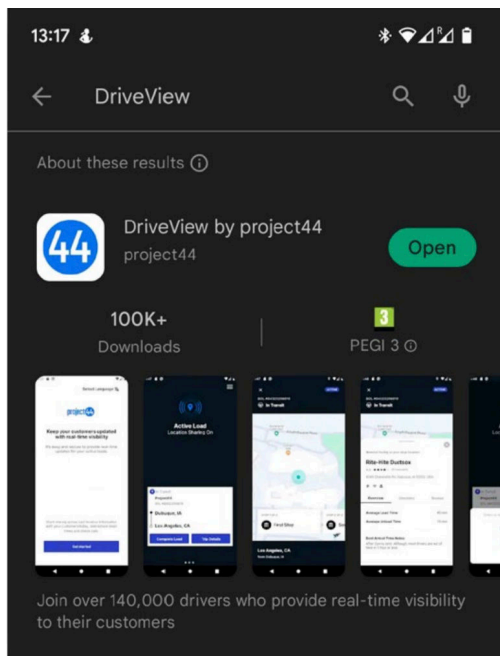
Download, Install, and Enable Location services for your Android device. See [Install DriveView on an iPhone or iOS Device \[9\]](#) for iOS devices.

Review [Supported Devices and Operating Systems \[4\]](#) before getting started.

2.1.1. Download DriveView



Drivers will receive a text message to download project44 DriveView after a load has been assigned to the driver's phone number. Click the link embedded in the SMS message to download DriveView.

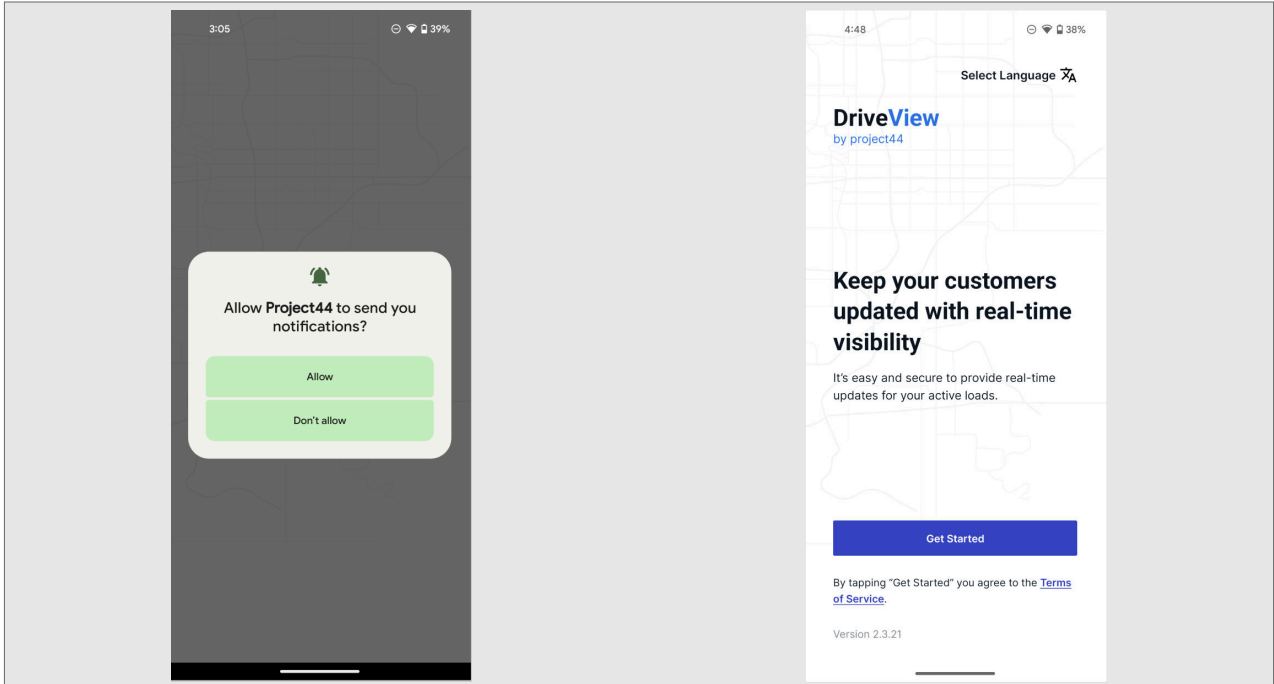


You can also search and download project44 DriveView in Google Play.

2.1.2. Install DriveView

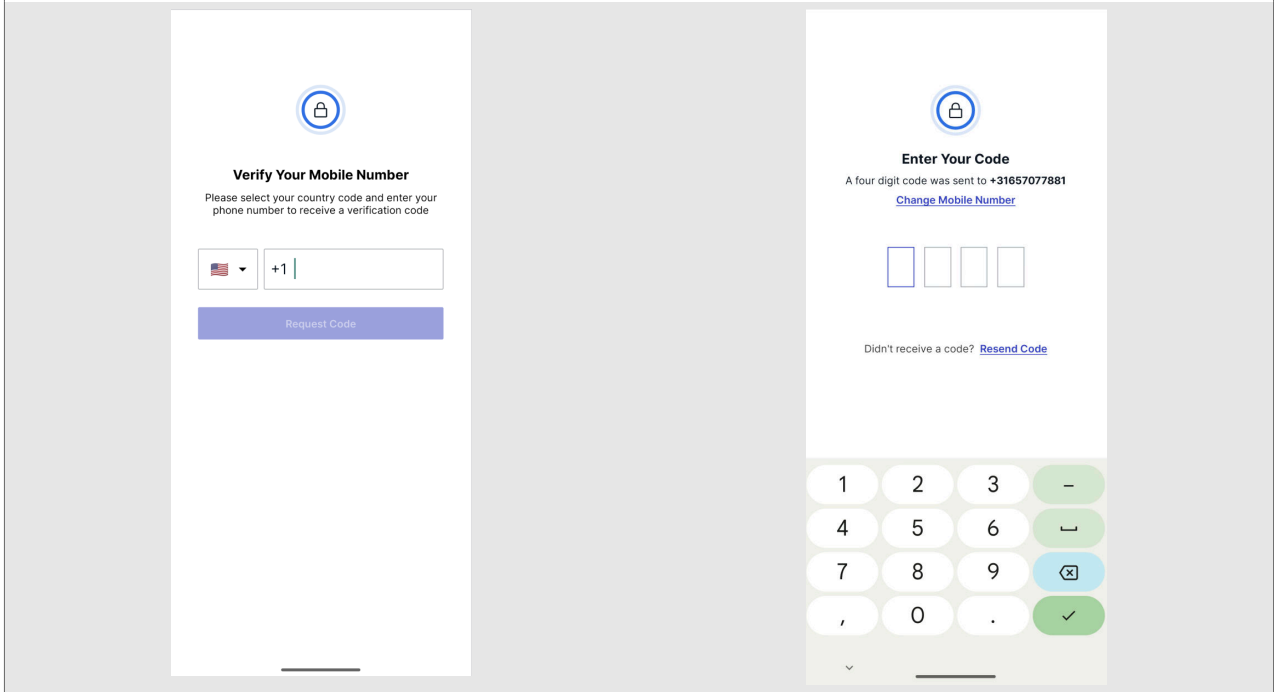
Install DriveView to your Android device.

1. Once project44 DriveView is downloaded to your device, open the app to get started. Please allow notifications before navigating to the home screen. Notifications allow project44 to provide timely feedback if there are any issues. Notifications must be turned on to receive this feedback.
2. Click get started on the DriveView home screen.



3. Verify your mobile number by entering your phone number and tapping **Request Code** to receive a verification code via SMS.

4. After receiving the SMS message with the verification code, enter the four-digit code.

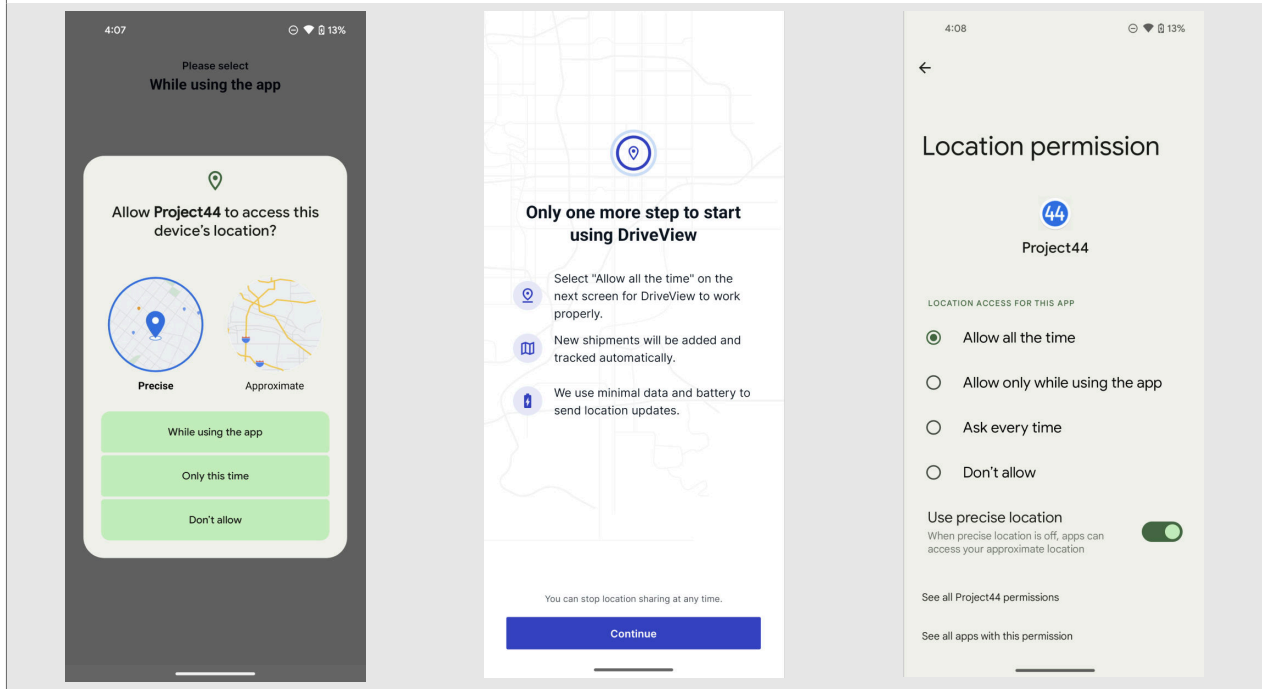


2.1.3. Android Location Enablement

Enable location services on your Android device. Location sharing options differ depending on which operating system used. These are the default options per operating system.

DriveView only tracks location during an active load and ignores tracking outside those loads. However, project44 can only provide visibility to your customers if you enable location services. We require specific permissions to be able to track load locations.

5. When using Android, the User will see this screen asking when to allow the app to access your location. Please select **"While Using App."**
6. Click **Continue** to update your location services. This will take you to your phone Settings.
7. Turn **Use precise location** on.



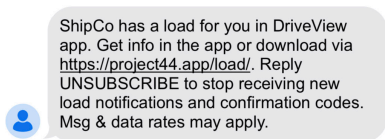
Next up: [DriveView Tracking States \[13\]](#).

2.2. Install DriveView on an iPhone or iOS Device

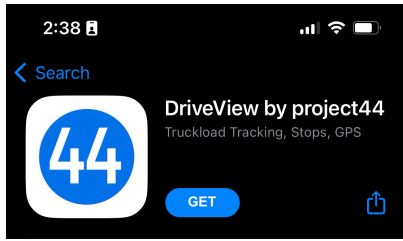
Download, Install, and Enable Location services for your iPhone or iOS device. See [Install DriveView on an Android Device \[7\]](#) for Android devices.

Review [Supported Devices and Operating Systems \[4\]](#) before getting started.

2.2.1. Download DriveView



Drivers will receive a text message to download project44 DriveView after a load has been assigned to the driver's phone number. Click the link embedded in the SMS message to download DriveView.



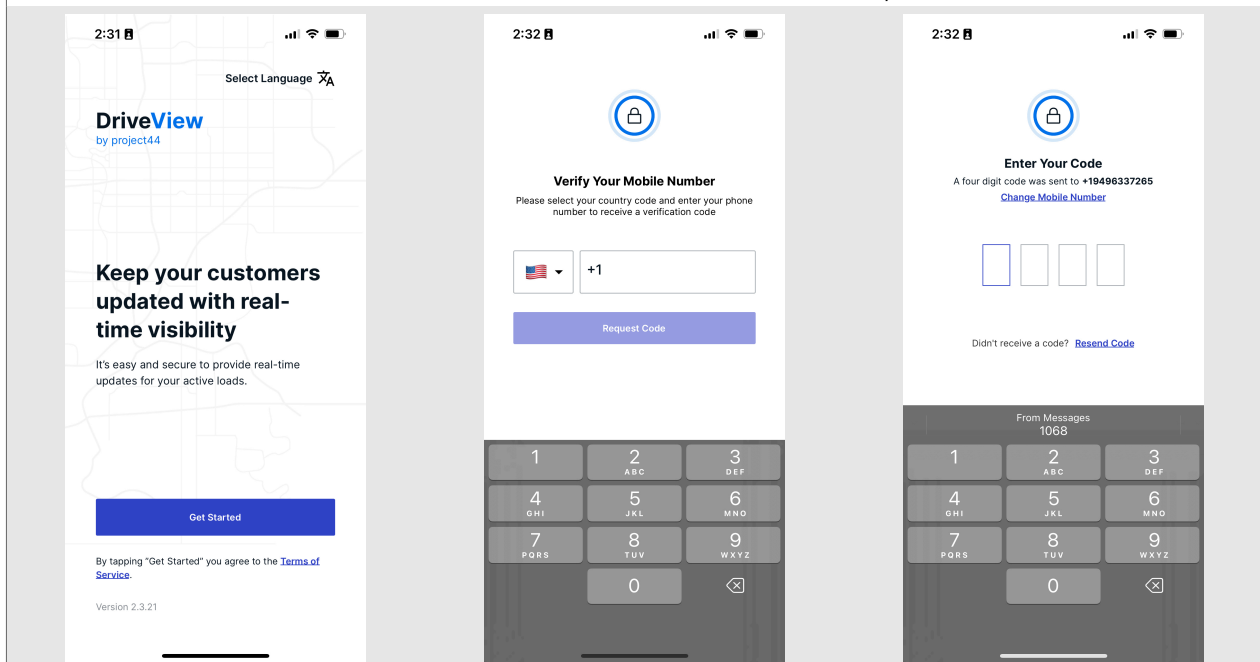
You may also search and download project44 DriveView in the Apple App Store.

2.2.2. Install DriveView

Install DriveView to your iPhone or iOS Device.

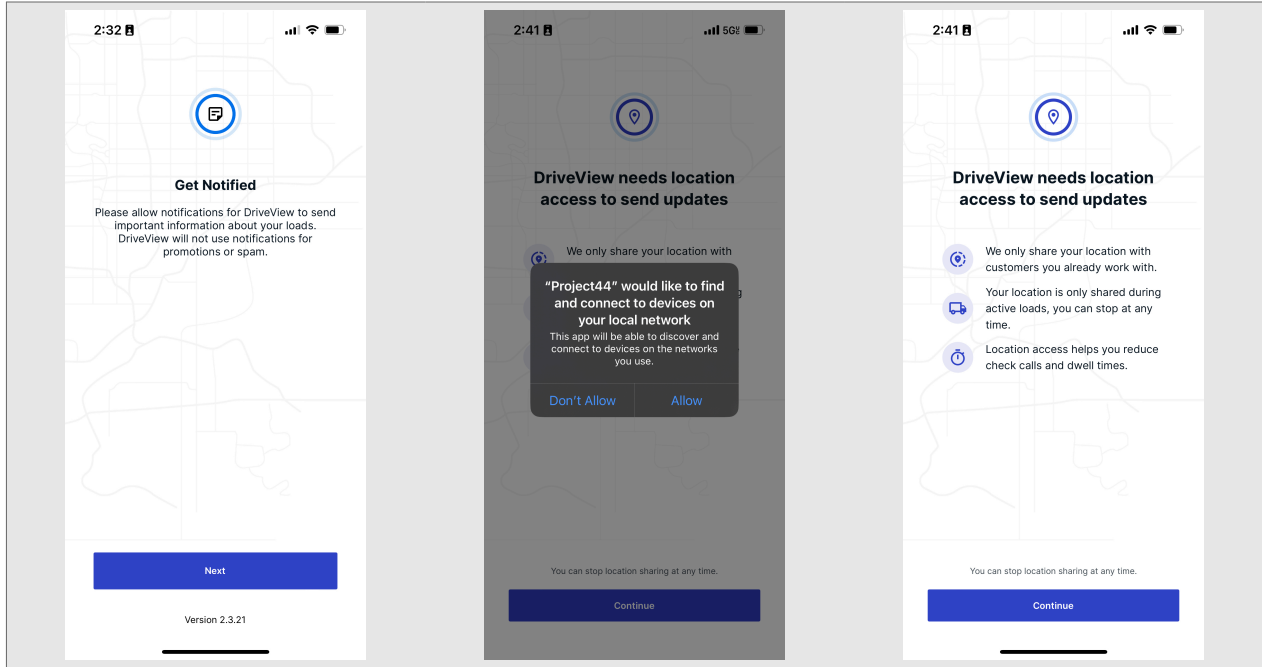
1. Once project44 DriveView is downloaded to your device, open the app to get started.
2. Verify your mobile number by entering your phone number and tapping **Request Code** to receive a verification code via SMS.
3. After receiving the SMS message with the verification code, enter the four-digit code and tap on Verify Code.

Note: Newer versions of iOS will display the confirmation code while looking at the application, making it even easier to input.



4. After verification, project44 DriveView gives you the opportunity to review both our terms and conditions and privacy policy. After agreeing to those policies, select your notification preferences.
5. Select your notification preferences.
6. After selecting your notification preferences, select your [location preferences \[11\]](#).

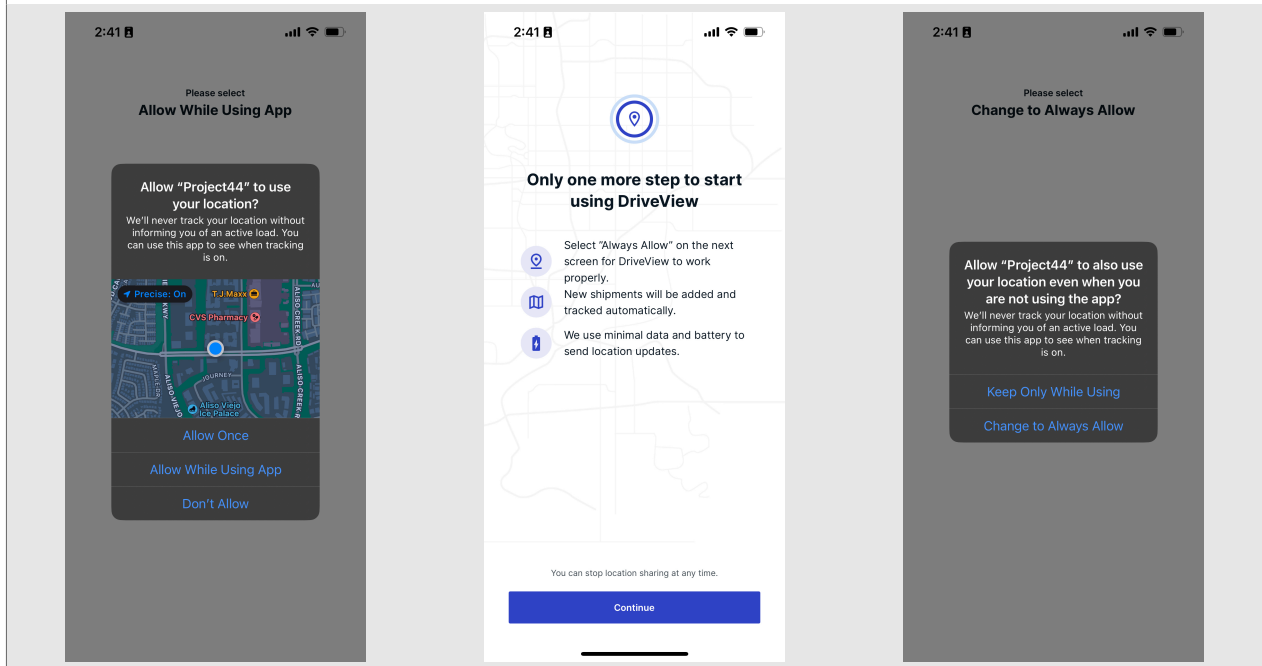
DriveView



2.2.3. iOS Location Enablement

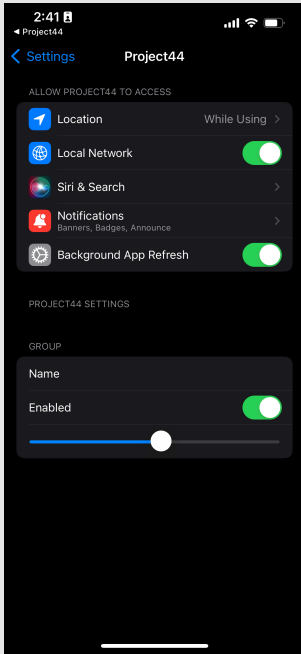
DriveView only tracks location during an active load and ignores tracking outside those loads. However, we can only provide visibility to your customers if you enable location services. Location sharing options differ depending on which operating system you use. These are the default options per operating system.

7. When using an iPhone, the User will see this screen asking when to allow the app to access your location. Please select **Allow While Using App**. After selecting this option, you will see screen 5.
8. On the Last Step page, press **Continue**.
9. Select **Change to Always Allow**. This will take you to your phone Settings.

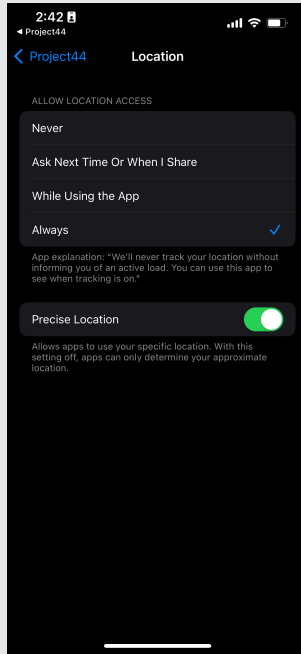


DriveView

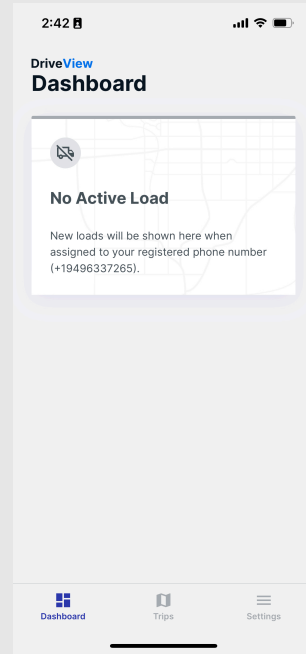
10. In Settings, select Location.



11. Select Always. Your location data is now available to project44 to track active loads.



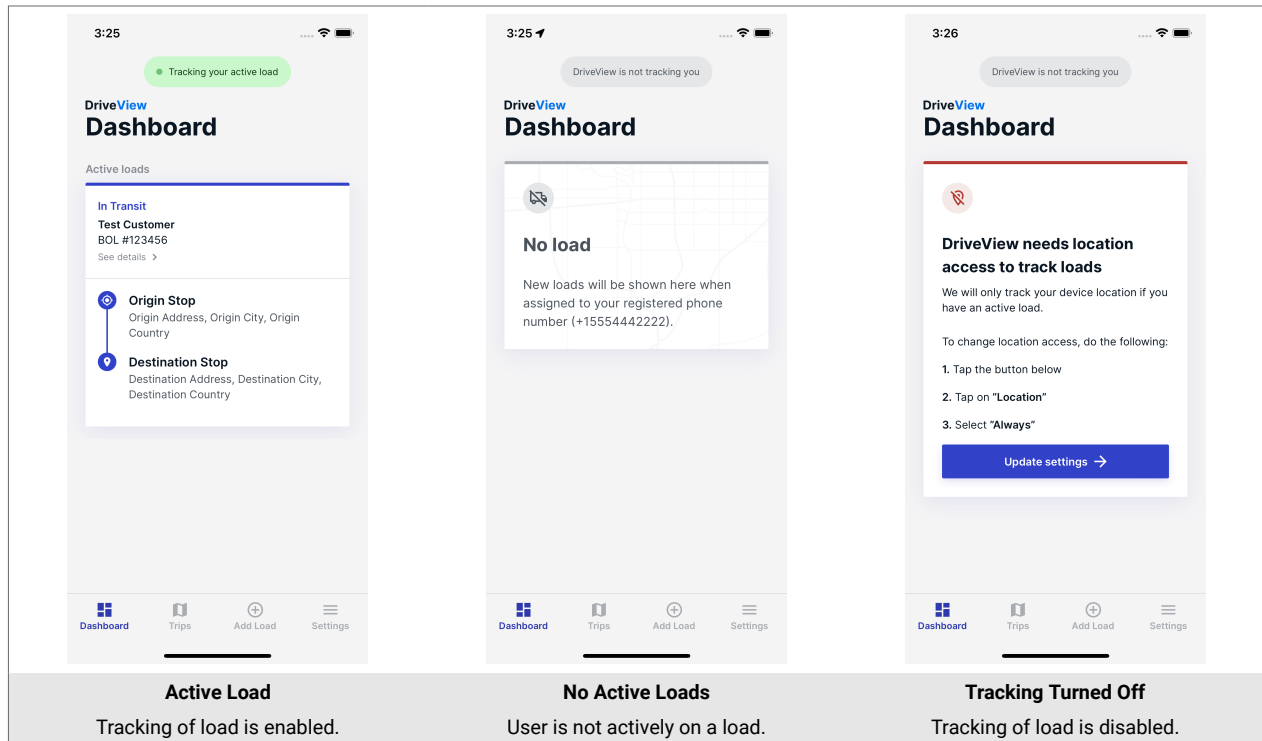
12. Back in the DriveView app, you will see the DriveView Dashboard.



3. Track with DriveView

3.1. DriveView Tracking States

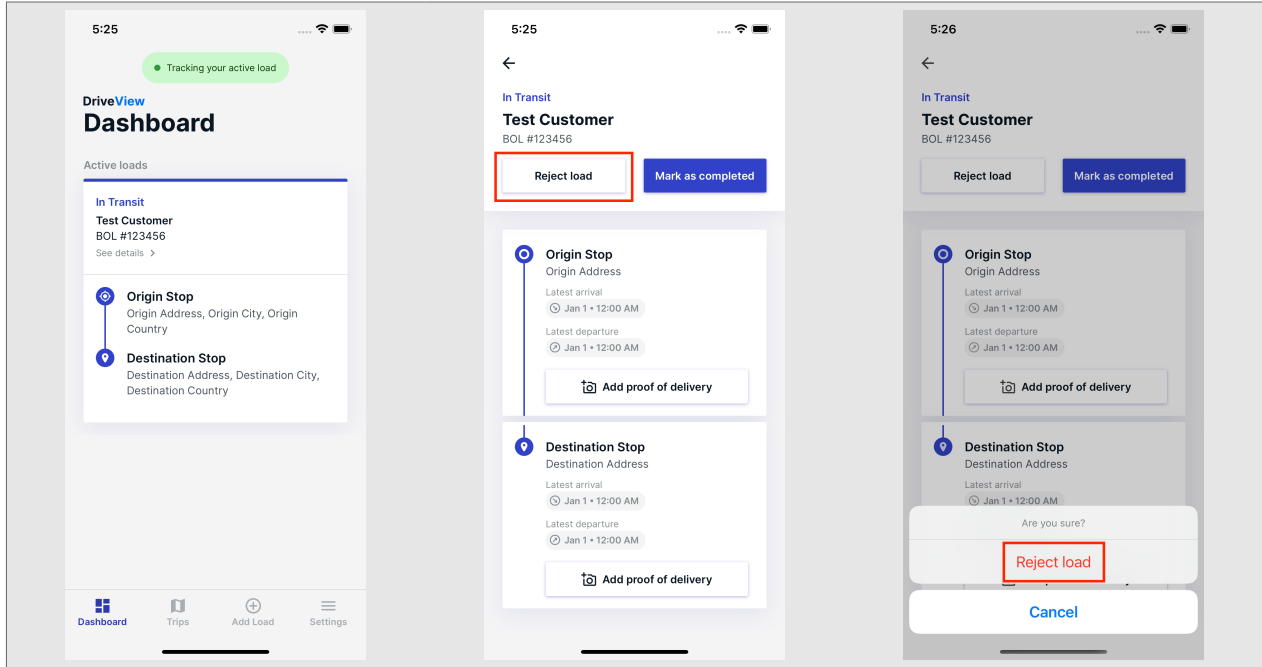
project44 only shows active loads. A load is considered active from the moment the customer requests to start tracking – not when you arrive to pickup the load.



3.2. Reject a Load

As a driver using project44's DriveView mobile application, reject a load that was incorrectly assigned to you.

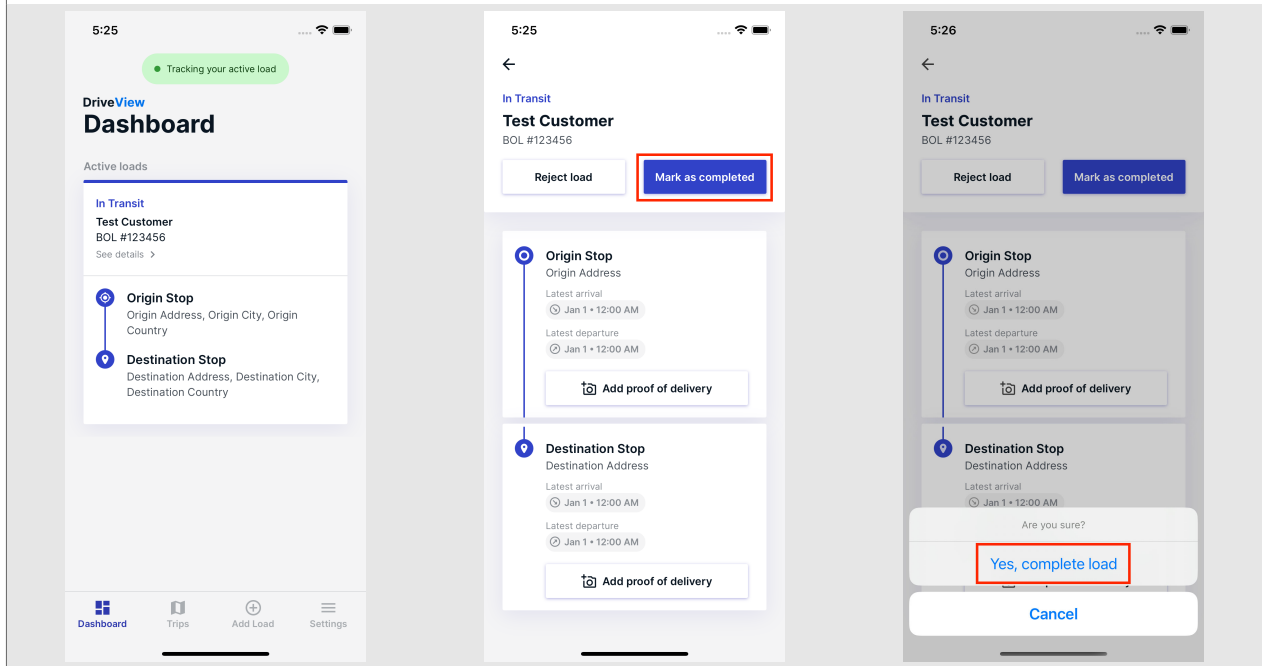
1. Find and tap on the load in your DriveView Dashboard. Tap to open the load.
2. Press **Reject load**.
3. Press **Reject load again**.



3.3. Mark a Load as Completed

As a driver using project44's DriveView mobile application, mark a load as completed. DriveView uses mobile-specific geofences that help trigger notifications as you arrive at your destination. While completing the load, you have the option to capture images and upload Proof of Delivery (POD) documents.

1. Find the load or load in the Drive-View Dashboard. Tap to open the load or load.
2. Tap **Mark as completed**.
3. Tap **Yes, complete load**.

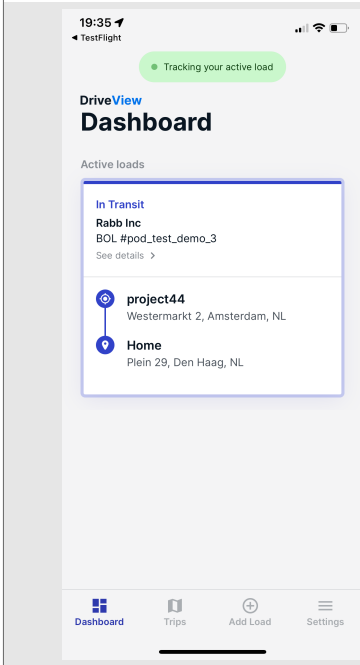
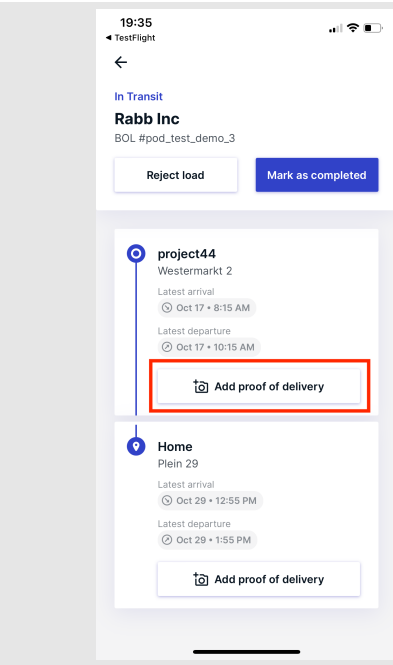
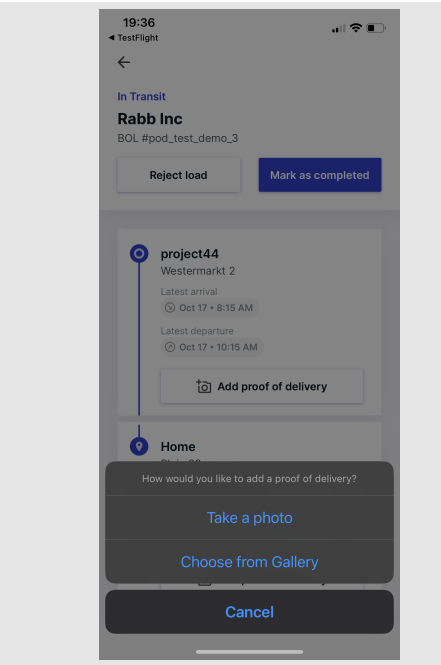


3.4. Upload POD for a Stop

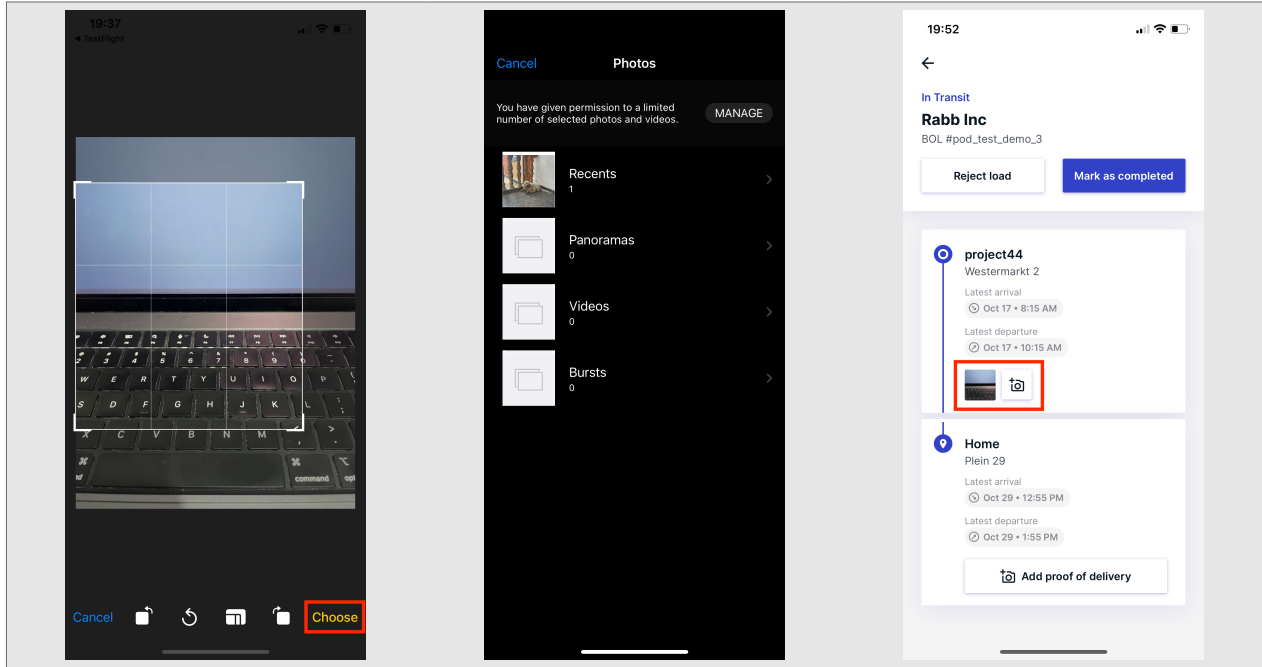
This page is meant for drivers/carriers using the DriveView Mobile Application to upload images of load documents (like Proof of Delivery (POD)). Information on how uploaded or deleted images appear in Movement for the customer is also included in this article.

Add one to many images for POD to one or many stops. Before uploading a document, ensure you [have DriveView installed](#) to your mobile device.

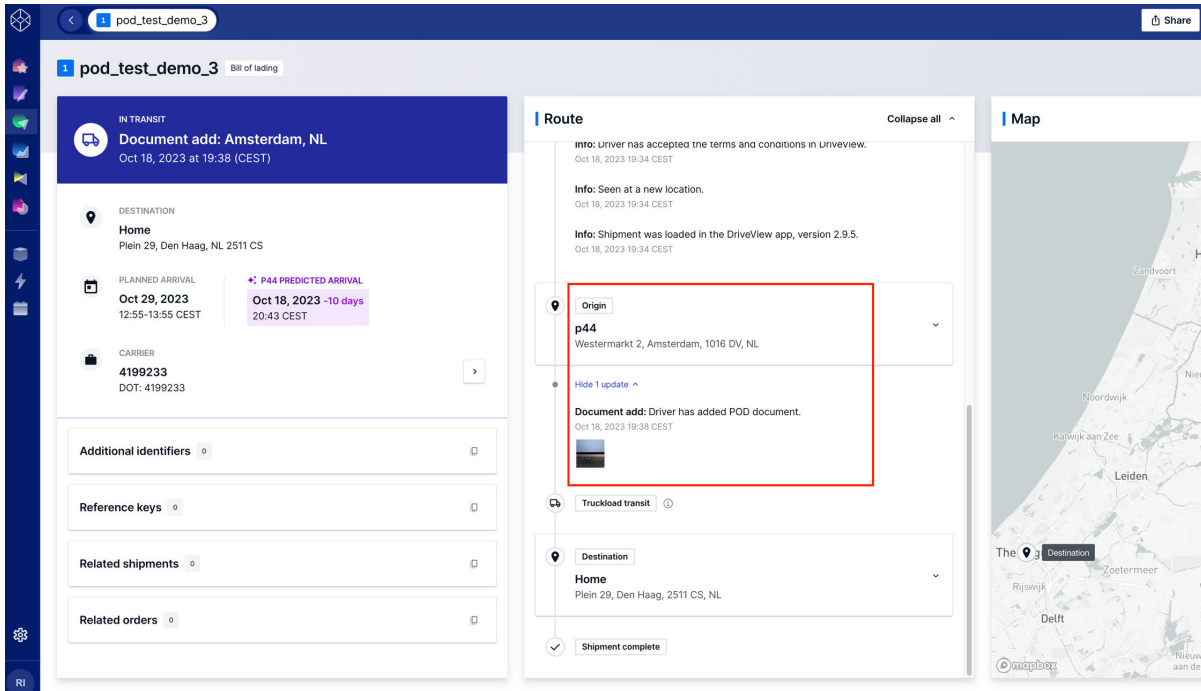
3.4.1. Upload a Document for a Stop

<p>1. On the loads page in DriveView, tap on the load card.</p>	<p>2. Tap Add proof of delivery for the relevant stop.</p>	<p>3. Tap either Take a photo or Choose from Gallery.</p>
		
<p>4. If you tap Take a photo, the camera on your mobile device will open.</p> <ol style="list-style-type: none"> Take a picture of the document. You will see options to edit and crop the photo. If necessary, you can retake the photo. Once you have your picture, tap Choose. 	<p>5. If you tap Choose from Gallery, you will upload an image from your mobile device's photo gallery.</p> <ol style="list-style-type: none"> Tap Recents to find your recently taken images. Select the image you want to upload. 	<p>6. The picture will be uploaded to the specified stop.</p>

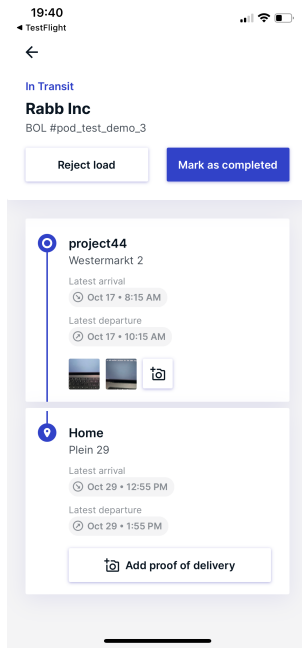
DriveView



Any images uploaded through DriveView can be viewed by the shipper in Movement, under the same stop as it has been uploaded for



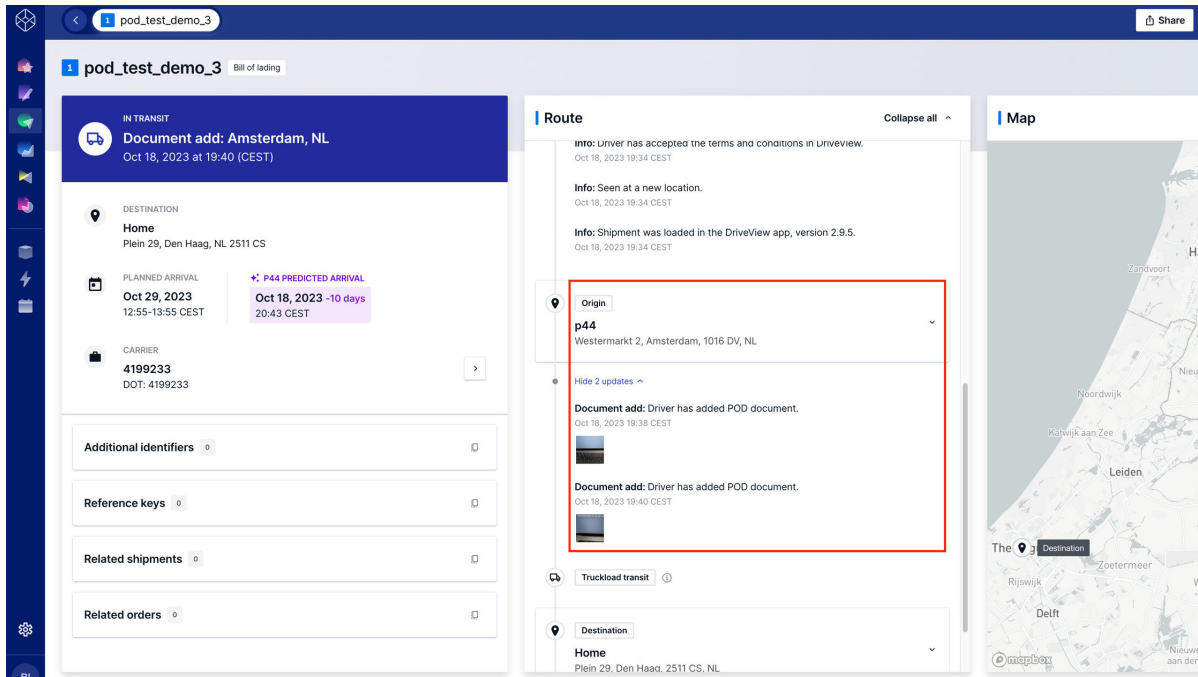
3.4.2. Upload another Document for a Stop



To upload an additional document for a stop that already has a document uploaded. Follow the [same steps as above \[15\]](#).

You will be able to see multiple images for the same stop.

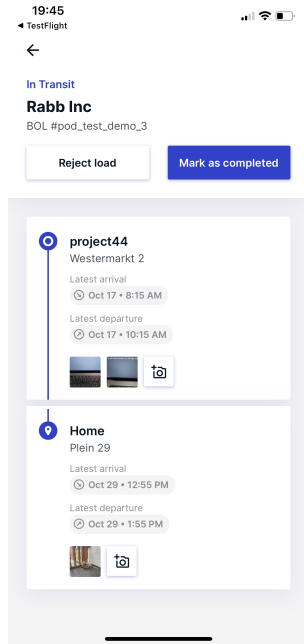
The addition of this second image can be viewed by the shipper in Movement, under the same stop as it has been uploaded for.



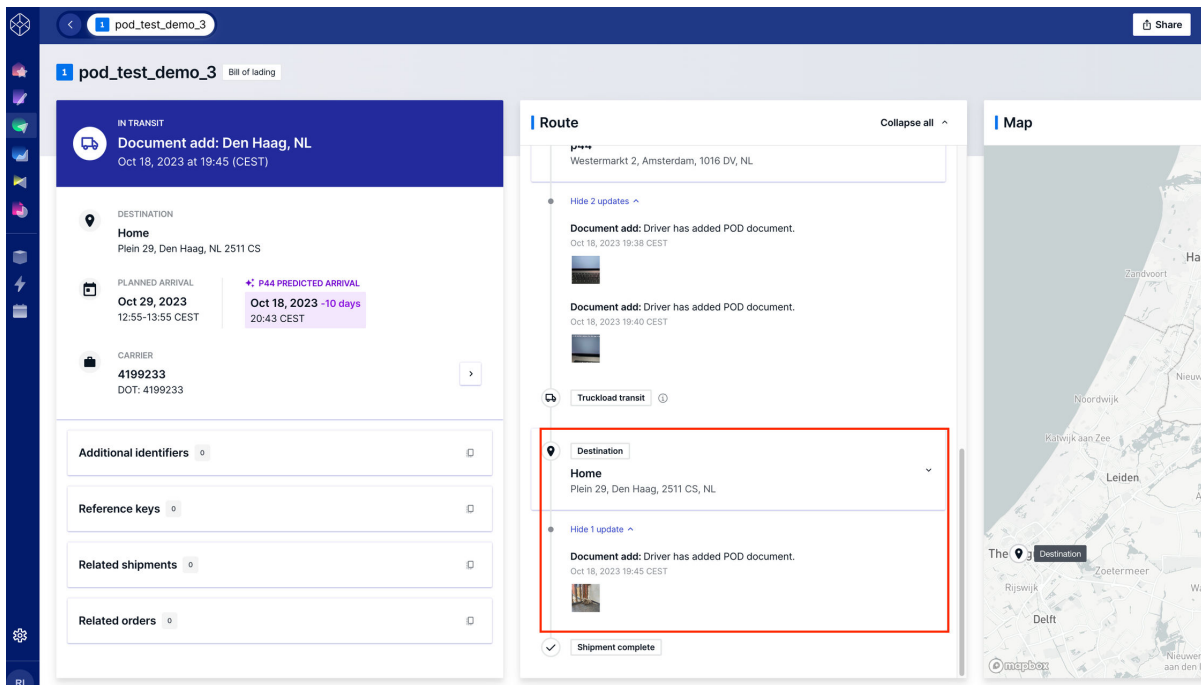
3.4.3. Upload a Document to Another Stop

To upload a document for a different stop, [follow the same steps as above \[15\]](#) but for the new stop.

The document image will be uploaded to the specified stop.



The addition of this image to the second stop will be reflected in Movement for the shipper.

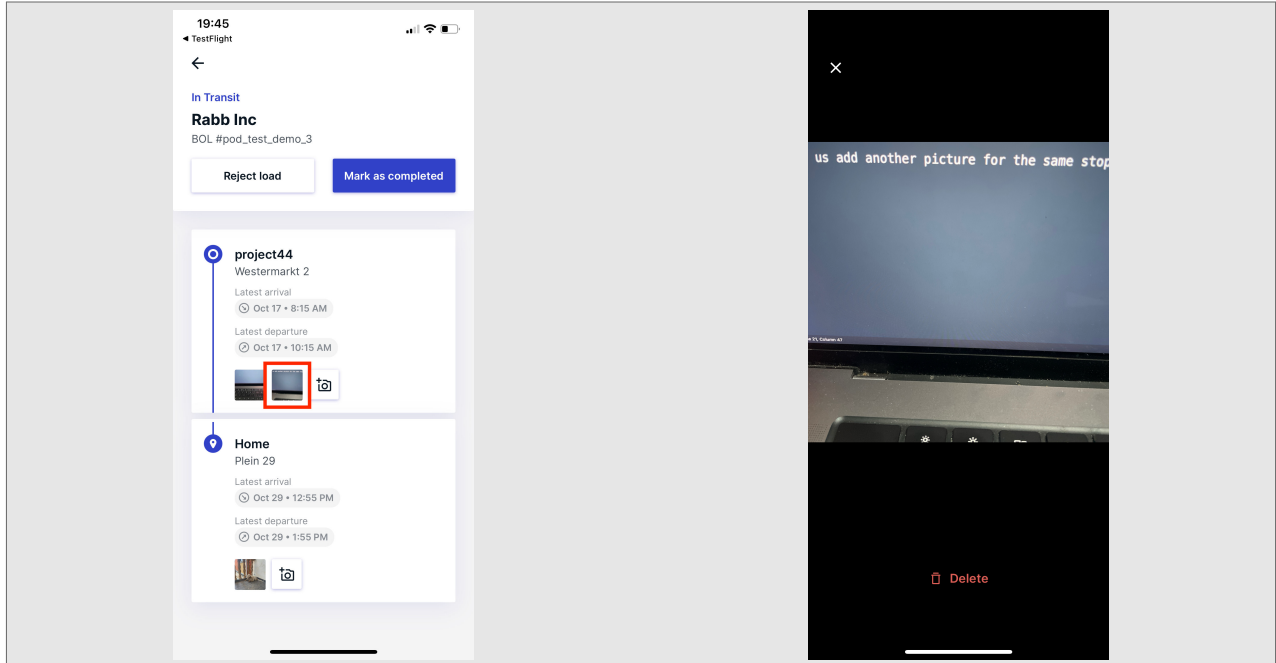


3.4.4. Delete an Uploaded Document

To delete an uploaded document for a stop,

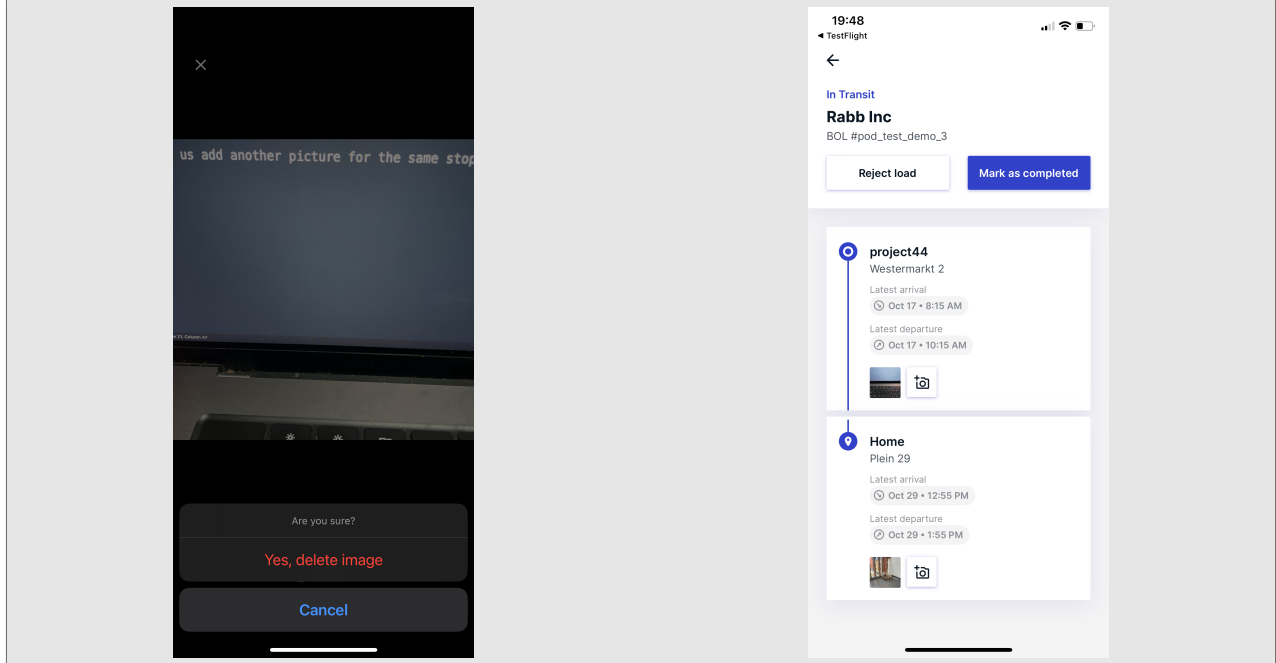
1. Tap on the thumbnail image you want to delete.
2. Tap **Delete**.

DriveView

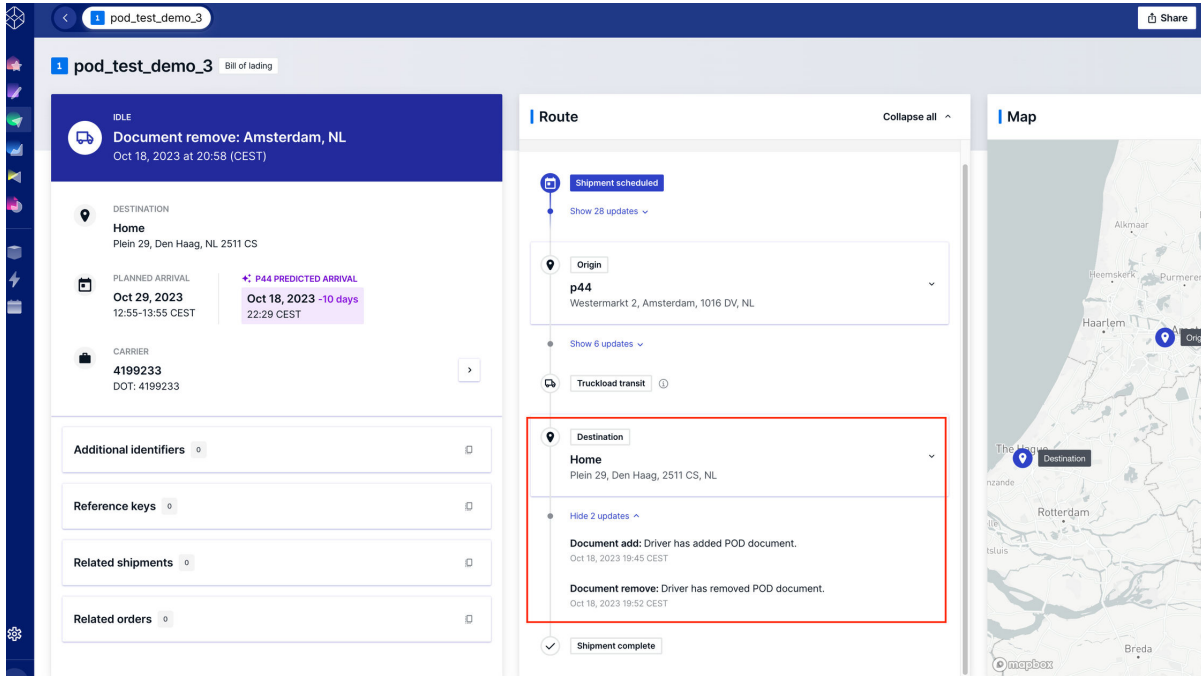


3. Tap **Yes, delete image** to confirm the deletion.

4. The image is removed from DriveView.



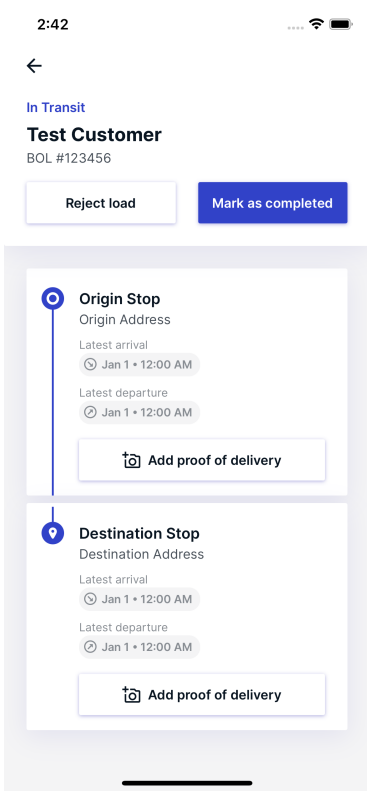
Any image deletions made through DriveView will be reflected in Movement for the shipper. Image deletion events are listed under the stop an image has been deleted from. When an image is deleted, the "Document Add" event text will still be listed under the stop, but the thumbnail associated with that event will not be listed.



3.5. Load Details & Stops in DriveView

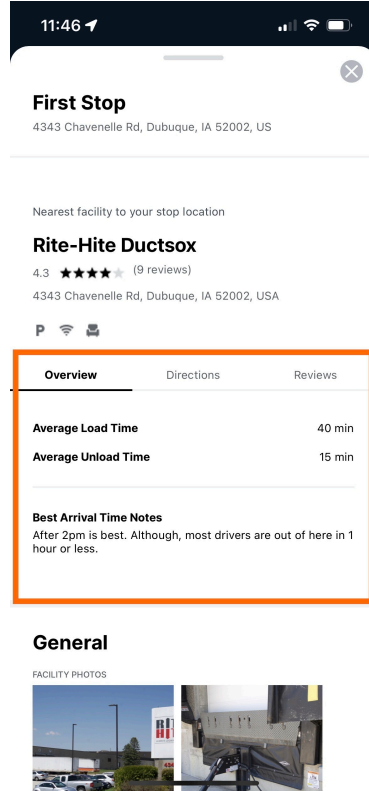
Click on Trip Details to get insight for upcoming stops with DriveView's active load experience. In cases where the data is available, there will also be information on your current map location and any dock or facility information associated with upcoming stops.

From the load details page, tap on an upcoming stop to open the map.



amenities available at that stop,

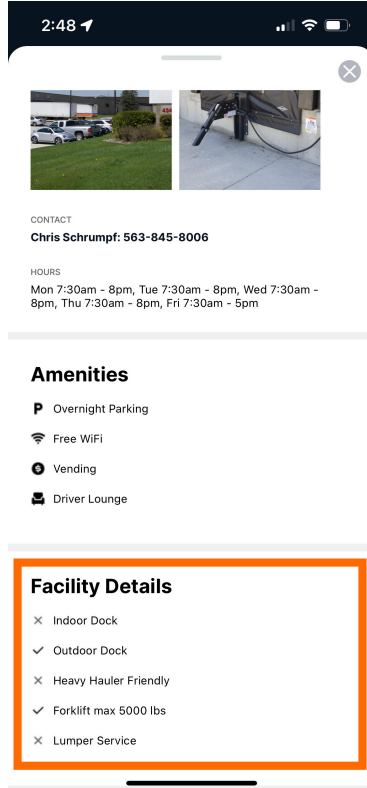
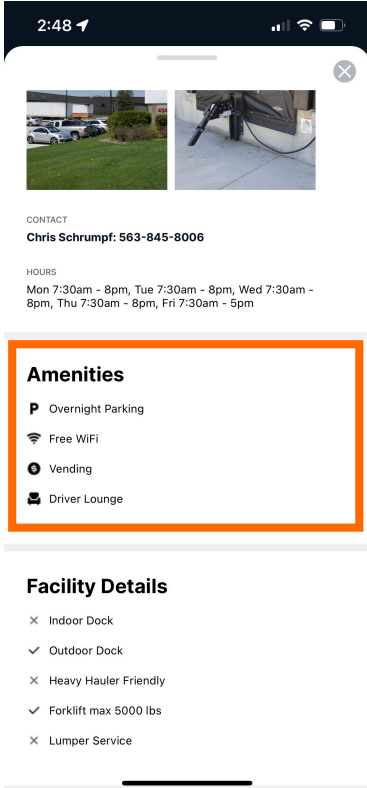
Details for a stop can include an overview of loading and unloading times and tips on the best arrival times,



and facility details.

contact information and operating hours,





NOTE

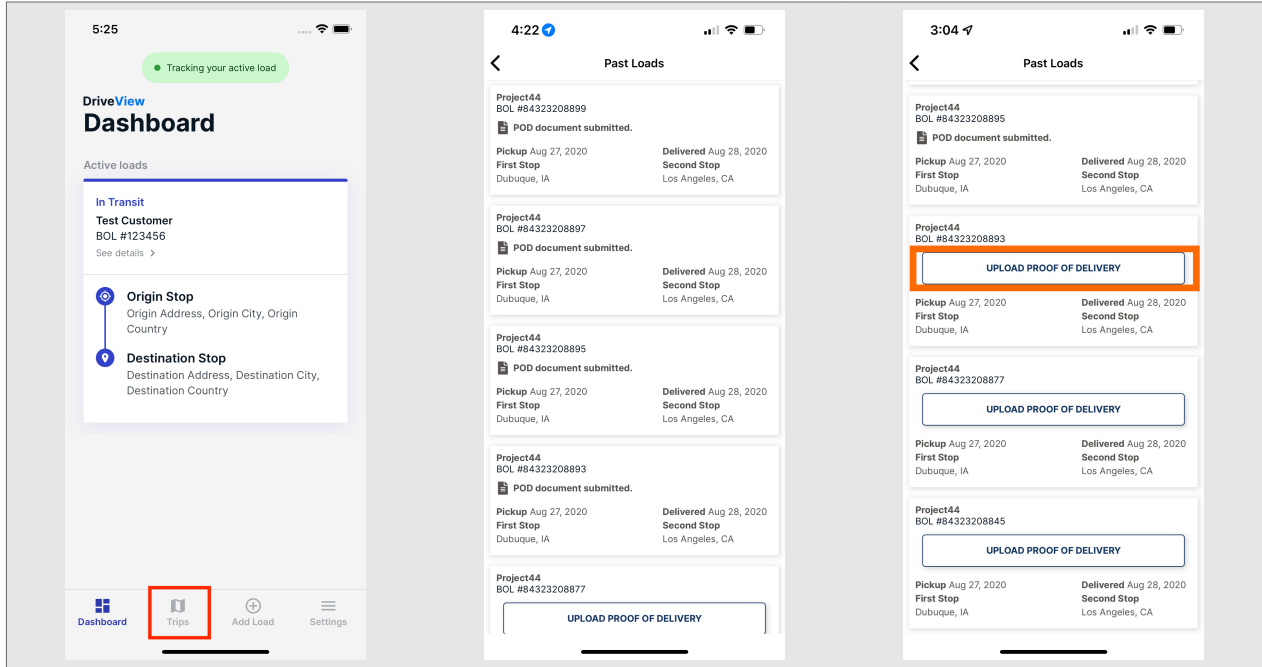
To ensure tracking, DriveView should be left to run in the background. No location updates will be registered or transmitted if the app is force closed.

3.6. View Your DriveView Shipment Log

View all of your historic shipments and loads, and upload documents associated with previous shipments.

1. From the DriveView Dashboard, press **Trips** at the bottom of the screen.
2. Find all past trips.
3. For loads that you have not submitted a POD for, press **UPLOAD PROOF OF DELIVERY** to [upload documentation \[15\]](#).

DriveView



4. DriveView in Movement

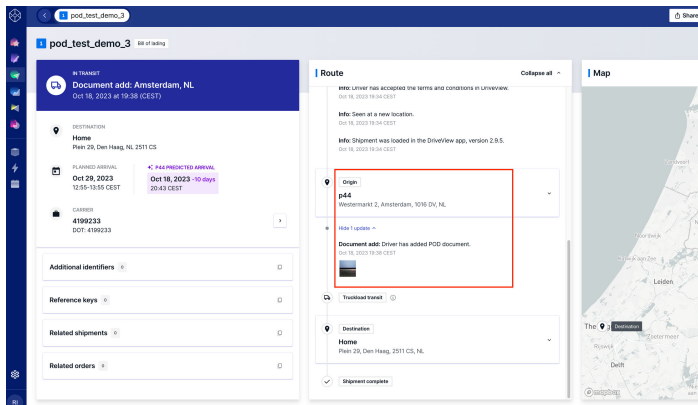
Shippers can see events from DriveView, specifically document add and delete events in Movement.

- [View Uploaded Documents in Movement.](#) [24]

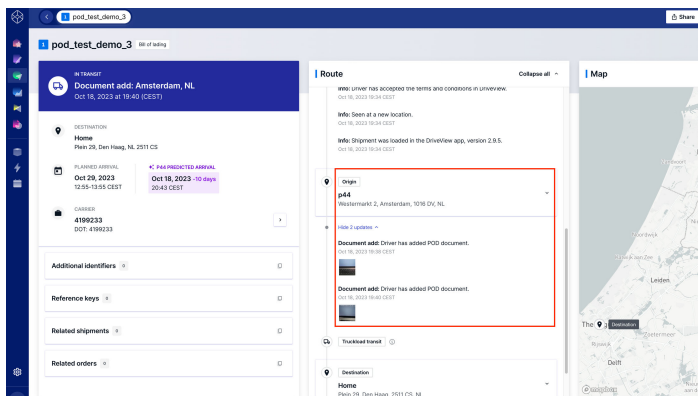
4.1. View Uploaded POD Documents in Movement

Full Truckload (FTL) drivers can use project44's DriveView Mobile Application to upload images of load documents, like Proof of Delivery (POD). These images can be viewed on the Route Panel of the Details page for a load.

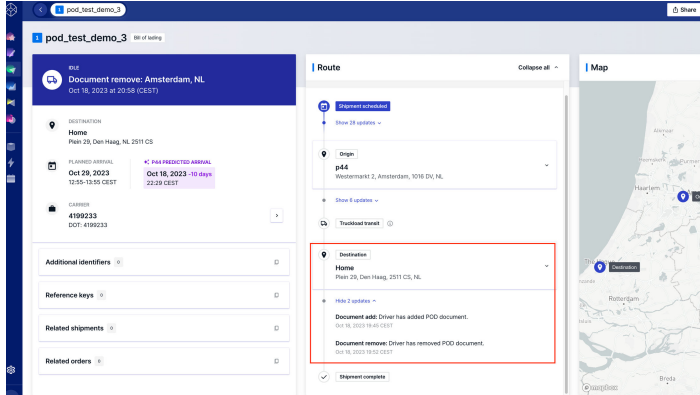
1. Open the shipment's [Details page](#).
2. Find the [Route panel](#).
3. Expand stop information.
4. If an image has been uploaded by a driver, it will appear as an update for that stop with the message "**Document add:** Driver has added POD document."



Drivers can add multiple document images for a stop.

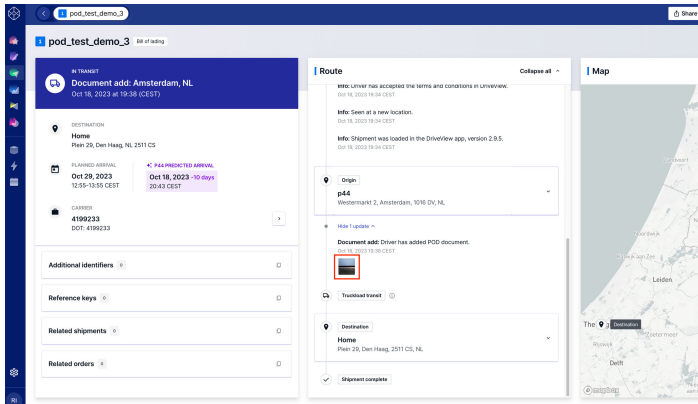


Drivers can delete uploaded document images. This action will appear as an update for a stop with the message "**Document remove:** Driver has removed POD document." When this document remove event has been published, the thumbnail for the respective "Document add" event will be gone and no longer visible. This indicates that the particular document has been deleted.

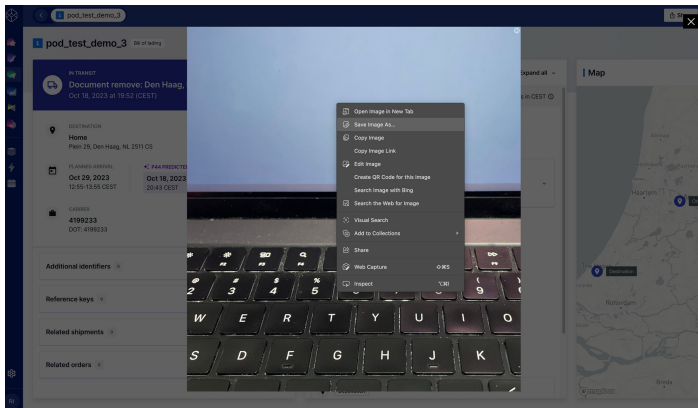


4.1.1. Save Uploaded POD Documents

1. Click on the thumbnail to enlarge the image.



2. Right click on the enlarged image to save the document.



5. Driver Initiated Shipments (DIS)

5.1. Get Started with Driver Initiated Shipments (DIS)

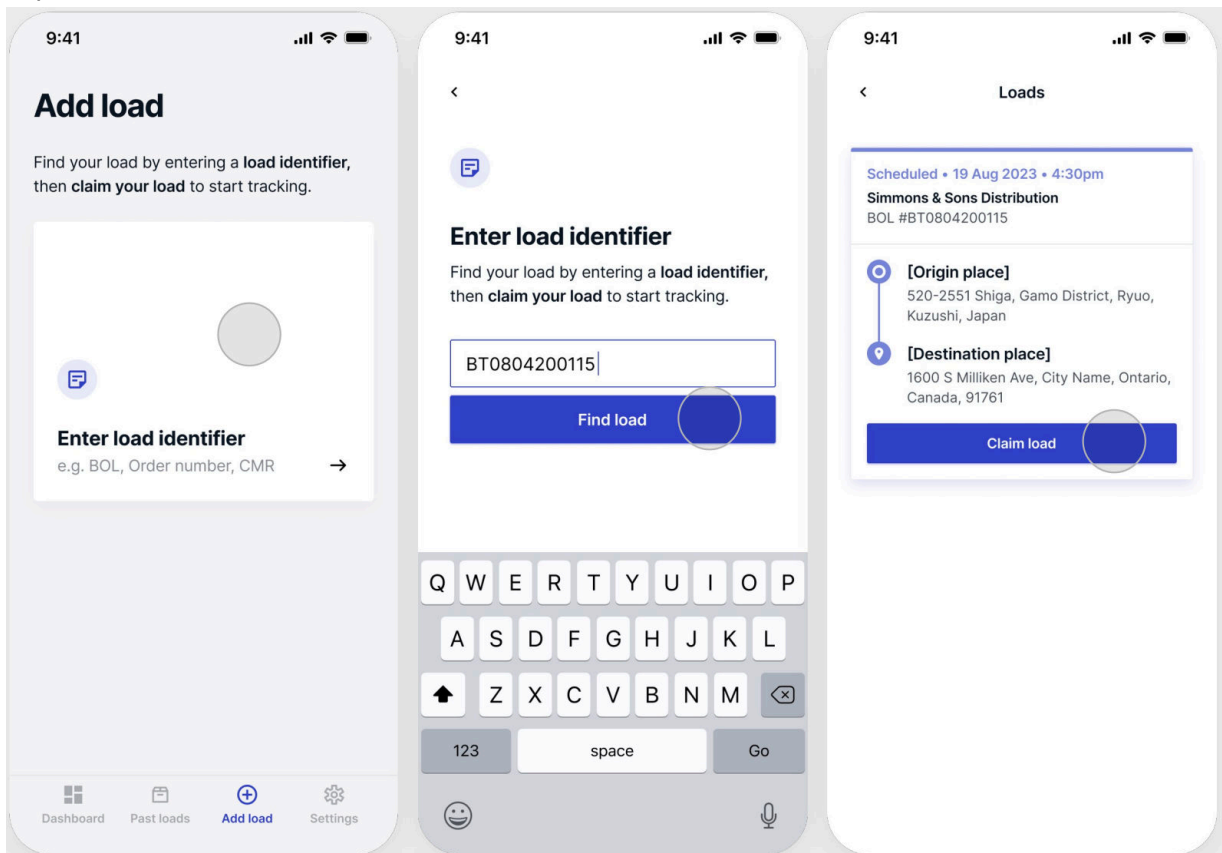


NOTE

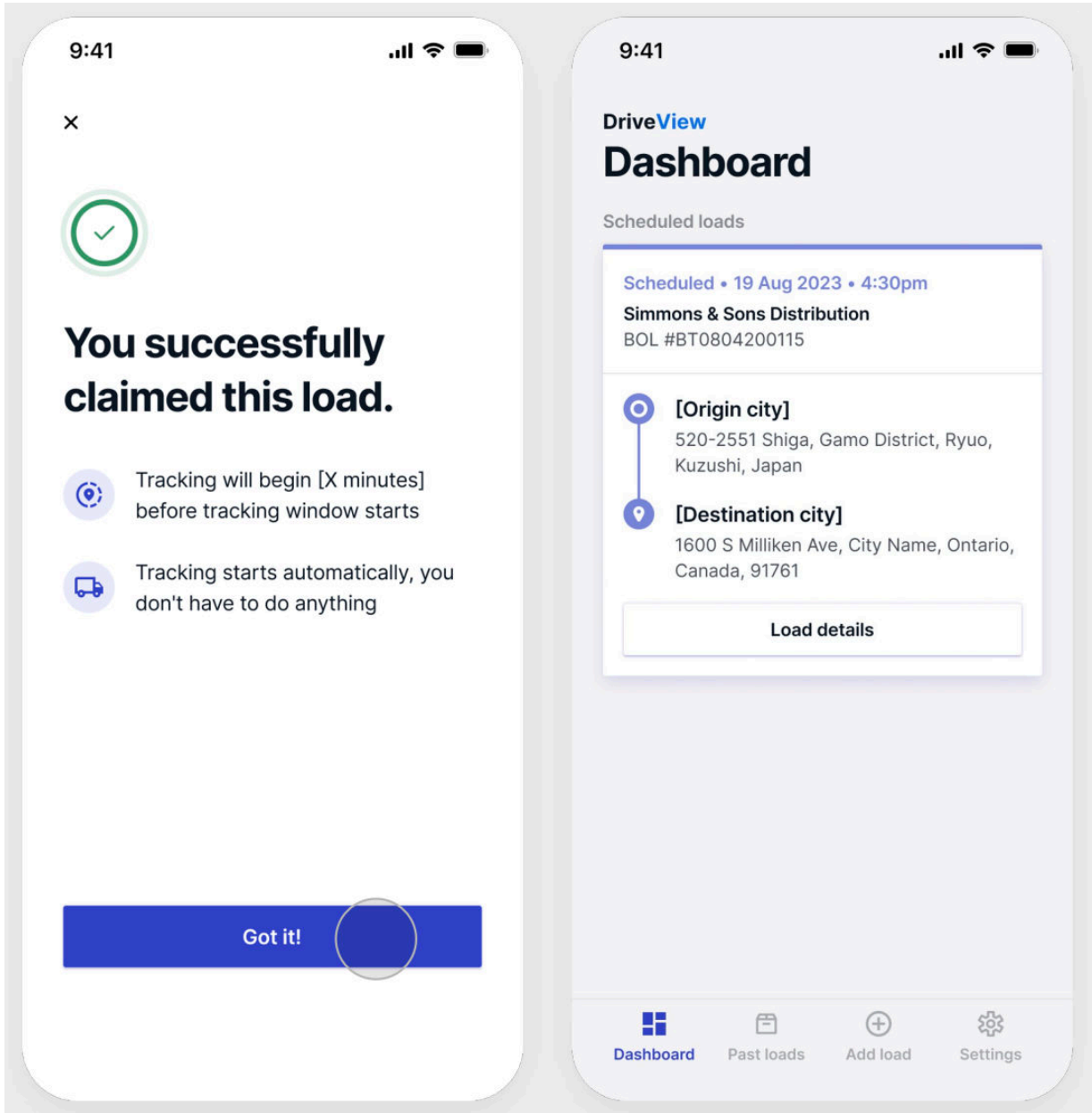
Driver Initiated Shipments (DIS) is now available for all project44 customers and drivers. It requires version 2.6 and above. No code changes are needed.

As a driver, cover tracking gaps with DIS in DriveView. DIS will override Telematics or API connection methods. You can track multiple shipments at the same time.

1. Start by adding a shipment: tap on **Add load** in the bottom menu bar.
2. Tap Enter load identifier.
3. Enter the load identifier and tap Find load.
4. Tap Claim load.



5. Once the shipment is added to DriveView, you will receive a confirmation and see the shipment as an upcoming shipment.



Shipments will follow the usual tracking rules: tracking will start 30 minutes before the tracking window is scheduled.

5.1.1. What does DIS look like in the VOC?

Before Claim

Carrier
Kristal Trucking LLC

SCAC ABCD
DOT Number 3693186
MC Number 1289244
Carrier ID USKRISTB
Vehicle ID 1234

Equipment identifier was
Vehicle ID

After Claim

Carrier
Kristal Trucking LLC

SCAC ABCD
DOT Number 3693186
MC Number 1289244
Carrier ID USKRISTB
Mobile Phone Number (Active)

Equipment identifier is updated to
the phone number of the driver
who claimed the shipment

After a driver claims a shipment, the VOC timeline is updated:

14/07/23 13:13 CEST	Entered tracking update window.
14/07/23 13:17 CEST	INFO Driver with phone number ending in 5828 has claimed this shipment using the "Add Load" feature.
14/07/23 13:17 CEST	DISPATCHED - SCHEDULED
14/07/23 13:17 CEST	INFO Shipment was loaded in the DriveView app, version 2.6.1.
14/07/23 13:17 CEST	INFO Successfully assigned phone number ending in 5828 to shipment.

5.1.2. What does DIS look like in Movement?

Pickup

FRANKLIN, NJ

Truckload transit

Hide 12 updates ^

Dispatch: The shipment has been dispatched.
Jul 20, 2023 19:29 CEST

Info: Entered tracking update window.
Jul 20, 2023 19:29 CEST

Info: Driver with phone number ending in 0057 has claimed this shipment using the "Add Load" feature.
Jul 20, 2023 21:51 CEST

5.2. DIS FAQ: What if there are shipments with the same ID?

Validation	Description
1. Region check	If the pickup location is too far (more than 4700km), the shipment is excluded from the result.

Validation	Description
2. Distance check	If there are multiple shipments and one of them is close (within 50km), that single closest shipment will be chosen automatically. If there are none or if there is more than one such shipment, read further.

5.3. DIS FAQ: What protections are in place?

It is important to note that project44 does not expose information that is not yet public, like BOL identifiers. However, we are implementing several security layers to ensure there is no misuse.

Security measure	Description
Monitoring	During beta, we will be closely monitoring usage of the product. Customers will also be able to see who is using the application.
Fallback mechanisms	There are two fallback mechanisms. These can be turned off at the customer level and at the project44 level.
Rate limiting	We will apply a rate limiting mechanism to stop the API from being abused.
Authentication	The API endpoint is authenticated with sessions tokens, etc.
Double-exposure	Whoever claims a shipment will be exposing their coordinate information and phone numbers with project44 and customers.

5.4. DIS FAQ: Where is DIS supported?

Scope Element	In Scope	Out of Scope
Tracking modes	FTL	LTL, Ocean, Air, Rail, etc.
Supported carriers	Telematics, API and DriveView connected carriers	None
Shipment types	Live shipments (within tracking window) and upcoming shipments	Expired or finished shipments
Shipment tracking types	Shipments that already have another or no tracking method selected	None
Regions	All regions where DV works (120+ countries)	None

6. DriveView Troubleshooting

6.1. Considerations That May Affect User Experiences with DriveView

Operation System Restrictions

Android and iOS are constantly evolving their operating system (OS) functions to protect user privacy and phone performance. These OS updates may affect the frequency of location updates the project44 system can push. Our application responds to these restrictions with various strategies to fulfill the primary use case of tracking. Please see our release notes for updates.

Location Services

project44 DriveView relies on locations services being enabled. If the driver disables those location services for their entire device or the DriveView application, the system will not send tracking updates. The optimal location setting is "Always", however, please note that project44 only records location during active loads. It is also required to enable precise locations on iOS so we have more accurate geofence pings during active loads.

Low Battery (Low Power Mode)

Battery saving mode behavior varies across iOS and Android, but in most cases, it will reduce location updates, which limits our ability to send location pings in the background.

To ensure DriveView is able to send updates, please turn off battery saving mode.

Lack of Connectivity

Connectivity will affect the timeliness a location update is received. If a phone goes out of range, project44 DriveView stores location updates on the phone and transmits the cached data once connectivity is regained.

Lack of Motion

Mobile devices have a deep sleep mode in order to significantly save battery power. Several factors play into device sleep mode, but this state can affect user experience as sleep mode aggressively kills background services. When used in the intended use case, significant location changes and gyroscope motions should keep the phone awake.

6.2. DriveView FAQ

Why did the driver not receive a Verification Code?

Some numbers block our Verification Code message. Please ask the driver to check that the phone number they entered is correct.

Customers will see this status message in the VOC: "Driver has opted out of our SMS service so we cannot reach them. If possible, ask the driver to re-enroll by sending 'START' to +18336920444."

Solution: Have the driver to send START to the phone number shown in the status message to subscribe again to project44's SMS messages.

Why did the driver not receive a text to download the app?

Please check to make sure that the phone number you entered for the load is the same number you are communicating with the driver. The driver can then download the app in their App Store by searching "DriveView." This is only applicable when a load was assigned to the phone number.

The Driver is seeing tracking on their phone, but project44's VOC says "Tracking Denied." Why?

Typically, this happens when the Country Code was added during the number verification. Please ask the driver to "Delete" their account in the "Settings" within the app and then restart the phone verification process. When they enter their number, please have them start with the area code, not the country code.

Why does the App Screen say "No Active Loads"?

That is our indication to the driver that we are not currently tracking their phone. If the phone should be tracking, make sure

- It is within 90 minutes of the start time of the pickup window.
- The number submitted for the load is the same number tied to the device the driver is using.