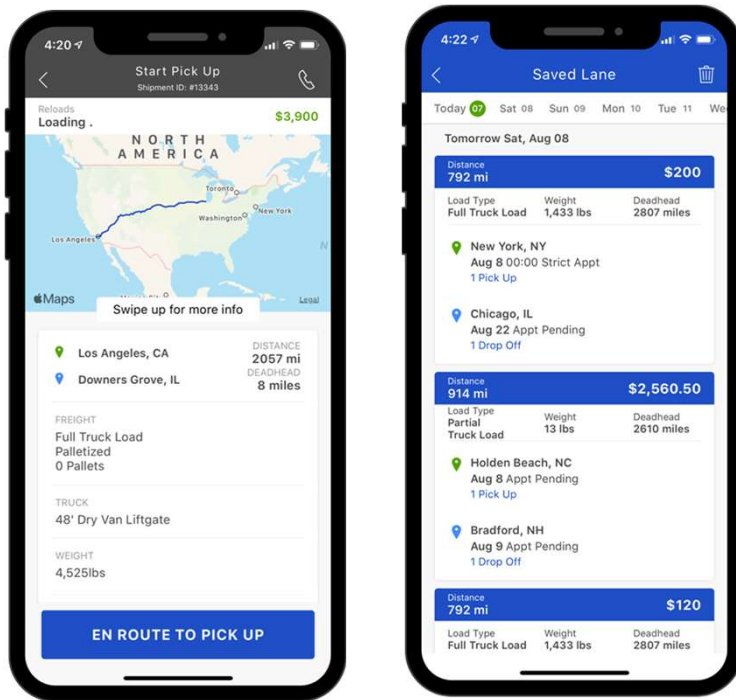# FAQs for Phase I - Tracking

About ZUUM Driver

What is ZUUM Driver?

ZUUM Driver is a mobile app to enable carriers to share updates, their location, and signed documents. Zumm Driver and its desktop tool for dispatchers and fleet managers, **ZUUM Loads**, can be used to manage loads. The app is available for Android and iOS smartphones.

About ZUUM Driver

Who uses ZUUM Driver?

- Fleet Managers

- Owner-Operators

- Drivers

What are the benefits of using ZUUM Driver?

ZUUM Driver allows fleet managers, owner operators and drivers to collaborate directly with BNSF Logistics to update status on awarded loads. In later phases ZUUM Driver can be used to find available loads.

- Digital Document Management

- Automated Report & Analytics

- On-Demand Visibility

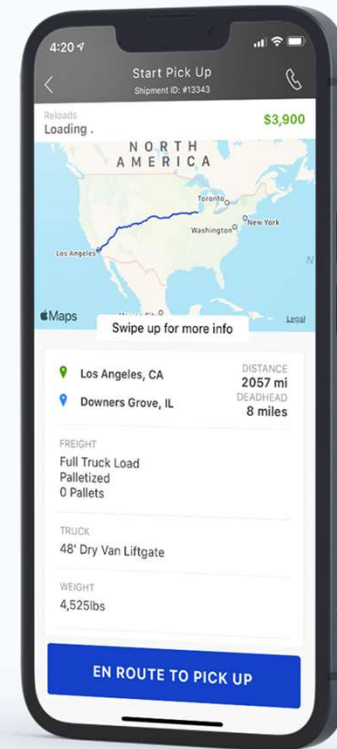- Integration with Existing Software

About ZUUM Driver

What are ZUUM Driver's features?

Load Management

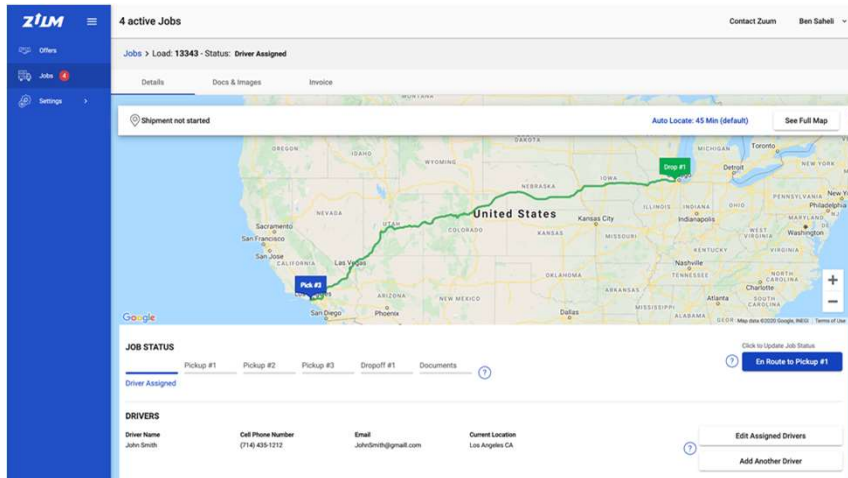Real-Time Tracking

Digital Document Management

Fleet Management

About ZUUM Driver

What is ZUUM Loads?

ZUUM Loads is the desktop software for Carriers to manage their fleet and booked loads. It can be considered the desktop version of ZUUM Driver. You can log into ZUUM Loads at https://carrier.zuumapp.com/auth/login.

ZUUM Driver vs. ZUUM Loads

ZUUM Loads (desktop) was designed to help fleet managers oversee their equipment, drivers, and booked loads while **ZUUM Driver** (mobile) was developed to help minimize the number of check calls required by a driver to keep the customer, broker, and fleet manager informed.

Where can I download the ZUUM Driver?

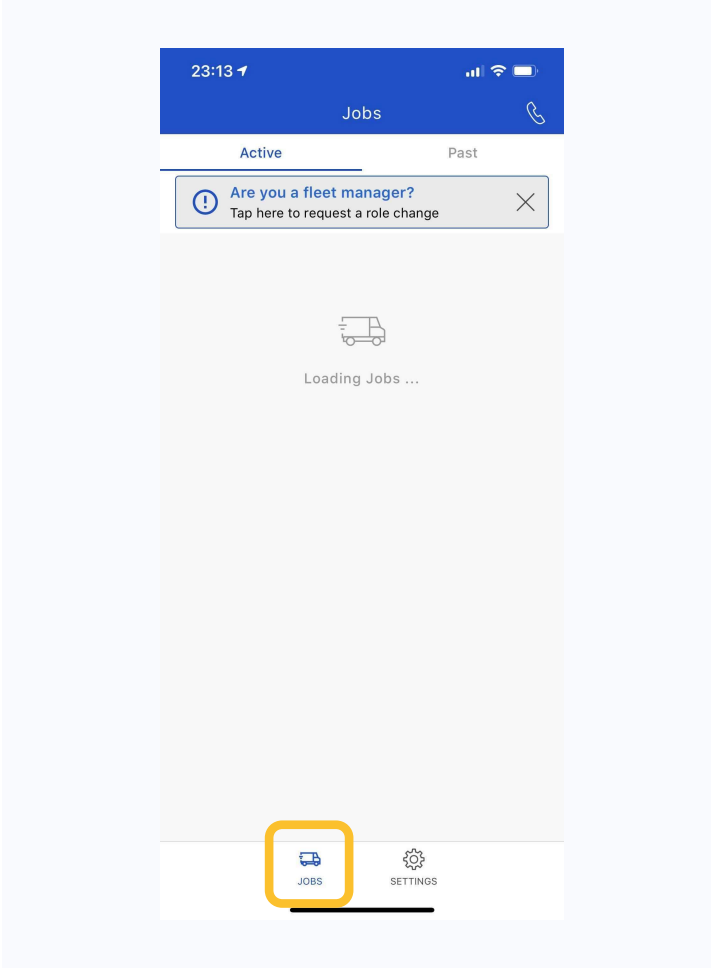**ZUUM Driver** is available for Android and iOS smartphones.

Getting Started

ZUUM Driver Tour

Jobs

When you log on the app will load Jobs page with the loads that have been assigned to you. In Phase I, the jobs (loads) will be auto assigned. In Phase II, the Fleet Manager will assign the loads.
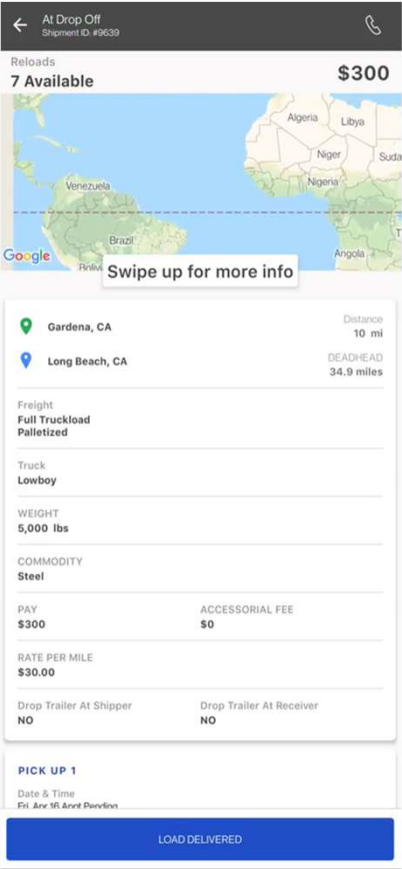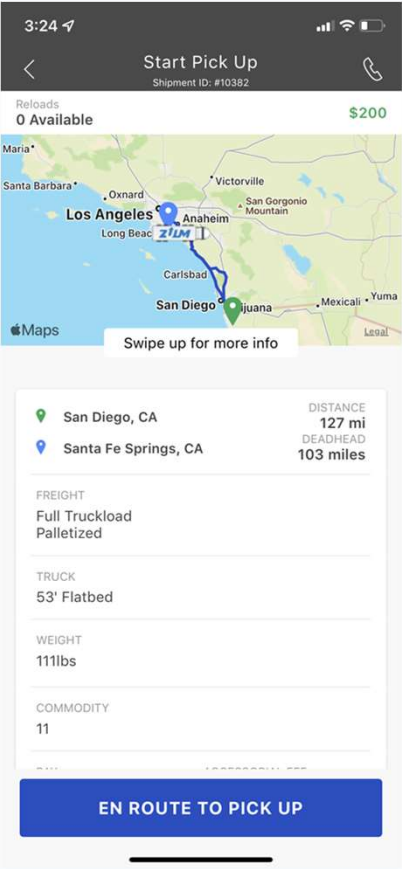
Getting Started

ZUUM Driver Tour

Jobs

When you're ready to pick up a load, select **En Route to Pick Up**.
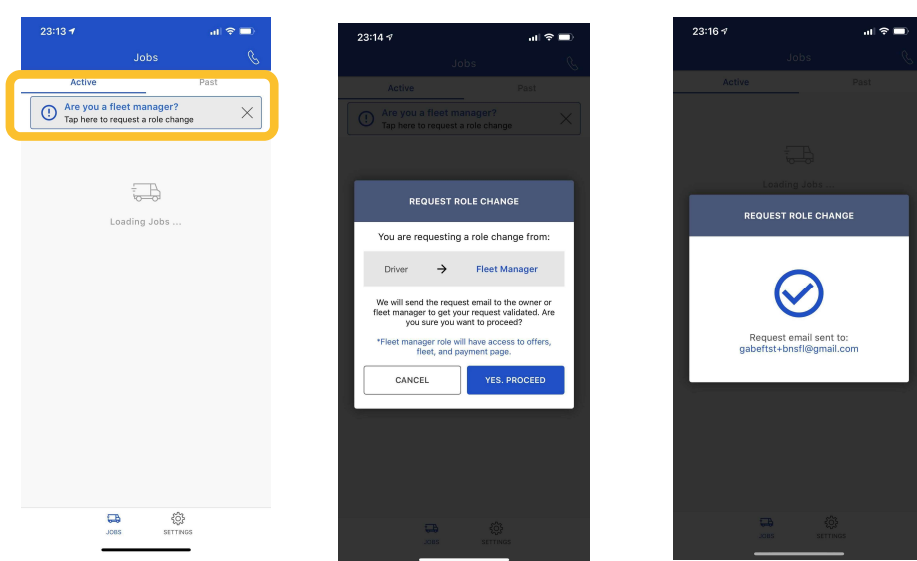
Once you've delivered a load, select **Delivery Complete**. You'll be asked to upload a picture of your Proof of Delivery. You can decide to upload it later. An alert will remain in the header to help remind you.

Getting Started

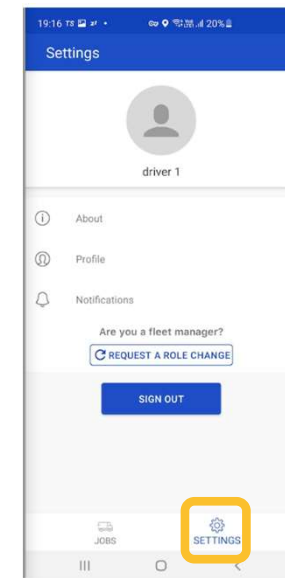## How do I change my Role to Fleet Manager?

If you are a fleet manager, the process is simple. After you log on you will see an option to change you role. Touch the option and you will be asked to validate your request. An email will be sent to the email address of the Fleet Manager BNSF Logistics has on file. When complete, you will get the confirmation shown below

What if I need to change my role after my initial enrollment?

Touch the setting icon at the bottom of the screen to get to the seeting screeen. Then touch the "Request Role Change" button to initate the process

GETTING STARTED
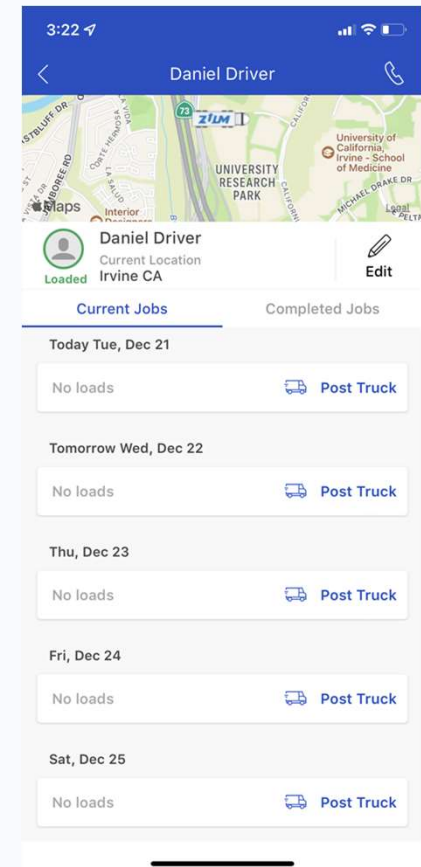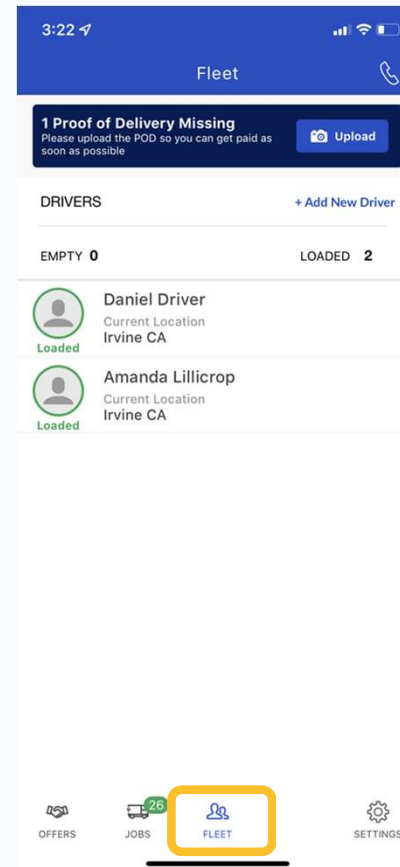
Getting Started

ZUUM Driver Tour

Fleet

Touch **Fleet** to get to the Fleet page

Fleet managers can add drivers to their fleets to monitor their trip progress and availability.

To view each driver's current and completed jobs, click on your driver's profile. You'll also be able to see your driver's location.
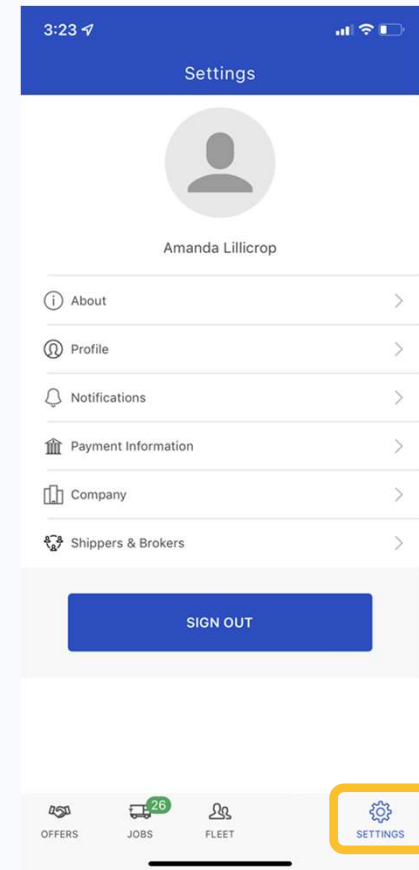
Getting Started

ZUUM Driver Tour

Settings

Tap **Settings** to get to the Settings page.

- About

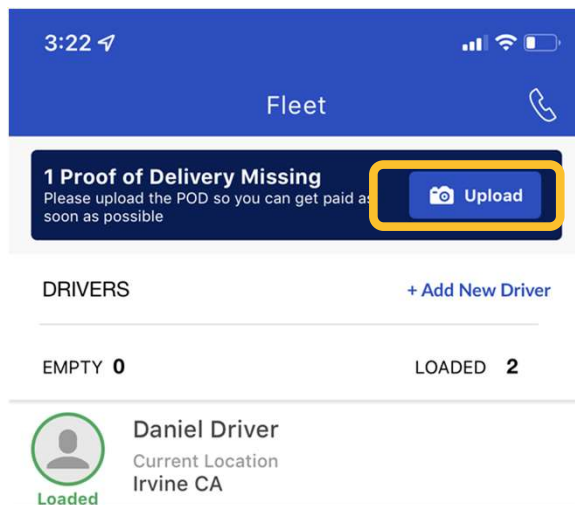- Profile

- Notifications

- Company

Getting Started

How do I invite my team?

Drivers will be added automatically as loads are tendered in the first phase. If you wish to have the drivers set up in advance, follow the steps below.

1. On the **Fleet** page, select **Add New Driver**

2. Add their phone number (you can add their email but it is not required)

3. The driver will receive a text to download ZUUM Driver

4. Once they have the app downloaded, they will use their phone number to sign in and receive a verification code via text message

What are the main differences between the user roles?

Drivers

- View jobs they're assigned to by the fleet manager
- Update the tracking status
- Report issues
- Upload PODs

Fleet Managers

- Everything drivers can do
- Other functionality that will be enabled in Phase II

Maybe discuss how to change roles here?
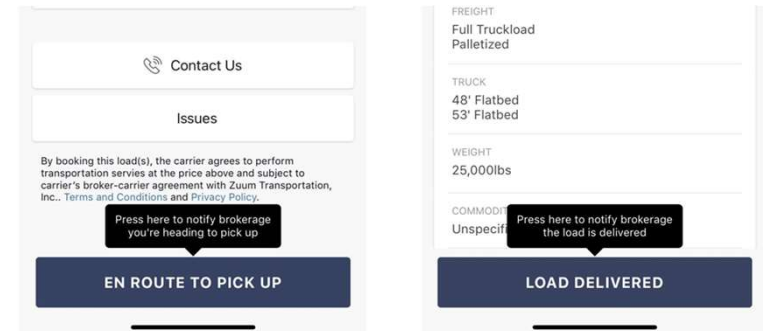
How to Use ZUUM Driver

Which documents does ZUUM Driver store?

- For the initial phase the Proof of Delivery
- Other Documents will be enabled in later phases

Where can I find all of the documents for a load?

You can't access the load documents on ZUUM Driver (mobile), but you can find it on ZUUM Loads (desktop).

1. On the **Jobs** page, select a load
2. Select **Docs & Images**
3. All load-specific documents can be found here. Phase I will be POD only.

Can brokers see the driver's location?

Yes, your location will only be visible when you select **En Route to Pick up** and stops sharing your location when you select **Load Delivered**. Your location is pinged every 15 minutes and is recorded in the shipment details on their platform.

Can brokers see the driver's location when not transporting a load?
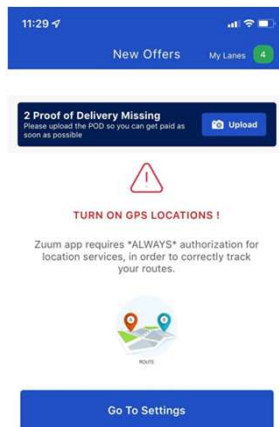
No, tracking is only visible when driver is active on a job.

How to Use ZUUM Driver

How do I turn my location on and off?

You'll need to enable or disable location sharing through your smartphone's settings. See links for instructions below.

If your location is turned off, you will not be able to access **Offers** and **Jobs**.

Who can update the tracking statuses on my jobs?

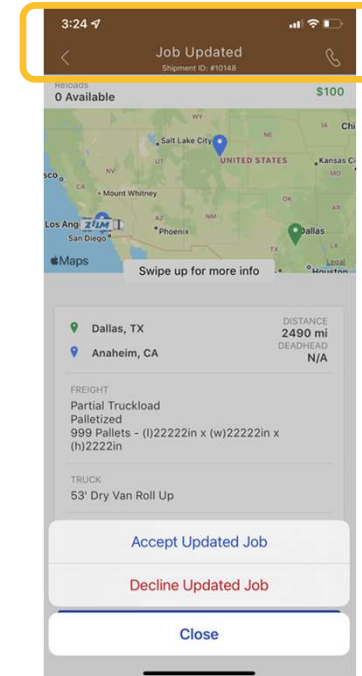- Broker
- Fleet Manager
- Driver

Instructions for iPhone users | Instructions for Android users

How to Use ZUUM Driver

Can the broker make changes to a load's details while in transit?

Yes, you will see the top banner highlighted in orange with **Job Updated** and be asked to accept or decline the updated job.

How do I notify broker the delivery is complete?

Once you've selected your load, click **Load Delivered.**

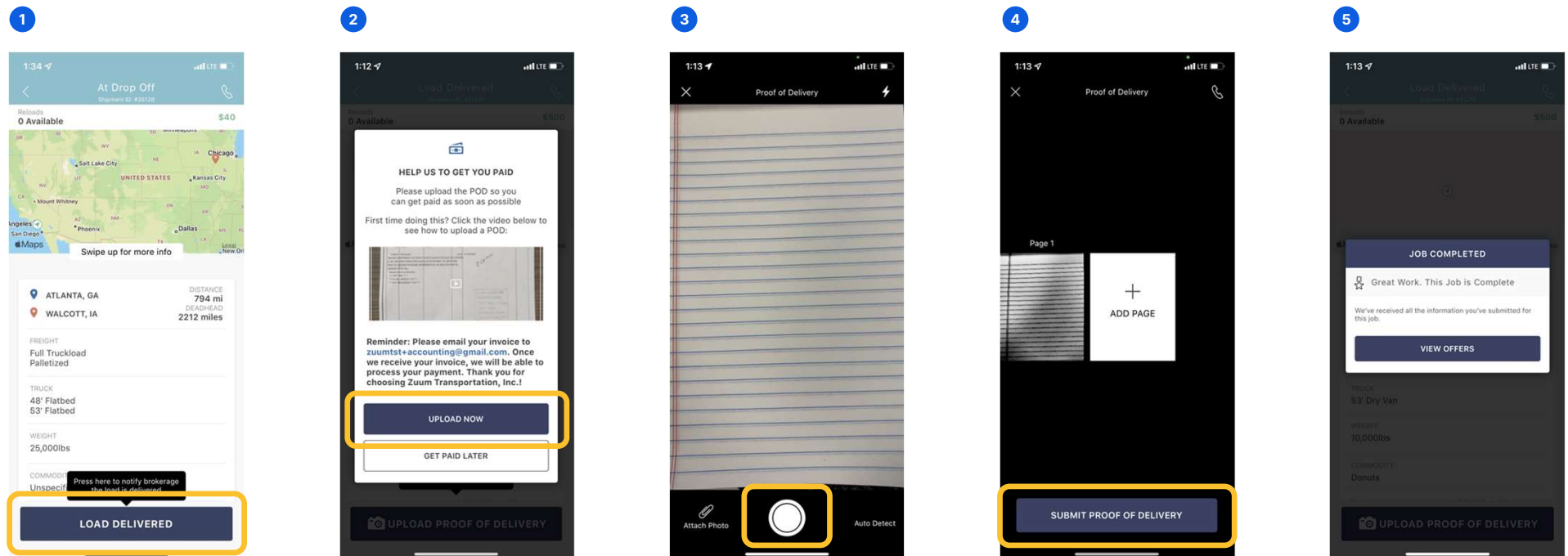You'll be prompted to upload the Proof of Delivery next.

How do I send the Proof of Delivery?

1. Once you've selected your load, click **Load Delivered**
2. Select **Upload Now**
3. Take a picture of your Proof of Delivery (you can add as many pages as you'd like)

4. Select **Submit Proof of Delivery**
5. A **Job Completed** popup will appear

BNSF Logistics will be able to view and accept the file on their platform.

How to Use ZUUM Driver

How do I contact ZUUM customer support for questions about the app?

- **Email:** customersupport@zuumapp.com

- **Call:** **(800) 410-1563** (Monday through Friday 5 a.m. - 5 p.m. PST)

- Click the **Live Chat** icon at the bottom right of your dashboard to begin messaging a live agent.

How do I contact BNSF Logistics with general questions?

- **Email:** **email the contact on your Rate Confirmation**

- **Call:** **(855) 277-5579**

Appendix

Important Links

Download ZUUM Driver on iOS:

https://apps.apple.com/us/app/zuum-driver/id1146909148

Download ZUUM Driver on Android:

https://play.google.com/store/apps/details?id=com.zuum.zuumapp

Log in to ZUUM Loads (desktop):

https://carrier.zuumapp.com/auth/login