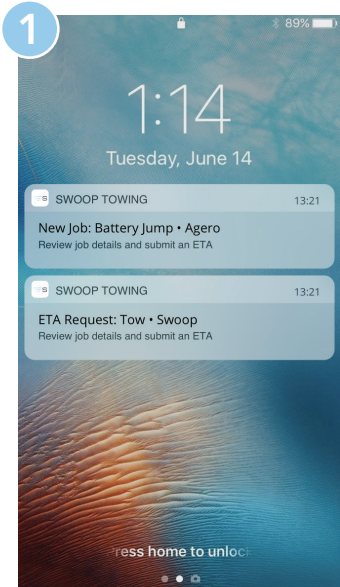


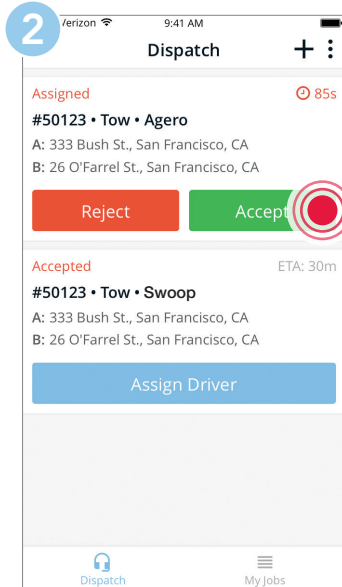
DISPATCHING 101

Follow the below steps to accept a digital call, enter an ETA, and assign a driver.

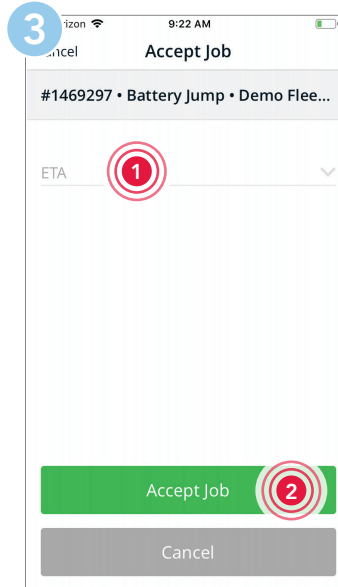
Open the notification to view the job details.



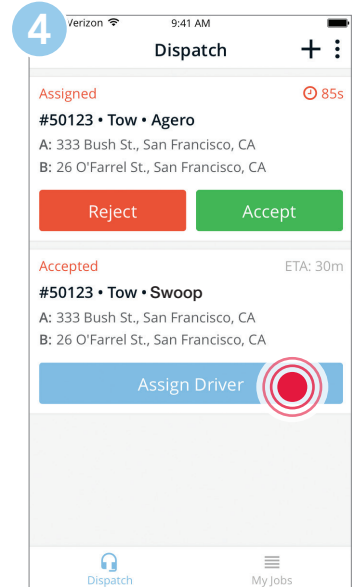
Tap **Accept**.



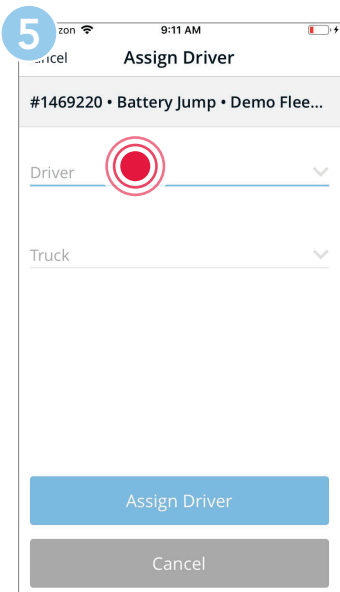
Tap the **ETA** bar to select your ETA, then tap **Accept Job**.



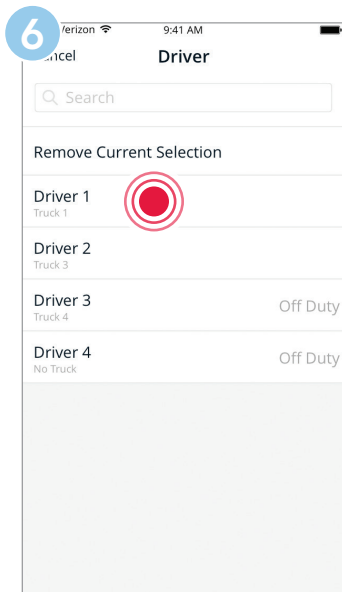
Once the ETA has been accepted, tap **Assign Driver**.



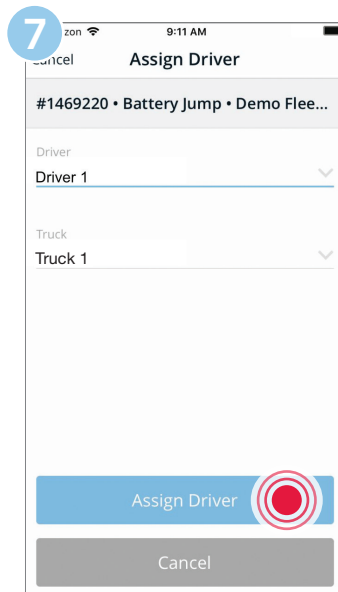
Tap the **Driver** bar to select your driver of choice.



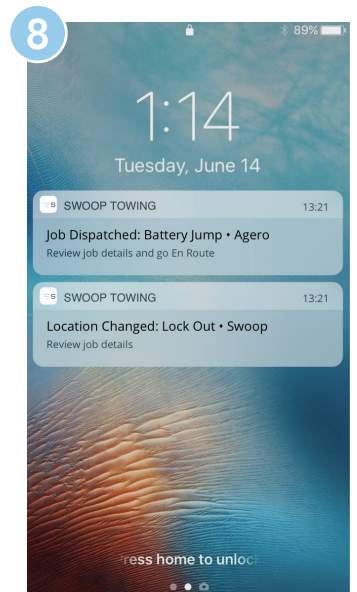
Tap the driver name to lock in the selection.



Tap **Assign Driver** to send the details right to their phone.



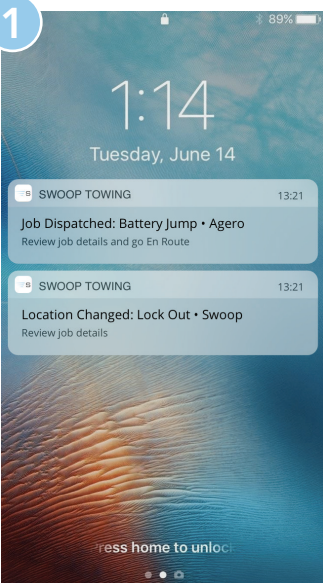
Your driver will be notified and can begin their route to the customer.



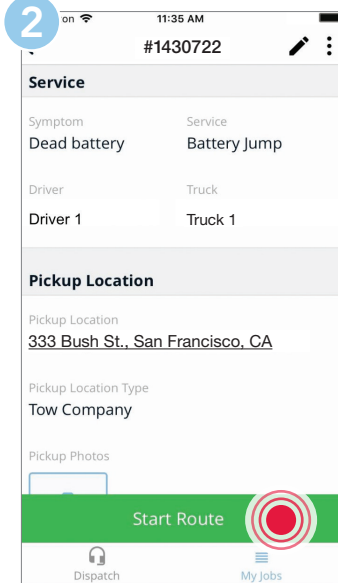
DRIVER APP 101

Learn how to navigate to the customer, update statuses, and more.

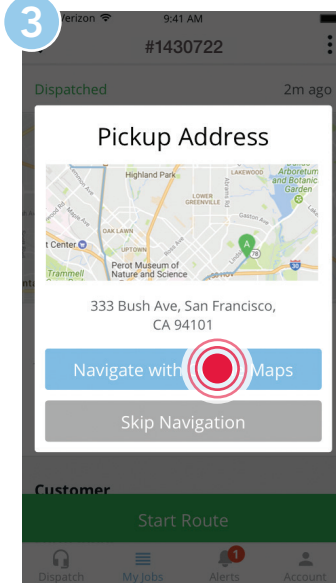
Open the notification to view the job details.



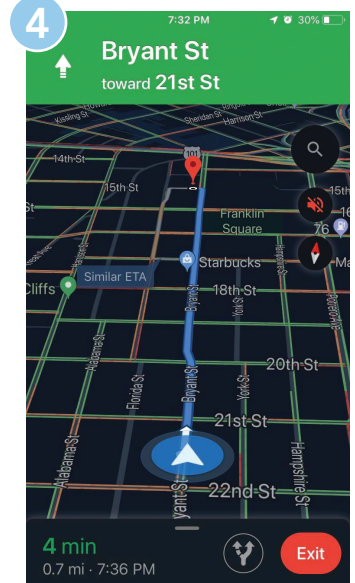
Tap **Start Route** when the details are expanded.



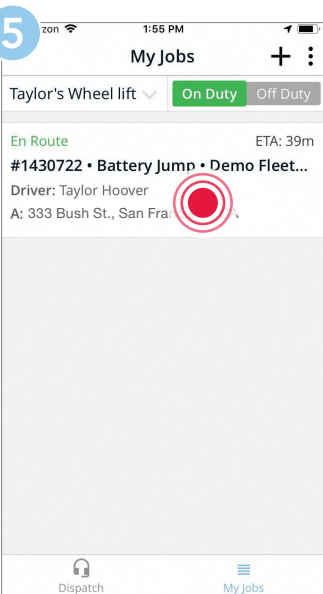
Tap **Navigate with maps** to be auto-routed to the customer.



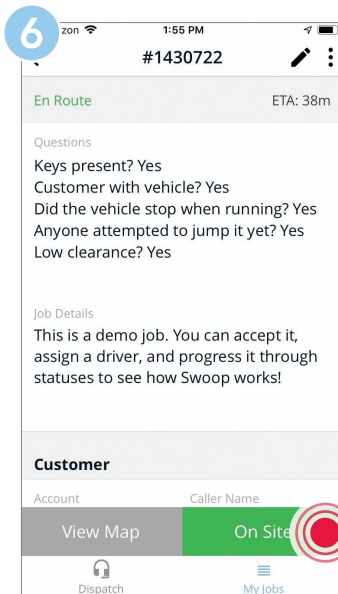
This action will launch your preferred map app with the fastest route selected.



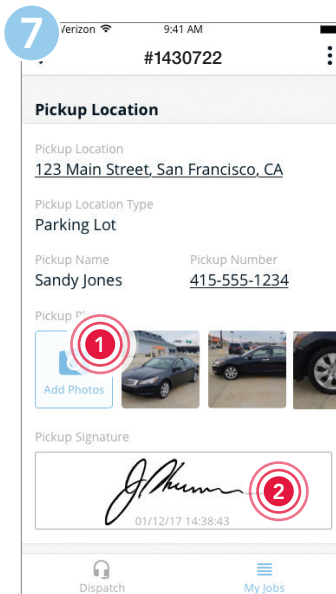
Once on scene, open the Swoop app and tap the job details.



Update your status to **on site**.



Take photos and collect customer signatures.



Once service is complete, tap **Job Complete**.

