User's Operating Manual

Mission Sync Mobile app - (Android & iOS)

Introduction

About the Mission Sync mobile app

Mission Sync is a mobile application that allows terminal truck drivers to scan/enter their gate ticket and receive instructions to pick up import containers.

Devices supported

Mission Sync app can be installed on any mobile device that has either iOS (V7 and above) or Android (V6.0 and above) operating systems.

Installing and Launching the app

Depending on your mobile device, go to either App Store or Google Play and search for the Mission Sync app.
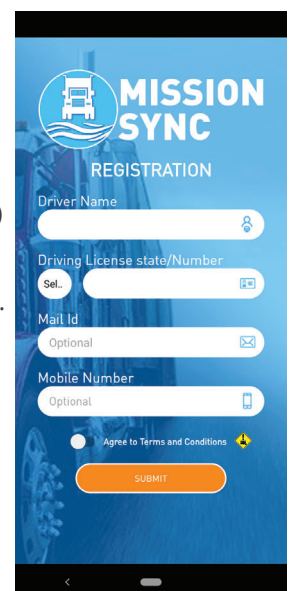
For Google Android:

1. Launch the Play store from your device and search for the Mission Sync app. From the results page, tap the Install button.
2. Follow the instructions, to proceed with the app installation.
3. During installation, you will be prompted to give permission to access the device's camera.
4. Once the installation completes, the 'Mission Sync' app is now ready to be launched!

Note: The steps to find and install Mission Sync app for iOS in iPhone is similar.

Registering yourself

1. Launch the 'Mission Sync' app from your mobile device.

2. If this is the first time the app is launched, then you will be taken to the registration page. Otherwise, you will be taken to the 'Scan Ticket' page.

3. In the registration page, you will need to provide the minimal details like:

   - Driver Name (mandatory)
   - License state and License number(mandatory)
   - E-Mail ID (optional)
   - Mobile number(optional)
   - Review and agree to the Terms and conditions/Safety Consent (mandatory)

4. Tapping the **Submit** button will complete the registration process.

5. The app will automatically take you to the 'Scan Ticket' page after a few seconds.

# Editing your registration details

1. Open the 'Mission Sync' app from your device.

2. Now you will be taken to the 'Scan Ticket' page.

3. In the 'Scan Ticket' page, tap the profile icon on the top right corner as shown below.

4. You will be taken to the 'Edit Profile' page. From this page, you can modify the below details only:

   - Driver Name (cannot be left blank)
   - E-Mail ID (optional)
   - Mobile number(optional)
   - License state and License number(will be locked; displays the details that you provided during registration)

5. Tapping the 'Save' button will save the profile details.

6. The app will automatically take you to the 'Scan Ticket' page after a few seconds.

7. If for some reason, you decide to cancel editing the registration details, you can tap the back button in the top left corner as indicated below.
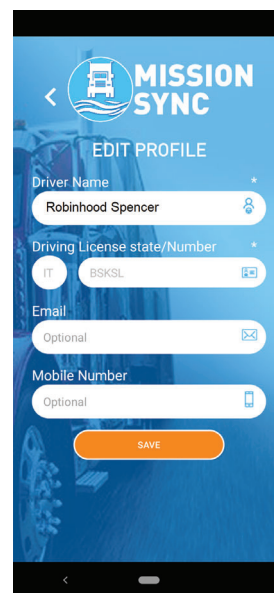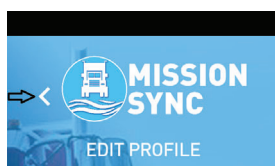

Note: - *You cannot modify the license number / state through this screen. In case you wish to modify any of the license details it will not be possible via the app. You must uninstall the app and try a fresh install by providing the appropriate license details.*

Scanning your gate ticket

1. After you enter the gate and receive the ticket for your transaction, open the 'Mission Sync' app from your mobile device.

2. You will be taken to the 'Scan Ticket' page as shown below:

3. You have two options to input the gate ticket number. Either you can scan the physical ticket or manually enter the ticket number.

4. If you opt to scan the ticket, tap the camera icon on the top part.
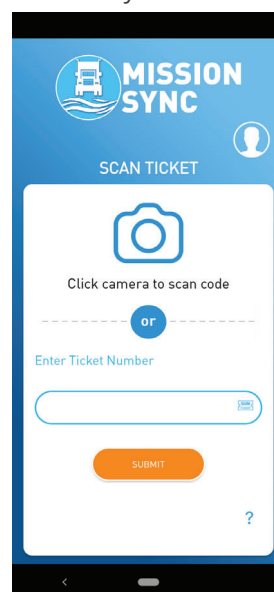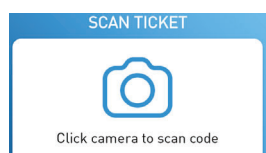
5. The app will request permission to access the mobile device's camera. Note: the app will only request this permission when camera access was not provided previously during app installation.

6. Once you provide the access, place the mobile device in such a manner to scan the ticket number (2D code).

7. In case, there is a problem while scanning the gate ticket, you will be prompted to either retry or cancel the scan. If you tapped 'Retry' option you can proceed with scanning the gate ticket.
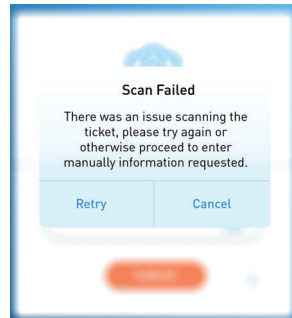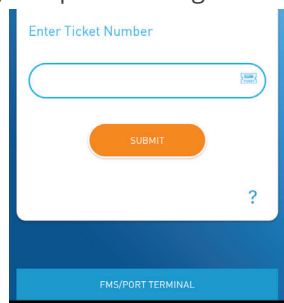

8. But, if you cancelled the scan, then you can manually enter the gate ticket at the bottom part of the page, as shown below:
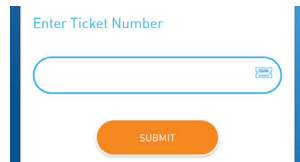
9. Tap the 'Submit' button to fetch the ticket details.

10. If you require any help on this page, tap the help button (?) to the bottom right.


11. Also note that this screen allows scrolling. You can see the terminal details in the footer region upon scrolling.


12. If the scanned / entered ticket number is valid, then the app will progress to either the 'Single Transaction' page or the 'Dual Transaction' page.

13. In case, you wish to edit your registration details, tap on the 'Edit profile' icon on the top right.

Viewing container pick-up instructions

1. If your ticket is for a single transaction (i.e. pickup container only), then your screen will appear as shown below. You can then proceed to point #4 below.
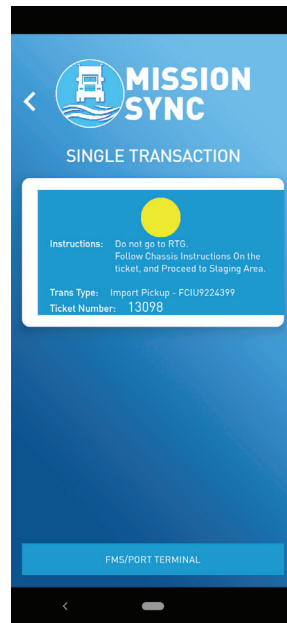

2. In case, your ticket is for a dual transaction (i.e. drop off container and pickup container), then your instructions will appear in two parts. i.e. the first part of the instructions relate to the drop off transaction and the bottom part relate to the pick-up transaction.
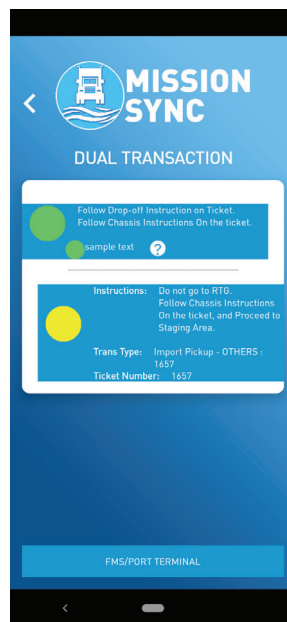

3. Follow the drop off instructions and proceed to complete the transaction. After the drop off transaction is completed, follow the pick-up instructions that appear at the bottom section.

4. You will be advised to proceed to the staging area.

5. After you drive to the staging area, the app screen will automatically refresh and display new instructions in the 'Staging' page. i.e. to wait in the staging area

○ In case you wish to go back to the scan ticket page, tap the "<" button at the top left of the screen.
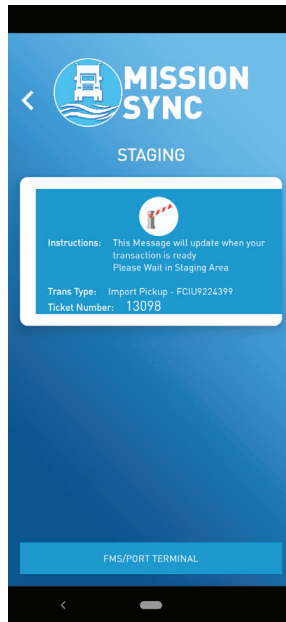
6. When the container is ready for delivery, then the app screen will automatically refresh and display new instructions in the 'Ready' page. i.e. to drive to the designated yard location
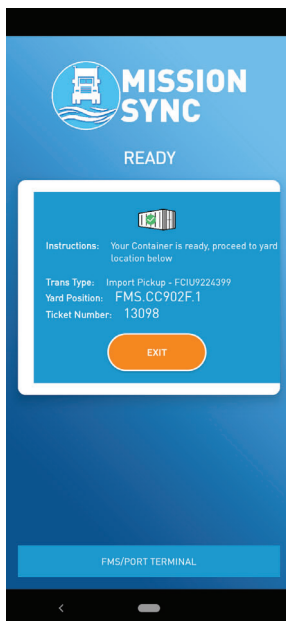

○ Note: Tapping the "Exit" button on this screen will take you back to the scan ticket page.

7. After you exit the staging area, and proceed to the yard location the app instructions will
   automatically refresh as depicted below:
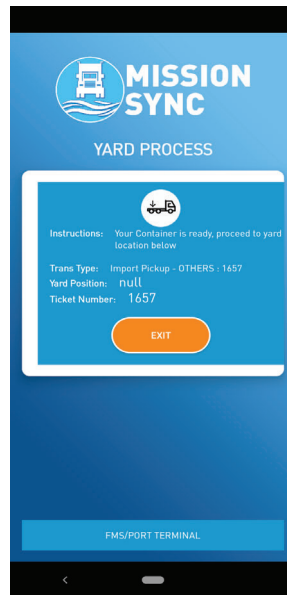
8. After you pick up the container from the yard, the app screen will automatically refresh and
   display instruction to exit the terminal in the 'Exit' page.

   ○ taping the 'Exit' button in this page will take you to the 'Scan Ticket' page.
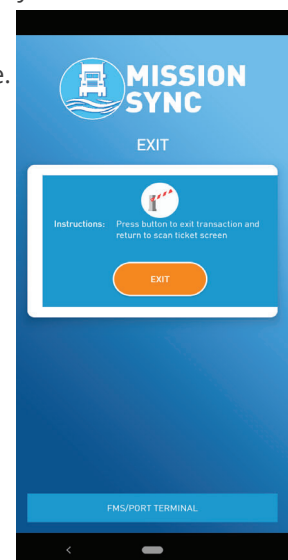

9. There can be scenarios where the transaction could be cancelled / went
   to trouble for some reason. The app instructions in these cases will suitably reflect as below.
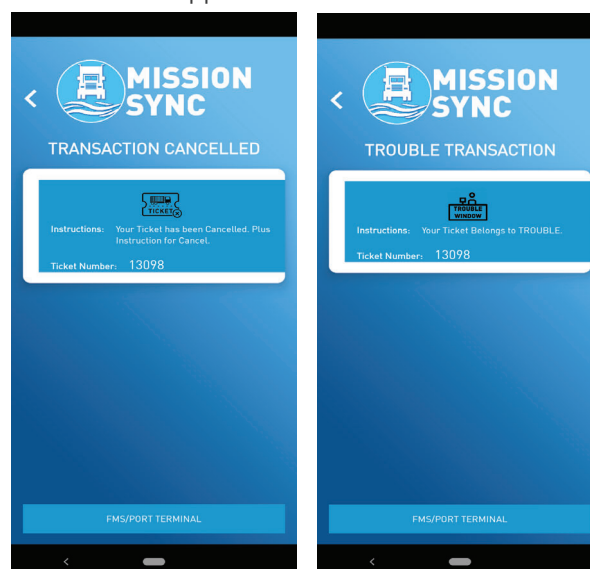
10. Also, when you bypass the staging area and proceed directly to the yard, the instructions will alert you either to exit the yard or proceed back to the staging area
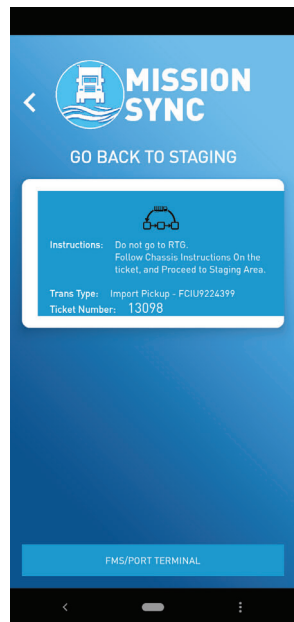
11. If a non import related ticket is being scanned or manually entered, then the app will display the below generic instructions:
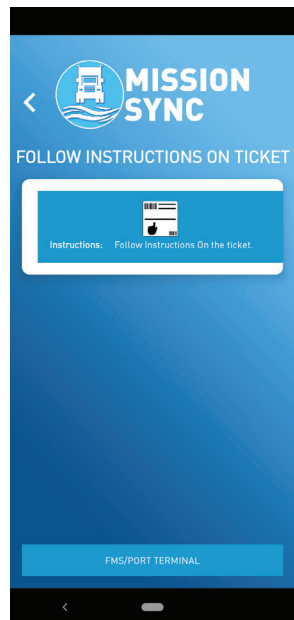
12. You can go back to the scan ticket page anytime from these screens - Cancel/Trouble/Bypass/Default instructions by tapping the "<" button at the top left of the screen