

# CourierLocator

## Help Guide

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## CourierLocator – Help Guide

### **Q1. Why am I unable to see a map for my job?**

There are a few reasons why the CourierLocator map may not be visible:

- A pop up blocker may be active on your computer.
- The map is only available for SameDay Courier jobs.
- The map is only available once the courier has been allocated to the job.
- The map is no longer available once the job has been delivered.
- Due to a poor signal area or temporary network problems, the courier may not be transmitting a GPS signal at the moment.

***Is there a message in the information toolbar advising that a pop-up has been blocked?***

- Yes**    →    1. Open Internet Explorer
2. Select **Tools** on the toolbar menu, point to **Pop-up Blocker** and then click **Pop-up Blocker Settings**.
3. Type [www.citysprint.co.uk](http://www.citysprint.co.uk) in the **Address of Web site to allow** box and click **Add**. Lastly, type [jib.citysprint.co.uk](http://jib.citysprint.co.uk) and then click **Add**.
- Alternatively please consult your system administrator for further assistance.

**No**  
↓

***Is it a SameDay Courier job you are trying to track?***

- No**    →    The map is only available for SameDay Courier jobs.

**Yes**  
↓

***Has a courier been allocated to your job?***

(The status of your job is available in the QuikTrak audit trail. This opens automatically once you select to track your job via CourierLocator)

- No**    →    The map is available once a courier has been allocated to carry out your job.

**Yes**  
↓

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### ***Has the job been delivered?***

- No** → The courier may not be transmitting a GPS signal at the moment. Please try again in a few minutes time.
- Yes** → The map is no longer available once the job has been delivered. You can print out the PDF audit trail for full job history, including the Proof of Delivery signature.

### **Q2. Why is the courier going in a different direction to the collection/delivery destination?**

There are a couple of reasons why the courier may be travelling in a different direction to either the collection or delivery destinations, these are as follows:

- The courier fulfilling your job has local knowledge of the road and traffic conditions. An alternative route may be taken to the destination to avoid unnecessary delays.
- The courier may be completing or has accepted another job that is in the same vicinity as one of your collection or delivery destinations. This will only be done on non-dedicated deliveries on the basis that we can still fulfil your delivery requirements.

### **Q3. How do I navigate or zoom in and out on the CourierLocator map?**

There are a few ways in which you can navigate through the map or zoom in an out of the map:

- Toolbar – You can use the toolbar on the top left hand side of the map to navigate around the map and select the zoom function in which you wish to track the courier location.

The compass allows you to navigate around the map in any direction.

The horizontal slide bar (the - and + signs) allows you to select the zoom level of your map, the minus sign to zoom out and the plus sign to zoom in.

- Mouse - You can use your mouse to navigate the map and select the zoom level in which you wish to track the courier location.

To navigate around the map using your mouse, hold down your left mouse button and drag the map in any direction.

To zoom in an out with your mouse use your scroll wheel, or double click on a point in the map to zoom in.

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### **Q4. How do I refresh the map to get the most current courier location?**

There is a “refresh” button below the map which allows you to view the latest GPS signal/location of the courier fulfilling your SameDay Courier job.

Please note, this does not refresh the QuikTrak PDF audit trail. You will need to exit and re-enter to update the PDF.

### **Q5. I have refreshed the map but my courier is still in the same location?**

There are a few reasons why the vehicle has not moved on the map after refreshing. They are as follows:

- The GPS status is updated approximately every 60 seconds. Please allow this time to pass before you see map movement.
- The courier could be stuck in traffic.

### **Q6. How can I see the latest status of my job?**

Once you have accessed QuikTrak & CourierLocator, the time stamped audit trail of your job, including a proof of delivery signature once the job is completed, will appear in a PDF format on your screen.

Click on the refresh button in your toolbar to update this information.

### **Q7. How do I print the CourierLocator map?**

There is a “print” button below the map which allows you to print a screen shot of the map you are currently viewing. (Available 21<sup>st</sup> July)

### **Q8. Can the recipient of my package track the delivery?**

If you wish the recipient to be able to track the entire journey, you would need to pass on your account number and job number to the recipient. Please note that if you choose this option all job details, including pricing can be viewed by the recipient.

There is an “email” button below the map which allows you to email the latest GPS signal/location of the courier fulfilling your SameDay Courier job. (Available 21<sup>st</sup> July)

Please note only the map will be emailed, the PDF audit trail that contains your account details and pricing will not be included.

CitySprint recommends you email the map to the recipient at intervals of your choice.

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### **Q9. How do I email the map to my recipient?**

There is an “email” button below the map which allows you to email the latest GPS signal/location of the courier fulfilling your SameDay Courier job.

The CourierLocator map will be attached as a PDF file.

This can be sent to someone within your Company or the recipient of the package.

Please note only the map will be emailed, the PDF audit trail that has your account details and pricing will not be included.

### **Q10. Why can't I see the “Bird's Eye View” or “Aerial View” of the current map location?**

The “bird's eye view” and “aerial view” are satellite pictures of the current map location of the CitySprint courier.

If you are unable to view either, this means that there are no satellite photos of the current map location.

To view the vehicle and courier location, please select the “Road” view.