



ROLO Contractor MobileTek Quick Guide

Purpose: This guide explains the core MobileTek workflow all ROLO contractors must follow during daily delivery operations.

1. Before You Start

- Charge your phone fully
- Enable mobile data and location services
- Allow camera permissions
- Install and open the MobileTek app

2. Initialize & Log In

- Enter Client ID: 471
- Enter Security Code: 466761
- Tap Initialize
- Enter your Driver ID and Password
- Wait for the MobileTek home screen to load

3. Accept Your Route

- Open Dashboard
- Tap New Orders
- Review assigned stops
- Tap Accept All

4. Review Stops & Route

- Open Open Orders
- Review stops in order
- Use the MobileTek map/navigation
- Do not create your own route

5. Load & Scan Packages

- Verify packages before leaving
- Scan required packages
- Confirm scans are accepted in MobileTek
- Report missing packages immediately

6. Arrive at the Stop

- Verify the delivery address
- Only tap ARRIVE after reaching the correct location
- Do not tap ARRIVE while driving



7. Scan the Package

- Open the stop
- Tap Scan
- Scan the package barcode
- Verify the scan registers correctly

8. Complete Delivery (POD)

- Capture required photo or signature
- Verify delivery location
- Tap COMPLETE only after delivery is fully finished

9. Delivery Problems & Exceptions

- Use the correct status code
- Add clear notes
- Take photos if needed
- Contact dispatch immediately for unresolved issues

10. End of Day Closeout

- Review all stops
- Verify all POD is attached
- Check for open or failed stops
- Report issues before ending the day

ROLO Standard: If it is not scanned, documented, and completed correctly in MobileTek, it does not count.