ScanIt Delivery

Dispatcher Guide

Setting up drivers, routes, and deliveries

Innovative Programming Systems
Updated November 2026

Table of Contents

1. How ScanIt Delivery Works

2. Onboarding a Driver

    2.1 Installing the App

    2.2 Connecting to Your Dealership

    2.3 Drivers Who Work for Multiple Dealers

3. The Route Lifecycle

    3.1 Route States Explained

    3.2 Who Moves Each State

4. Routes, Stops, and Manifests

    4.1 What Is a Route?

    4.2 What Is a Stop?

    4.3 The Manifest Barcode

    4.4 Enforcing Stop Order

5. Proof-of-Delivery Requirements

6. Tracking Deliveries in Real Time

7. Chatting with Drivers

8. After a Delivery Is Complete

9. Tips & Troubleshooting

1. How ScanIt Delivery Works

ScanIt Delivery connects your back-office dispatch system to drivers on the road. Here is the big picture of how it all fits together.

Your side (dispatch): You build a delivery route in the dispatch system. A route is a list of stops — each stop is a customer with their address and the invoices or parts going to them. You can print a manifest barcode that a driver can scan to pull up the route instantly. You set per-dealer options that control what drivers are required to do at each stop (such as capturing a signature or photos).

The driver's side: Drivers use the ScanIt Delivery app on their phone or tablet. They see any routes that are available to them, claim a route, and start driving. At each stop, they record the parts delivered, capture proof of delivery (signature and photos), and mark the stop done. When all stops are finished, they complete the route.

While it's happening: GPS tracks the driver during the route. You can see where drivers are and which stops have been delivered. You can send chat messages to a driver and they can reply. If a driver finds a part is short or missing, they record it as an exception.

When it's done: The route uploads a completion summary — how many stops, parts, and invoices were delivered, total distance, time on the road, estimated value, and a list of any exceptions (parts that were short or not delivered).

> **No internet required on the road.** The driver app works offline. Everything is saved locally on the device first, then uploaded when a connection is available. Spotty cell signal will not lose any scans, signatures, or photos.

2. Onboarding a Driver

2.1 Installing the App

Drivers install **ScanIt Delivery** from **Google Play** on an Android phone or tablet, or from the **App Store** on an iPhone or iPad. They search for "ScanIt Delivery" by Innovative Programming Systems and tap Install. The app updates itself automatically when new versions are ready.

> **iOS:** An iPhone/iPad version is in development. For now, all drivers use Android devices.

When a driver opens the app for the first time, they can sign in with an existing IPS account or register a new account. New drivers tap **Set Up Account** and follow the steps — they enter their email, receive a confirmation code, and set a name and password.

2.2 Connecting to Your Dealership

Before a driver can see your routes, their app must be connected to your dealership. The connection is made by scanning a special **dealer setup barcode** that identifies your dealership. This barcode is generated from your IPS back-office system.

1. From your dispatch system, generate or display the **dealer connection barcode** for your dealership. (IPS support can help you locate this if it is your first time.)

2. The driver opens the ScanIt Delivery app and signs in (or registers a new account).

3. On the **Home** screen, the driver taps **Scan a dealer barcode** and points their camera at the barcode you provided.

4. The app connects to your dealership. Your dealership now appears in the driver's list of connected dealers, and they can see your routes.

> **Keep your dealer barcode secure.** Any driver who scans it will connect to your dealership and be able to see your routes. Share it only with drivers you intend to onboard.

2.3 Drivers Who Work for Multiple Dealers

A driver can be connected to more than one dealership at the same time. They scan a setup barcode from each dealer to add them. On their Home screen, they tap a dealership to switch to it and see that dealer's routes. A small badge on the Home screen shows if they have an active route in progress at any dealer.

3. The Route Lifecycle

3.1 Route States Explained

Every route moves through four states from creation to completion. Understanding these states helps you know exactly what is happening at any moment.

State	What It Means
Available	The route has been created and is visible to all drivers connected to your dealership. No driver has claimed it yet.
Claimed (Ready)	A driver has claimed the route and it is waiting in their queue. GPS tracking has not started yet.
In Progress	The driver has started the route. GPS tracking is live. Stops are being delivered one by one.
Completed	All stops have been delivered (or exceptions recorded) and the driver has finished the route. The full delivery record has uploaded.

3.2 Who Moves Each State

Routes do not move through states on their own — a person or an action triggers each transition.

- **Available ? Claimed:** A driver claims the route from their app (or you assign it to a specific driver from dispatch). The route moves from the “Available” board to the driver’s “Ready” queue.
- **Claimed ? In Progress:** The driver taps **Start Route** on their Route Overview screen. This turns on GPS tracking and begins the delivery run.
- **In Progress ? Completed:** When all stops are finished, the driver swipes to complete the route. The app uploads GPS data, scans, signatures, and photos, then shows a completion summary.

> **Releasing a route:** A driver can also release a claimed route before they start it. If a route is removed from the dispatch system, it disappears from the driver’s app automatically — they do not need to do anything.

4. Routes, Stops, and Manifests

4.1 What Is a Route?

A route is a single delivery run — a named, ordered list of stops that one driver will complete. When you create a route in the dispatch system, you give it a name, add its stops in order, and make it available to drivers. Routes for the same day are grouped so drivers can see what is ready for them.

> **One driver per route.** A route is claimed and driven by one driver. If you need to split a large delivery across two drivers, create two separate routes.

4.2 What Is a Stop?

Each stop on a route represents one customer delivery. A stop contains:

- The **customer name and address** so the driver knows where to go.
- One or more **invoices** to be delivered to that customer.
- The **parts and quantities** on those invoices.

The driver sees all of this on-screen when they arrive at the stop. They record which parts they actually delivered, note any shorts or missing items, capture proof of delivery (if required), and mark the stop complete.

4.3 The Manifest Barcode

When a route is ready, you can print a **manifest** for the driver. The manifest lists all stops and their invoices and includes a barcode at the top.

If a driver scans that manifest barcode with their app, the app jumps straight to that route — no searching required. This is the fastest way to hand a driver their work for the day.

1. Print the manifest from the dispatch system and hand it to the driver.

2. The driver opens ScanIt Delivery, taps the scan icon on the Route Board, and points the camera at the manifest barcode.

3. The app opens the route overview directly. The driver taps Start Route and begins.

> **Keep manifests clean.** The barcode must be printed clearly and kept flat. A crumpled, faded, or torn barcode may not scan. Use a quality printer and protect the manifest until the driver receives it.

4.4 Enforcing Stop Order

By default, drivers can complete stops in any order they choose — useful when traffic or parking makes it practical to skip ahead and come back. If your dealership needs a strict delivery sequence (for example, to match a packing order or a guaranteed time window), you can turn on **Enforce Stop Order** in your dealer delivery settings.

When this setting is on, the driver must complete stops in the exact order listed on the route. They cannot mark stop 3 complete before stop 2. The app will not let them advance out of order.

5. Proof-of-Delivery Requirements

Your dealership controls what drivers must capture before they can mark a stop complete. These settings are configured per dealer and apply to all routes for your dealership. A driver cannot skip a required step — the app will not allow the stop to be marked done until everything required has been recorded.

There are four settings. Each is on or off for your dealership.

Require Camera Scans

When this is **on**, a driver must scan each part's barcode using the device camera (or hardware scanner) before recording it as delivered. They cannot simply tap to mark a part as delivered without scanning it first. This gives you a confirmed scan record for every item at every stop.

When this is **off**, drivers can tap parts to mark them delivered without scanning. This is faster but does not produce a scan-level confirmation.

> **Best practice:** Turn on Require Camera Scans for high-value parts or customers where delivery disputes sometimes arise. It takes a few seconds longer at each stop but produces a strong audit trail.

Require Signature

When this is **on**, the driver must collect a signature from the customer (or someone at the delivery address) on their device screen before completing the stop. The customer signs with their finger directly on the driver's screen and the signature is saved as an image. No signature ? no completion.

When this is **off**, signatures are optional. The driver can still collect one if the customer offers, but it is not required to move on.

Minimum Photo Count

Set this to a number (0, 1, 2, 3, or 4) to require that many photos before a stop can be completed. Photos are taken with the device camera and attached to the stop record. A count of **0** means photos are not required (though a driver can still take them voluntarily).

Common uses for required photos: confirming parts were left at a service bay, showing a damaged box on arrival, or capturing a labeled box next to the vehicle it belongs to.

Enforce Stop Order

As described in Section 4.4, this requires drivers to complete stops in the listed sequence. Set it on when your route order is meaningful (time windows, packing sequence, or any other reason the order must be followed).

> **Settings apply immediately.** Changes to your proof-of-delivery settings take effect on the driver's next route start. You do not need to resend or recreate any routes.

6. Tracking Deliveries in Real Time

Once a driver starts a route, their GPS position is tracked throughout the run. The dispatch system shows you their current location and can display their progress through the stop list.

As each stop is completed, its status updates automatically. You do not need to call the driver to find out where they are or what has been delivered. The record updates in near real time as the driver works through the route.

What You Can See

- **Driver location** — where the driver is on the map right now.
- **Stop status** — which stops are done, which are still pending.
- **Exceptions flagged so far** — parts the driver has already recorded as short or not found.

> **GPS accuracy note:** GPS tracking requires the driver to have granted Location permission to the ScanIt Delivery app. If a driver's location is not updating, check that Location permission is set to "Allow all the time" on their device (see Section 9).

GPS data is buffered, not live-streamed. The driver's app collects location samples and uploads them in batches roughly every three minutes. The map view may lag slightly behind the driver's exact position, which is normal.

7. Chatting with Drivers

ScanIt Delivery includes real-time chat between your dispatch team and drivers. Each driver–dealer pair has its own conversation, so messages stay organized by dealership.

Sending a Message from Dispatch

Open the chat panel for the driver in your dispatch system and type your message. The driver sees it in their ScanIt Delivery app under the chat icon, which is available from the Route Board, Route Overview, and the active-stop screen.

Receiving Messages as a Driver

When a new message arrives, the driver gets a push notification on their device even if the ScanIt Delivery app is in the background or the screen is off. Tapping the notification opens the conversation directly.

Notifications must be allowed. The driver app asks for Notification permission when first opened. If a driver says they are not getting chat notifications, check that Notification permission is enabled for ScanIt Delivery in their phone settings.

Use chat for quick changes. If a stop address needs correcting, a customer is not available, or you want to add a note, send a chat message to the driver right away. They see it without having to call in.

8. After a Delivery Is Complete

When a driver completes a route, the ScanIt Delivery app uploads everything to the server and shows the driver a completion summary. That same information becomes available on the dispatch side for your records.

What the Completion Summary Contains

Field	What It Tells You

Stops Delivered	How many stops were completed out of the total on the route.
Parts	Total number of distinct part numbers delivered.
Pieces	Total quantity of all items delivered (sum of quantities across all parts).
Invoices	Number of invoices covered by the delivery.
Distance	Total miles (or kilometers) driven during the route.
Time	How long the route took from start to completion.
Value Delivered	Estimated dollar value of parts delivered.
Exceptions	A list of any parts that were delivered short or not found at a stop.

Exceptions — Parts That Were Not Fully Delivered

If a driver could not deliver a part — wrong quantity, damaged box, not on the truck, customer refused it — they record it as an exception at the stop. There are two types:

- **Short:** The driver delivered some of the quantity but not all (for example, 3 out of 5 pieces).
- **Not Found:** The part was not on the truck or could not be located at the stop.

Both types appear in the exceptions list at the end of the route. Use this list to follow up with customers, arrange re-delivery, or investigate why parts were missing.

> **Proof of delivery is stored permanently.** Signatures and photos are saved to the delivery record. You can look them up later if a customer disputes a delivery.

9. Tips & Troubleshooting

Before the First Route

> **Three permissions must be granted.** When a driver opens ScanIt Delivery for the first time, the app asks for three device permissions. All three must be allowed or the app will not work properly:
>
> - **Location** — set to “Allow all the time” for GPS tracking during a route.
> - **Camera** — needed for scanning parts and taking proof-of-delivery photos.
> - **Notifications** — needed to receive chat messages when the app is in the background.

If a driver accidentally denies a permission, they can go to their device's **Settings ? Apps ? ScanIt Delivery ? Permissions** and turn it on manually. Once granted, the app works normally without needing to reinstall.

Common Situations

Situation	What to Do
Driver cannot see a route	Confirm the driver's app is connected to the right dealership (they should see your dealership name on their Home screen). Have them pull down to refresh the Route Board. If the route still does not appear, check that the route is in Available status in dispatch.
Driver cannot claim a route	Check whether another driver already claimed it. A route can only be claimed by one driver at a time.
Route disappeared from driver's app	If a route is removed or cancelled in the dispatch system, it automatically disappears from the driver's app. This is expected behavior. If it was removed by mistake, recreate the route in dispatch.
Driver's GPS is not updating	The Location permission must be set to "Allow all the time." Ask the driver to check their phone's app permission settings. GPS also requires the driver to have started (not just claimed) the route.
Driver not receiving chat messages	Notification permission must be enabled. Ask the driver to check Settings ? Apps ? ScanIt Delivery ? Notifications on their phone.
Manifest barcode will not scan	Make sure the manifest is printed clearly on a non-glossy surface. Have the driver hold the device camera about 6–8 inches from the barcode and hold steady for a second. A crumpled or faded barcode may need to be reprinted. The driver can always find the route manually by scrolling the Route Board.
Driver has spotty cell signal on the route	No action needed. The app saves everything locally. Scans, signatures, and photos upload automatically when the device reconnects. Route completion will not be lost.
Route needs to be reassigned mid-delivery	Contact IPS support. A route that is already In Progress should not be reassigned without guidance, as the driver's in-progress data may be affected.

Driver App Self-Service

Drivers can check on their own app from the Account screen:

- **Diagnostics** — shows connection status and device information useful to support.
- **Change password** — the driver can update their own password without calling in.

- **Edit profile** — update name or email.
- **Sign out** — signs out of the app while keeping the dealership connection, so re-signing in is quick next time.

App updates are automatic. ScanIt Delivery updates itself through the phone's app store, and the app also prompts the driver when a new version is available. Drivers do not normally need to go looking for it. If a driver is on an old version and having trouble, ask them to open **Google Play** or the **App Store**, search ScanIt Delivery, and tap Update if the button appears.

Need help? Call IPS support at **810-695-9332** or email **support@ipsdev.com**. When calling, have the driver's dealership name, the route name or number, and (if possible) the driver's device model and Android version ready.

ScanIt Delivery

Dispatcher Guide

Copyright 2026 Innovative Programming Systems
All Rights Reserved