ScanIt Delivery

Driver Manual

Complete guide for delivery drivers

Innovative Programming Systems
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Table of Contents

1. Introduction — What ScanIt Delivery Does

2. Getting Started

    2.1 Installing the App

    2.2 Creating Your Account

    2.3 Signing In

    2.4 Forgot Your Password?

    2.5 App Permissions

3. The Home Screen

    3.1 Dealer Cards

    3.2 Connecting to a New Dealer

    3.3 Removing a Dealer

    3.4 The Active Route Pill

4. The Delivery Board

    4.1 Active, Ready, and Available Sections

    4.2 Claiming a Route

    4.3 Releasing a Route

    4.4 Scanning a Manifest Barcode

    4.5 My Trips — Route History and Mileage

5. Route Overview and the Map

    5.1 Reading the Map and Stop Timeline

    5.2 Route Summary Stats

    5.3 Starting the Route

5.4 Stop Order

5.5 Navigate to a Stop

6. Delivering a Stop — The Core Workflow

6.1 Stop Screen Layout

6.2 Recording Parts — Scanning vs. Tapping

6.3 What the Scan Results Mean

6.4 Fixing a Miscount

6.5 Handling Short or Missing Parts

6.6 Swipe to Complete the Stop

7. Proof of Delivery

7.1 Capturing a Signature

7.2 Taking Photos

7.3 Dealer Requirements

8. Delivery Notes

9. Completing a Route

9.1 Swipe to Complete the Route

9.2 The Completion Summary

9.3 The Exceptions List

10. Chat with Dispatch

11. Working Offline or with Poor Signal

12. Your Account

12.1 View and Edit Your Profile

12.2 Change Your Password

12.3 Sign Out

12.4 Delete Your Account

12.5 Network and Diagnostics

12.6 App Version and Updates

12.7 Notifications and Arrival Alerts

12.8 Permissions

13. Troubleshooting and Tips

1. Introduction — What ScanIt Delivery Does

ScanIt Delivery is a phone app made for delivery drivers at automotive dealerships. It helps you do your whole delivery run from start to finish — right from your phone.

Here is what the app lets you do:

- **Claim a delivery route** assigned to you by dispatch.
- **Drive to each stop** (customer location) with the map as your guide.
- **Scan the parts** you drop off at each stop, so every item is tracked.
- **Capture proof** — a customer signature and/or photos — to confirm the delivery.
- **Chat with dispatch** in real time if you have a question or run into a problem.
- **Complete the route** and let the system do the rest.

Your GPS position is recorded while you drive so the dealership can see where you are. All of your scans, signatures, and photos are uploaded automatically. You never have to fill out paper forms or call in to report what was delivered.

> **Platforms:** ScanIt Delivery runs on both Android and iPhone. Download it from **Google Play** on an Android phone or tablet, or the **App Store** on an iPhone or iPad.

> **Tip:** The app works hand-in-hand with the dispatcher's computer. Everything you scan shows up on their screen in real time. If something looks wrong, contact dispatch through the in-app chat before you leave a stop.

2. Getting Started

2.1 Installing the App

ScanIt Delivery is a free download from **Google Play** (Android) and the **App Store** (iPhone and iPad). Follow these steps to install it:

1. Open **Google Play** on your Android phone or tablet, or the **App Store** on your iPhone or iPad.
2. In the search bar, type **ScanIt Delivery** and search.
3. Find the app by **Innovative Programming Systems** and tap it.
4. Tap **Install**. Wait for the download to finish.
5. Tap **Open** to launch the app.

iOS (iPhone/iPad): ScanIt Delivery is on the **App Store** as well. The steps are the same — search for "ScanIt Delivery" by Innovative Programming Systems, tap **Get**, then **Open**. Everything in this manual applies to both phones unless a step says otherwise.

Tip: The app updates itself when a new version is available. You may see a prompt asking you to update — always accept it so you have the latest features and fixes.

2.2 Creating Your Account

You only create your account once. After that, you just sign in. To get started, you will need a setup barcode from your dispatcher. The account creation process has four short steps.

Step 1 — Scan the Dispatcher Barcode

1. Open the app. On the sign-in screen, tap **"Scan a dealer barcode to register"**.
2. Point your camera at the barcode your dispatcher gives you. The app reads it automatically.
3. The app shows the dealership name. Tap **Continue**.

Important: You must scan the barcode your dispatcher provides — you cannot type in a dealer code manually during this step.

Step 2 — Enter Your Email and Verify It

1. Type your email address and tap **Send Code**.
2. Check your email inbox for a 6-digit code. It arrives within a minute or two.
3. Type the 6-digit code into the app and tap **Verify**.

Tip: If the code email does not arrive in a couple of minutes, check your spam folder. You can also tap **Resend** on the app screen — there is a short wait between resend attempts.

Step 3 — Enter Your Name and Choose a Password

1. Type your **first name** and **last name**.
2. Choose a **password** that is at least 8 characters long.
3. Type the password again in the **Confirm Password** field.

4. Tap the eye icon next to either password field to show or hide what you typed.

5. Tap **Create Account**.

The app logs you in right away and takes you to the Home screen. You are all set.

2.3 Signing In

Once your account is created, signing in is quick:

1. Open ScanIt Delivery. You will see the sign-in screen.

2. Type your **email address** (the app remembers it from last time, so this field may already be filled in).

3. Type your **password**. Tap the eye icon if you want to see what you are typing.

4. Tap **Sign In**. The button shows "Signing in…" for a moment, then takes you to the Home screen.

> **Stay signed in:** The app keeps you signed in between uses. You will only see the sign-in screen again after signing out, deleting the app, or if your session expires.

2.4 Forgot Your Password?

If you forget your password, you can reset it in a few steps:

1. On the sign-in screen, tap **Forgot password?**

2. Enter the email address on your account and tap **Send Code**.

3. Check your email for a 6-digit reset code and type it into the app. Tap **Verify**.

4. Enter a new password (at least 8 characters) and confirm it. Tap **Reset Password**.

5. The app takes you back to the sign-in screen. Sign in with your new password.

2.5 App Permissions

The first time you open ScanIt Delivery, your phone will ask for a few permissions. Here is what each one is for and why it matters:

> **You can review these any time inside the app.** Open **Account**, then under **Settings** tap **Permissions** to see what is granted and what is not, with a shortcut to fix anything missing — see section 12.8.

Permission	Why the App Needs It
Location	Records your GPS position while you are on a route so dispatch can see where you are. Also used to log your route track for proof of delivery. *Always allow* — the app needs this even when running in the background while you drive.
Camera	Used to scan barcodes on parts and to take proof-of-delivery photos. Without this permission you cannot scan parts with the in-app camera or take photos at a stop.
Notifications	Sends you an alert when dispatch sends you a chat message while you are on a different screen. You will not miss important messages.

> **If you tap "Deny" by mistake:** Go to your phone's **Settings ? Apps ? ScanIt Delivery ? Permissions** and turn on any permission you need. See Section 13 for more help with permissions.

3. The Home Screen

After you sign in, you land on the Home screen. This is where you see every dealership you are connected to. Think of it as your starting point before each shift.

3.1 Dealer Cards

Each dealership you are connected to appears as a card on the Home screen. A dealer card shows:

- The **dealership name**.
- The **number of routes** available at that dealership right now.
- The **date of your last delivery** at that dealership (so you can quickly see where you worked most recently).

Tap any dealer card to open that dealership's **Delivery Board** (see Section 4).

> **Tip:** Pull down on the Home screen to refresh the list of dealers and route counts.

3.2 Connecting to a New Dealer

If you work at a new dealership and need to add it to your Home screen, follow these steps:

1. On the Home screen, tap the **scan/barcode button** (usually in the top-right corner).
2. Point your camera at the **dealer barcode** that your new dispatcher provides.
3. The app reads the barcode and adds the dealership to your Home screen automatically.

> **Each dealership uses a unique barcode.** Your dispatcher will give you the right one. You can be connected to as many dealerships as you need — they all show up on the Home screen.

3.3 Removing a Dealer

If you no longer work for a dealership and want to clean up your Home screen:

1. Find the dealer card you want to remove.

2. **Swipe the card to the left**. A delete button appears.

3. Tap **Remove** and confirm. The card disappears from your list.

> **Warning:** Removing a dealer only removes it from your phone. It does not cancel any routes or affect anyone else. You can reconnect by scanning a dealer barcode again at any time.

3.4 The Active Route Pill

If you already started a delivery route and come back to the Home screen, you will see a blue pill button at the top or bottom of the screen that says **"Continue route"** (along with the next stop's name). Tap it to jump straight back into your active route without searching through the board. This is a shortcut — do not ignore it.

4. The Delivery Board

The Delivery Board is the list of all routes for one dealership. Tap a dealer card on the Home screen to open it. From here you pick up your work for the day.

4.1 Active, Ready, and Available Sections

Routes on the board are grouped into three sections:

Section	What It Means
Active	A route you are currently in the middle of. You can only have one active route at a time. Tap it to go back to the Route Overview.
Ready to Start	Routes you have claimed but not started yet. They are "yours" — no one else can take them. Tap one to go to the Route Overview and begin.
Available	Routes that no driver has claimed yet. Tap one to claim it and it moves to your Ready to Start section.

> **Tip:** Pull down on the board to refresh the list. New routes from dispatch appear here automatically, but a pull-refresh will show the very latest.

4.2 Claiming a Route

To take an available route and make it yours:

1. Find the route in the **Available** section of the board.
2. Tap the route card. A summary of the route appears (number of stops, parts, etc.).
3. Tap **Claim Route**. The route moves to your **Ready to Start** section.
4. Tap the route in the Ready to Start section to open the Route Overview (see Section 5) and get going.

First come, first served: If two drivers try to claim the same route at the same time, only one will succeed. The other driver will see an error and the route will show as claimed.

4.3 Releasing a Route

If you claimed a route by mistake, or dispatch asks you to give it back, you can release it:

1. Tap the route in your **Ready to Start** section to open the Route Overview.
2. Look for the **Release Route** option (usually in a menu or button on the overview screen).
3. Confirm the release. The route goes back to the Available section for another driver.

You cannot release a route you have already started (Active status). If you need to stop a route that is already in progress, contact dispatch through the chat.

4.4 Scanning a Manifest Barcode

Some dealerships use a printed route manifest with a barcode on it. You can scan this barcode to jump straight into the right route without searching for it on the board:

1. On the Delivery Board, tap the **scan/barcode button**.
2. Point your camera at the **manifest barcode** on your printed paperwork.
3. The app finds and claims the matching route, then takes you straight to the Route Overview.

4.5 My Trips — Route History and Mileage

Tap **My Trips** on the Delivery Board — it is the clock/history button — to see every route you have finished and the miles you drove.

The list shows **one month at a time**. At the top you get your total **miles driven** for that month plus a summary line such as “6 routes · 9:15 on the road.” Swipe left or right to change months, or tap the month name to jump

to any month that has trips.

Tap a route to open **Trip Detail**, which shows:

- A map of the route you actually drove.
- **Miles driven** and **Time on route**.
- **Stops** (for example “7 of 8”) and **Pieces** (for example “42 of 45”).
- **Started**, **Last stop** and **Closed out** times.
- The stop-by-stop list for that run.

If something went wrong on a run, a short line near the top says so — for example “2 short · 1 not found · 1 need review” — so you can spot the run that needs a second look without opening every one.

Mileage while the route is still running

You do not have to wait until the end of the day. While a route is running, the **Active route** card on the Delivery Board counts up the **miles driven so far**, and the next-stop line shows how far away it is — for example “Next: Miller Auto · 3.2 mi.”

> **Closing the app does not reset it.** If you close and reopen the app part-way through a run, the mileage carries on from where it was rather than restarting at zero. When you close the route out, that run and its total move into My Trips.

Email my mileage

Open **My Trips** and choose **Email my mileage** to send yourself a mileage record for expenses or reimbursement — you do not have to ask the office to pull it for you.

1. Change the month in My Trips first if you need a month other than the one on screen. The report covers **the month you are looking at**.

2. Tap **Email my mileage** and pick a format: **PDF summary** for a readable sheet you can hand in, or **Spreadsheet** for the same trips as rows you can total yourself or paste into an expense form.

3. The app sends it to your own email address and confirms with “Sent to *your address*. It may take a few minutes to arrive.”

If it has not arrived after a few minutes, check your junk folder before calling support.

5. Route Overview and the Map

The Route Overview is your command center for a single delivery route. It shows you the map and a list of all your stops so you know exactly where you are going before you start.

5.1 Reading the Map and Stop Timeline

The screen is split into two parts:

- **Map (top half):** Shows your current position, the planned route line, and markers for each stop. Stops are numbered in the order you will visit them.
- **Stop timeline (bottom half):** A scrollable list of every stop in delivery order. Each stop shows the customer name, address, and how many parts are going there. Completed stops are marked with a check mark.

You can tap any stop in the timeline to see its details or, if your dealer allows it, jump directly to that stop.

5.2 Route Summary Stats

At the top of the Route Overview you will see key numbers for the whole route at a glance:

- **Total stops** — how many customer locations you will visit.
- **Parts and pieces** — how many part lines and individual items are on this route.
- **Progress** — how many stops and pieces you have already delivered (if you are in the middle of a route).

5.3 Starting the Route

1. Review your stops on the map and timeline to make sure everything looks right.
2. Tap **Start Route**.
3. The app begins recording your GPS position. Drive to your first stop.

> **GPS tracking starts when you tap Start Route.** The app tracks your position the whole time the route is active, even when you are on a stop screen. This is normal — it is how the dealership can see your

progress.

Tip: Keep the app open while you drive. Closing the app or switching to another app for a long time may pause GPS tracking on some phones.

5.4 Stop Order

Some dealerships require you to deliver stops in a set order. When this rule is on, you can only tap and open the **next stop in order** — the other stops will appear locked until you work your way to them. This ensures parts are delivered in the sequence dispatch planned.

If stop order is not enforced, you can tap any stop on the timeline to go there in any sequence you prefer.

5.5 Navigate to a Stop

To get directions from your current location to a stop:

1. Tap the stop in the timeline to open its detail screen.
2. Tap the **Navigate** button.
3. Your phone's default maps app (Google Maps, Waze, etc.) opens with directions to that address.
4. When you arrive, switch back to ScanIt Delivery to record the delivery.

6. Delivering a Stop — The Core Workflow

This is the most important part of the app. Every time you arrive at a stop, you will use this screen to record what you delivered.

6.1 Stop Screen Layout

The stop screen has three tabs across the top:

- **Items** — the list of parts for this stop, grouped by invoice. This is where you record what you delivered.
- **Proof of Delivery** — where you capture the customer's signature and/or photos.
- **Notes** — a text box to type any notes about this stop.

At the top of the screen you will see the **stop number out of total stops** (for example, "Stop 3 of 8"), the customer name, and a progress bar showing how many pieces you have scanned so far.

6.2 Recording Parts — Scanning vs. Tapping

There are two ways to record a part as delivered:

Option A — Scan the Barcode

Scanning is faster and more accurate. You can scan using either a hardware scanner or the camera on your phone.

Using a hardware barcode scanner (if your device has one):

1. Point the scanner at the part's barcode.
2. Pull the trigger or press the scan button.
3. The app beeps and shows a result banner (see Section 6.3).

Using the in-app camera scanner:

1. Tap the **camera/scan button** on the Items tab.

2. A camera viewfinder opens. Point it at the barcode on the part.

3. Hold steady — the app reads the barcode automatically and closes the viewfinder.

4. Check the result banner at the bottom of the screen.

> **Camera scanning tip:** Good lighting helps a lot. If the barcode is hard to read, try tilting the box slightly to reduce glare.

> **The light comes on by itself here too.** The camera scanner — at a stop, and when you scan returns — switches the phone's light on if the view stays dark for about a second. Its light button sits **just above the scanning box** (on the photo camera it is in the top right instead, see section 7.2). Tap it to turn the light on or off yourself; your choice sticks until you close the scanner. The automatic part only ever turns the light *on*, so if you step back into daylight, tap the button to switch it off.

Option B — Tap to Mark as Delivered

If you cannot scan a barcode, you can tap a part in the list to record it manually. Note that some dealerships require all parts to be recorded by scanning only. If tapping is not allowed, the tap option will not appear on screen.

1. Find the part in the Items list.

2. Tap the part row.

3. The delivered count increases by one.

> While the camera scanner is open, the screen shows a **progress pill at the top** ("Scanned X of Y pieces") and a **remaining parts list at the bottom** so you always know what you still need to scan.

6.3 What the Scan Results Mean

After each scan, a colored banner pops up to tell you what happened:

Banner Color	Message	What to Do
Green	**Matched** — part found, count increased.	Keep scanning. Good job.
Green	**Completed** — all units of this part are now scanned.	That part is done. Move on.
Blue/amber	**Already done** — you scanned this part's full quantity earlier.	No action needed — the part is already fully recorded.
Red	**Not found** — the barcode does not match anything on this invoice.	Double-check you have the right part. If it truly is not on the invoice, set it aside and contact dispatch.

The banner also shows the **part name**, the **bin location** (if one is listed), and a short note like "2 of 3 done" so you know how many more of the same part you still need to scan.

6.4 Fixing a Miscount

If you accidentally scanned a part one too many times, you can reduce the count:

1. In the Items list, find the part you over-counted.
2. **Long-press** (press and hold) the part row.
3. The count decreases by one.

> **Tip:** You can long-press more than once to keep reducing the count if needed.

6.5 Handling Short or Missing Parts

Sometimes a part on the invoice is not in your truck or you have fewer units than expected. You can still complete the stop — the app will ask you to confirm the exceptions:

1. Scan or tap every part you *do* have.

2. When you swipe to complete (see Section 6.6), if any part's count is less than the invoice quantity, a **confirmation sheet appears**.

3. The sheet lists each short or missing part with the expected quantity and the actual quantity you delivered.

4. Review the list carefully. If it is correct, confirm the exceptions to finish the stop.

> **Warning:** Confirming exceptions records a shortage against the invoice. Make sure the list is accurate before you confirm. If something looks wrong, tap Cancel and check your parts again.

Any confirmed exceptions will appear on the route completion summary (Section 9.3) and on the dispatcher's screen so they can follow up.

6.6 Swipe to Complete the Stop

When you have recorded all parts and captured any required proof of delivery (Section 7), a **Swipe to Complete** bar appears at the bottom of the screen.

1. Press and hold the bar, then slide your finger to the right all the way across.

2. If all parts are scanned and all required proof is captured, the stop is marked complete.

3. The app automatically moves to the next stop.

> If the swipe bar is grayed out or shows a message like **"Capture a signature to finish"** or **"Add 1 more photo to finish"**, the dealer requires proof of delivery before you can close the stop. Go to the Proof of Delivery tab (Section 7) first.

7. Proof of Delivery

Proof of delivery (POD) is how you confirm that someone at the customer's location accepted the parts. The app supports two types of POD: a customer signature and photos.

7.1 Capturing a Signature

1. On the stop screen, tap the **Proof of Delivery** tab.
2. Tap **Capture Signature**.
3. The signature canvas opens in **landscape orientation** (the phone goes sideways) to give the customer more room to sign.
4. Hand your phone to the customer. They sign with their finger on the screen.
5. If the customer wants to try again, tap **Clear** to erase the canvas.
6. When the signature looks good, tap **Confirm**. The phone returns to portrait orientation and the signature appears as a thumbnail on the Proof of Delivery tab.

> **Tip:** Make sure the customer signs clearly within the canvas area. If the signature is very faint or outside the canvas edge, tap Clear and ask them to try again before confirming.

To remove a saved signature, tap the thumbnail and choose the delete or remove option.

7.2 Taking Photos

You can take up to **12 photos** per stop. Photos can show where you placed parts, the receiving area, or any condition worth documenting.

1. On the **Proof of Delivery** tab, tap **Photos**. Before you have taken any, the tile reads “Tap to capture.”

2. The camera opens. Frame your shot and tap the round **capture** button at the bottom.

3. A preview appears. Tap the **check mark** to keep it, or the **back arrow** to retake it.

4. The photo appears as a thumbnail on the Proof of Delivery tab, and the tile now counts up — **Photos (1/12)**, **(2/12)** and so on. Repeat for as many as you need.

Once there are 12, the tile says **Maximum reached** and stops accepting more. Delete one if you need room for a better shot.

> **The light comes on by itself in the dark.** If the view through the camera stays dark for about a second — a dim warehouse, a loading dock, a night drop — the app switches the phone’s light on so the photo is not a black square. There is a light button in the **top right corner** of the camera screen if you want to control it yourself; once you tap it, your choice sticks for the rest of that photo session. Note that the automatic part only ever turns the light *on* — it will not switch it back off when you step into daylight, so tap the button if you want it off.

> **If the camera tile says “Taking delivery photos needs camera access”:** the app does not have permission to use the camera. Tap the tile to jump straight to the phone’s settings and allow it, or see section 2.5.

To delete a photo thumbnail, tap it and choose the delete/remove option.

> **Photos are saved to your phone and uploaded to the server automatically.** If you are in a low-signal area, the upload will happen as soon as you have a connection. See Section 11 for more on offline behavior.

7.3 Dealer Requirements

Each dealership can set its own rules for what proof is required before you can finish a stop. The two common rules are:

- **Signature required:** You must capture a customer signature. The Swipe to Complete bar will show a message until you do.
- **Minimum photos:** You must take at least a set number of photos (for example, at least 1 or at least 2). The Swipe to Complete bar will tell you how many more photos you need.

> **Tip:** If you are unsure what a specific dealership requires, ask dispatch before you head out. The app will also tell you at the bottom of the screen if something is missing when you try to complete a stop.

8. Delivery Notes

The **Notes** tab on each stop screen gives you a place to type anything useful about that delivery. For example:

- "Left with service manager at side door."
- "Customer was not present — left parts at reception."
- "Gate code was 1234."

1. Tap the **Notes** tab on the stop screen.

2. Tap in the text box and type your note. Notes can be up to 250 characters.

3. Notes are saved automatically as you type — there is no Save button.

> **Notes travel with the stop record.** The dispatcher and dealership staff can read your notes on their screen once the stop is completed.

9. Completing a Route

When you have delivered every stop on the route, you can close it out and officially finish for that run.

9.1 Swipe to Complete the Route

Once all stops show a check mark on the Route Overview timeline:

1. Go back to the **Route Overview** screen (tap the back arrow from the last stop screen, or tap the Route Overview card on the Delivery Board).

2. At the bottom of the screen you will see a **Swipe to Complete Route** bar.

3. Slide the bar all the way to the right to finish the route.

4. The app uploads your GPS track, scans, signatures, and photos. A progress indicator appears while this happens.

5. The **Route Complete screen** appears (see Section 9.2).

> **Tip:** Stay in a spot with a signal when completing the route so the upload goes through quickly. If you are in a low-signal area, the upload will finish as soon as you have connectivity — see Section 11.

9.2 The Completion Summary

After completing a route, the app shows a summary screen with your stats for that run:

Stat	What It Means
Stops	Number of customer locations you delivered to.
Parts	Number of distinct part lines delivered.
Pieces	Total individual items delivered (e.g., 5 of 6 pieces means 1 was short).

Invoices	Number of invoices covered by this route.
Miles	Distance driven based on your GPS track.
Avg/Stop	Average time spent per stop.
Started / Finished	Clock times for when the route began and ended.
Value delivered	Total dollar value of parts delivered on this route.

Below the stats is a list of every stop served with the pieces count for each one.

Tap **Back to Deliveries** when you are ready to go back to the Delivery Board to start another route or finish your shift.

9.3 The Exceptions List

If any parts were short or not found, an **Exceptions** card appears on the Route Complete screen. It lists every item that was not delivered in full, grouped by customer:

- **Part number and description**
- **Invoice number**
- Status: *"X short"* (you delivered some but not all) or *"Not found"* (you delivered none of this part)
- Quantity delivered vs. quantity expected (for example, "2 of 5")

If everything was delivered in full, a green checkmark appears with the message "All items delivered in full" and no exceptions card is shown.

> **Exceptions are automatically reported to the dealership.** You do not need to call in separately. If dispatch needs more information, they will message you via chat.

10. Chat with Dispatch

ScanIt Delivery has a built-in chat so you can send and receive messages with the dealership dispatcher in real time. You do not need to make a phone call or send a text — everything is right in the app.

Opening Chat

1. Look for the **chat icon** (speech bubble) at the top of the screen. It appears on the Delivery Board, Route Overview, and Active Stop screens.

2. Tap the chat icon to open the conversation.

Sending a Message

1. Tap the **message text box** at the bottom of the chat screen.

2. Type your message.

3. Tap the **Send** button (paper-plane icon). Your message appears in the conversation thread.

Receiving Messages

When dispatch sends you a message while you are in chat, it appears immediately in the thread. If you are on a different screen (scanning a stop, looking at the map, etc.), you will see a **notification on your phone** alerting you to the new message. Tap the notification to go straight to chat.

> **Tip:** Keep Notifications turned on (see Section 2.5) so you never miss a message from dispatch while your hands are full.

> **Chat is dealer-specific.** Each dealership has its own chat thread. If you work for more than one dealer, make sure you are in the right dealer's board before opening chat.

You must have a data connection to send messages. The send button is grayed out when you are offline. Your received messages are saved locally so you can still read them without a connection, but you cannot send until the connection comes back.

11. Working Offline or with Poor Signal

Signal can be spotty in some delivery areas — parking structures, rural routes, basements. ScanIt Delivery is designed to keep working even when you lose your connection.

What Keeps Working Without Signal

- Scanning parts and recording deliveries.
- Capturing signatures and taking photos.
- Typing delivery notes.
- Completing stops and moving through the route timeline.
- Reading old chat messages.

What Needs Signal

- Sending chat messages.
- Uploading signatures, photos, and GPS data to the server.
- Refreshing the delivery board to see new routes.
- Completing the route and uploading the final record.

> **Everything is saved on your phone first.** Scans, signatures, photos, and your GPS track are all written to your device before they are uploaded. If you lose signal, keep working — the data is safe on your phone and uploads automatically once your connection comes back.

When you are back in range, the app quietly uploads all the data it saved while you were offline. You do not need to do anything special — just let the upload finish before closing the app.

GPS location samples are buffered on your phone and uploaded in batches every few minutes. When you complete a route, the app drains any remaining location data before closing the route out. This means your full GPS track is always captured, even in patchy-signal areas.

> **Important:** When completing a route (swipe to complete, Section 9.1), try to be in a place with a good signal so the final upload can go through without delay. If you must complete in a low-signal area, the app will upload as soon as it can — just do not force-close the app right after swiping.

Connectivity indicator: A small banner appears at the top of the screen when the app detects no network connection. When you see it, know that offline mode is active and data will upload once you are reconnected.

12. Your Account

Tap your **initials avatar** or the **account icon** on the Home screen to open the Account screen. From here you can manage everything about your profile.

12.1 View and Edit Your Profile

The top of the Account screen shows your name, email address, and phone number. To make a change:

1. Tap the field you want to change (name or phone number).
2. Edit the value and tap **Save**.

> **Your email address is shown but cannot be changed** from within the app. If you need to update your email, contact your manager or IPS support.

12.2 Change Your Password

1. On the Account screen, tap **Change Password**.
2. Enter your current password, then type and confirm your new password (at least 8 characters).
3. Tap **Save**. The app confirms the change and returns you to the Account screen.

12.3 Sign Out

1. On the Account screen, tap **Sign Out**.
2. A confirmation dialog appears. Tap **Sign Out** again to confirm.

3. The app returns to the sign-in screen.

> **Do not sign out in the middle of an active route.** Complete the route first, or check with dispatch. Signing out while a route is active may cause incomplete data.

12.4 Delete Your Account

If you need to permanently remove your account from the system:

1. On the Account screen, tap **Delete Account**.

2. A confirmation dialog appears. Type **DELETE** (in all capitals) in the text box to confirm you understand this action is permanent.

3. Tap **Confirm**.

> **Account deletion is permanent and cannot be undone.** All your account data will be removed. If you just want to take a break or switch phones, simply sign out instead. Only delete your account if you are sure you will no longer use ScanIt Delivery.

12.5 Network and Diagnostics

The Account screen also shows a **network status section** at the bottom. This is helpful when something is not working and you need to describe the problem to support:

- **Network name (SSID):** The name of the Wi-Fi network you are on, if any.
- **Signal strength:** Shown as Weak / Fair / Good / Strong.
- **Connection status:** "Connected" or "Not connected".

> **If support asks for your diagnostics:** Go to **Account ? Network** and read out the network name and signal level. This helps the support team understand your connection situation quickly.

12.6 App Version and Checking for Updates

The Account screen displays the current **app version number**. When a new version of ScanIt Delivery is available:

- The app will prompt you to update when you open it.
- You can also open your phone's app store — **Google Play** on Android or the **App Store** on iPhone — search for ScanIt Delivery, and tap **Update** if a new version is available.

> **Always keep the app up to date.** New versions bring bug fixes, improved scanning, and new features from IPS. Older versions may stop working correctly as the system evolves.

12.7 Notifications and Arrival Alerts

When you pull up at a customer, the phone posts a notification that says **"Arrived at *customer name*."** Tapping it takes you straight into that stop so you can start delivering — and that works even if the app was closed.

To turn it on or off, open **Account**, then under **Settings** tap **Notifications**. There are two switches:

- **Notifications** — "Route changes, dispatch messages, and arrival alerts." This is the master switch.
- **Arrival alerts** — "Tells you when you reach a stop on your route." **On by default.**

> **This moved.** Arrival alerts used to be a switch directly on the Account screen. It now lives on its own Notifications screen, reached from the **Settings** card on Account.

> Arrival alerts rely on location. If location permission is off, the app cannot tell when you have reached a stop, so the alert will never fire — see 12.8.

12.8 Permissions

To check what the app is allowed to use on your phone, open **Account**, then under **Settings** tap **Permissions** . It covers the three things the app needs, and each one says in a line why it is needed so you are not guessing what you are agreeing to:

- **Location** — "Tracks your route and tells dispatch when you arrive at a stop." Without it, arrival alerts cannot work and dispatch cannot see where the truck is on the live map.
- **Notifications** — "Route changes, dispatch messages, and arrival alerts."
- **Camera** — "Scans barcodes and takes delivery photos."

If something has not been granted, the screen tells you and sends you to the phone’s own settings to allow it. Nothing on this screen turns a feature off by itself — it is a status view plus a shortcut.

> This is the quickest way to fix a permission problem. Use it before working through the phone’s own settings by hand (section 13).

13. Troubleshooting and Tips

Permissions Denied — Location, Camera, or Notifications

> **If you denied a permission by mistake**, the app will not be able to use that feature until you enable it. The app cannot ask you again once you have said "Deny."

Try this first: open **Account** ? **Settings** ? **Permissions** (section 12.8). It shows which permissions are missing and sends you straight to the right place to allow them. The steps below are the long way round if you would rather do it by hand.

1. Open your phone's **Settings**.
2. Tap **Apps** (or "Application Manager" depending on your phone).
3. Find and tap **ScanIt Delivery**.
4. Tap **Permissions**.
5. Turn on **Location** (set to "Allow all the time" for best GPS tracking), **Camera**, and **Notifications**.
6. Return to ScanIt Delivery. The features should now work.

No GPS or Poor GPS Accuracy

Tips for better GPS:

- Step outside or away from metal structures if possible — concrete and metal block GPS signals.
- Make sure Location permission is set to *"Allow all the time"*, not just "While using the app."
- Turning your phone's Wi-Fi on (even if not connected to a network) can help GPS lock on faster.

- If GPS seems stuck, try closing and reopening the app.

Hardware Scanner Not Reading a Barcode

If your hardware scanner is struggling:

- Try the in-app camera scanner instead — tap the camera/scan button on the Items tab.
- In a dark spot, use the light button just above the scanning box on the camera scanner.
- Clean the scanner glass with a soft cloth.
- Make sure the barcode is not torn, folded, or too faded.
- Try scanning at a slightly different angle to reduce glare.

Cannot Complete a Stop — Swipe Bar is Blocked

If the Swipe to Complete bar shows a message instead of letting you swipe, one of two things is missing:

- **"Capture a signature to finish"** — Go to the Proof of Delivery tab and get a signature from the customer (Section 7.1).
- **"Add X more photos to finish"** — Go to the Proof of Delivery tab and take the required number of photos (Section 7.2).

These requirements are set by the dealership, not by IPS. If you believe a requirement should not apply to a specific stop, contact dispatch through the chat before leaving.

Route Disappeared from the Board

If a route you were working on no longer shows up on the Delivery Board:

1. Pull down on the board to refresh.
2. If it still does not appear, contact dispatch through chat right away.
3. Dispatch can re-assign the route to you if needed.

Do not create a duplicate route. If your route disappeared while you were mid-delivery, your scans and proof are still saved on your phone. Wait for dispatch to sort it out — your data will not be lost.

App is Slow or Freezes

Quick fixes for a slow app:

- Close other apps running in the background on your phone.
- Make sure you have a stable data connection — load times increase on weak signal.
- If the app is completely frozen, close it fully and reopen it. Any data you entered is saved automatically.
- Restart your phone if problems persist.

Signature Canvas Not Rotating to Landscape

The signature screen is designed to flip to landscape automatically when it opens. If it does not rotate, check that your phone's **auto-rotate** (or "Screen rotation") setting is turned on. On most Android phones this is in the quick-settings panel — swipe down from the top of your screen and look for a rotation icon.

App Not Updating Automatically

1. Open **Google Play** (Android) or the **App Store** (iPhone).
2. Search for **ScanIt Delivery**.
3. If you see an **Update** button, tap it.
4. If you see **Open**, you already have the latest version.

Keep the app updated. Running an outdated version can cause problems connecting to the server or using the latest features your dealership depends on. If you are on a version that is too old, the app will notify you and ask you to update before you can continue.

General Tips for a Smooth Shift

Before you leave the dealership:

- Make sure the app is connected (no offline banner).
- Claim your route on the board before heading to the truck.
- Make sure your phone is charged — GPS and the camera use battery fast.
- Turn up your ringer or notification volume so you hear chat messages while driving.

At each stop:

- Scan every part before you leave the truck — it is easier than going back.
- Get the signature or photos before you drive away.
- If anything is wrong (wrong address, nobody home, missing parts), message dispatch from the chat right then.

At the end of your run:

- Complete the route from the Route Overview before heading back.
- Wait for the upload progress to finish before closing the app.
- Check the completion summary to make sure everything looks right.