



WeTrack
Handheld Application
Training Guide

Table of Contents

1. Download & Installation	3
1.1. Android	3
1.2. IOS	6
2. Login	7
3. Main Menu	8
3.1. Collection	9
3.1.1. Location	10
3.1.2. Date Selection	11
3.1.3. Scanning	12
3.1.4. Using Scanner or Manual Enter	13
3.2. Warehouse	14
4. Delivery Order Selection	15
4.1. Update Delivery Order	16
4.1.1. Delivery Order - Completed	17
4.1.2. Delivery Order - Failed	18
4.2. Delivery Order - Wrong Time	19

1. Download & Installation

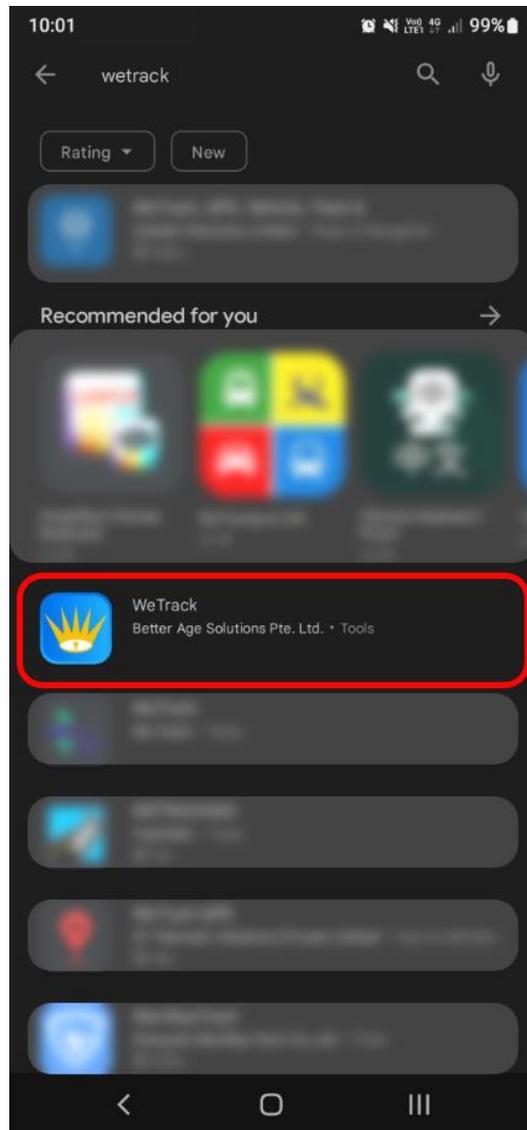
1.1. Android

1.1a. Go to Google Play Store

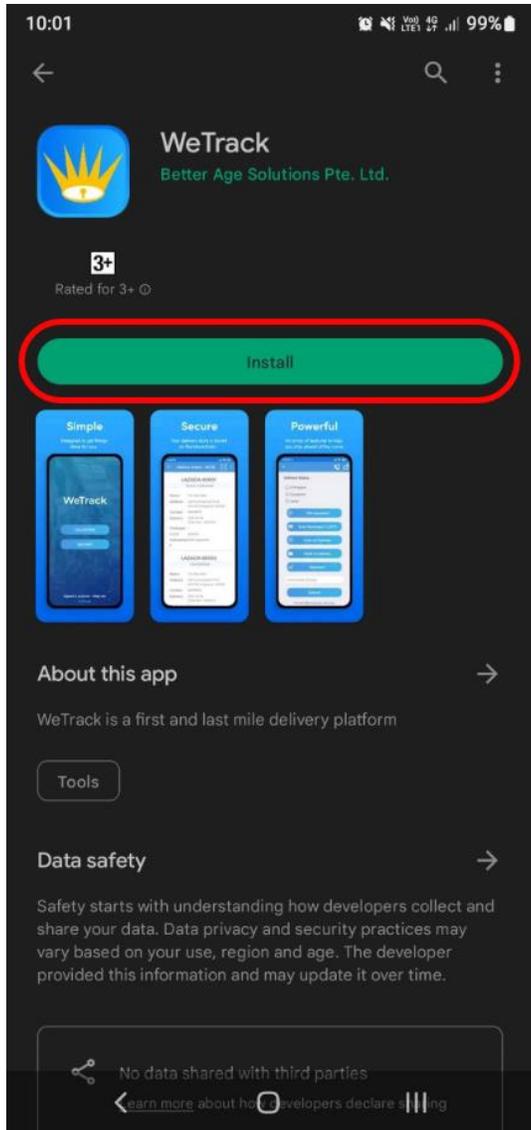
1.1b. Search “WeTrack”

1.1c. Alternatively, click on the link below:

<https://play.google.com/store/apps/details?id=com.betterage.wetrack>



1.4a. Click "Install"



1.2. IOS

1.2a. Go on to App Store

1.2b. Search “WeTrack”

1.2c. Alternatively, click on this link:

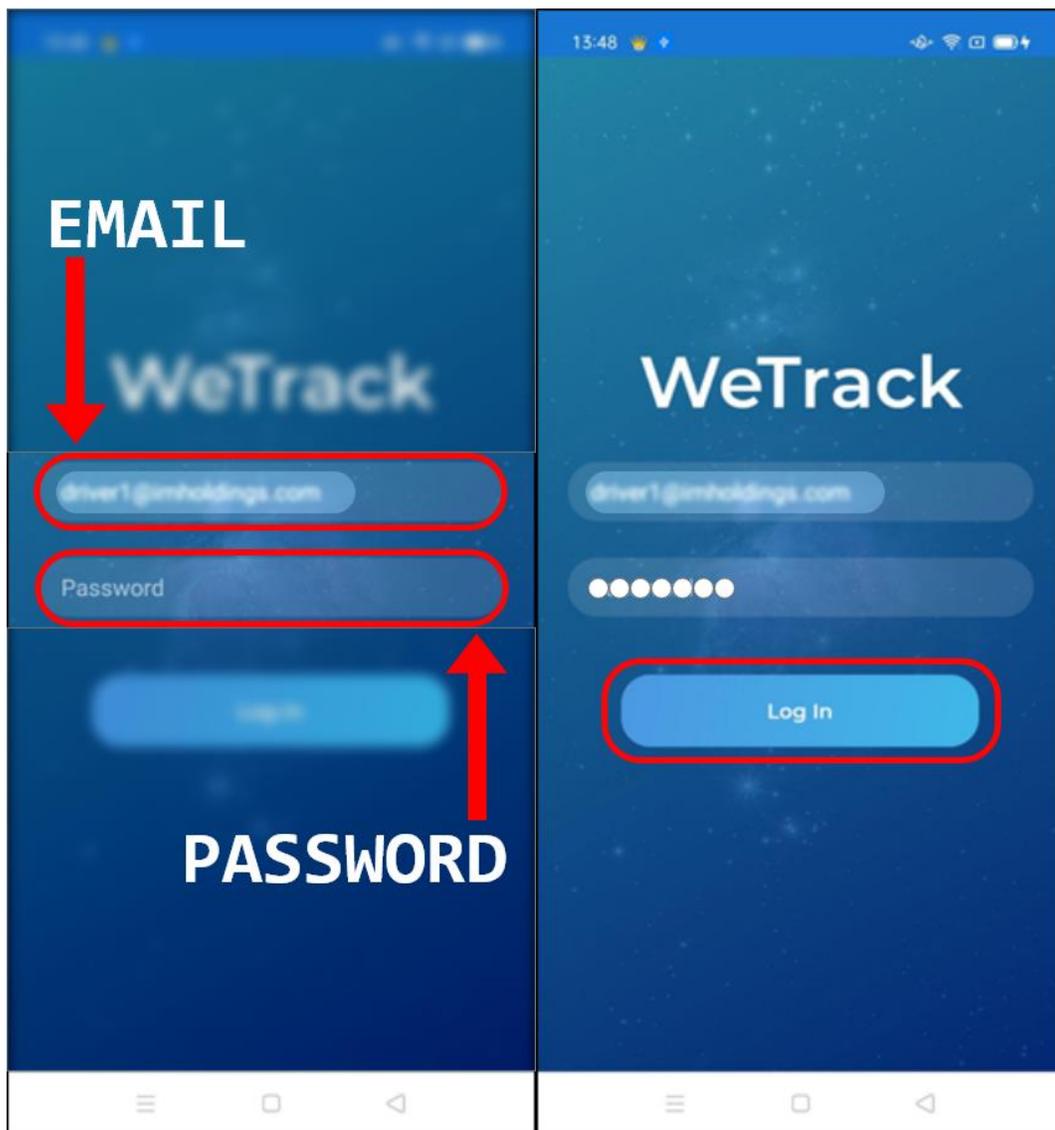
<https://apps.apple.com/us/app/wetrack-by-better-age/id1641909059?uo=4&at=1116hc&app=itunes&ct=fnd>

1.2d. Click “GET”

2. Login

2.1. Enter the Username (Email) and Password Assigned to you in their respective fields.

2.2. Click "Login".



3. Main Menu

3a. Collection

- Select “Collection” when you are doing collection from Hospital or Warehouse.

3b. Delivery

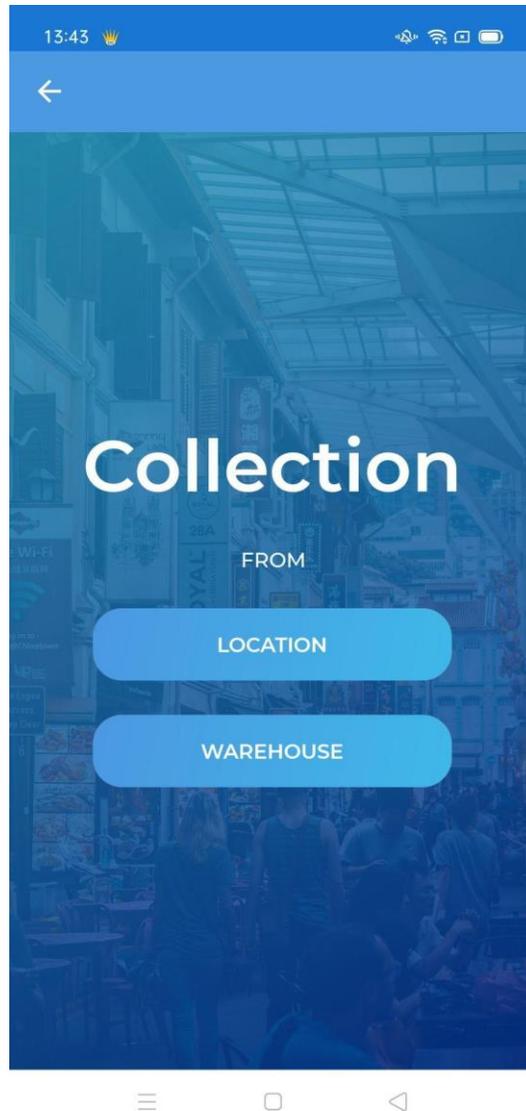
- Select “Collection” when you are doing collection from Hospital or Warehouse



3.1. Collection

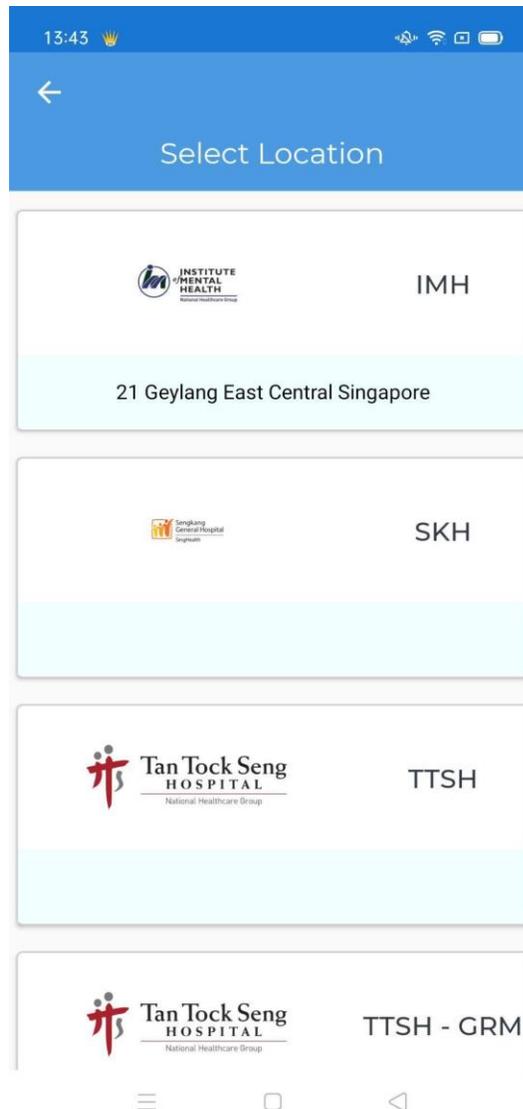
3.1a. Select “Location” when collecting at the Hospital

3.1b. Select “Warehouse” when collecting at the Warehouse



3.1.1. Location

- 3.1.1a. If “Location” is selected, it will bring you to this page.
- 3.1.1b. Select the Hospital/Location for your current collection.

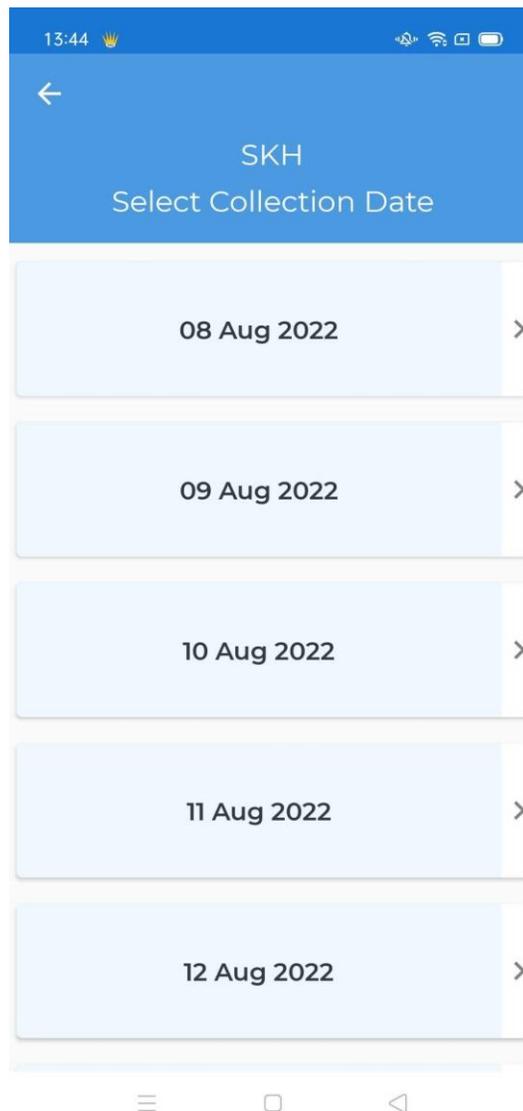


3.1.2. Date Selection

3.1.2a. You will arrive at this page when you either:

- Select “Warehouse” or
- Selected a Hospital/Location on the Location Page

3.1.2b. Select the Collection Date:

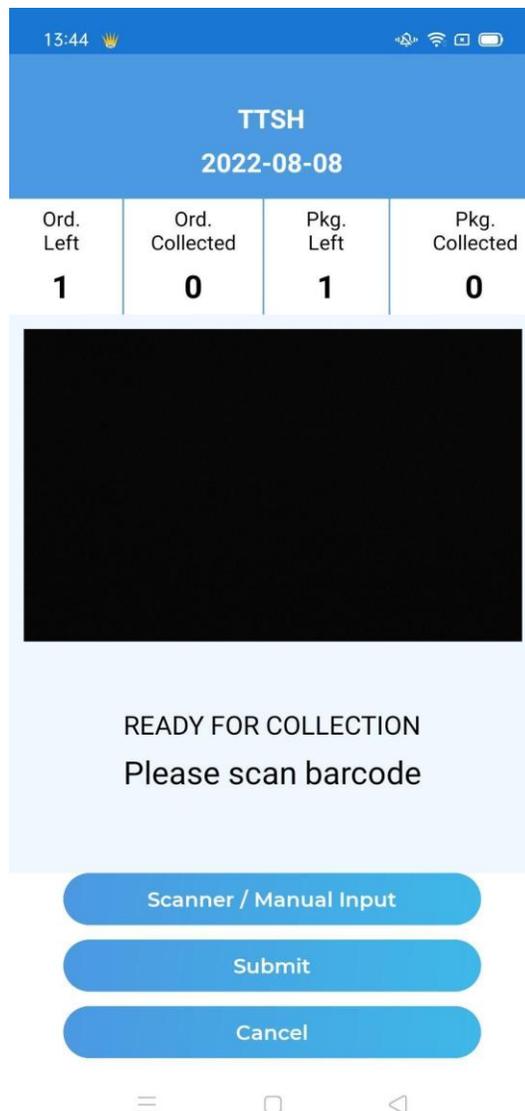


3.1.3. Scanning

3.1.3a. When the location has deliveries that can be collected, you will enter this page.

3.1.3b. Start your Collection by Scanning the QR / Barcode on the package label.

3.1.3.c. You might also want to use a Scanner or Manual Enter the package label by pressing the “Scanner / Manual” button.



3.1.4. Using Scanner or Manual Enter

On this page, you can choose to use the soft keyboard on your phone, or use any hardware (Scanner), as a keyboard.

The screenshot displays a mobile application interface for TTSH. At the top, the status bar shows the time 13:45 and various system icons. Below this, a blue header contains the text "TTSH" and the date "2022-08-08". A table with four columns shows the following data:

Ord. Left	Ord. Collected	Pkg. Left	Pkg. Collected
1	0	1	0

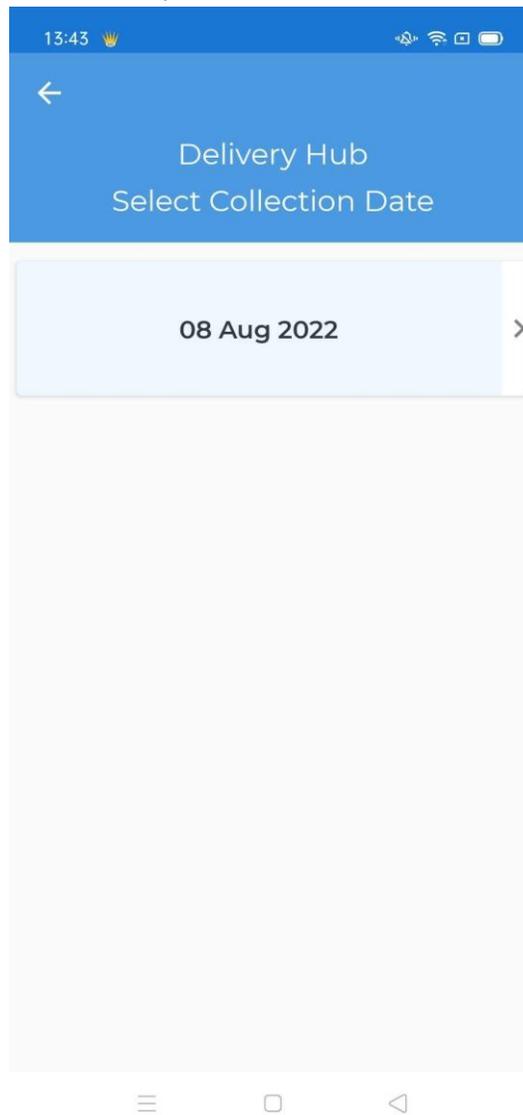
Below the table is a grey input field labeled "DO No.". The main content area is light blue and contains the text "READY FOR COLLECTION" and "Please scan barcode". At the bottom, there are three blue buttons: "Back to Camera", "Submit", and "Cancel". The Android navigation bar is visible at the very bottom.

3.2. Warehouse

3.2a. If “Warehouse” is selected, it would bring you to this page.

3.2b. Similar to the Date Selection Page, however, you are only allowed to choose one date, which is the current date.

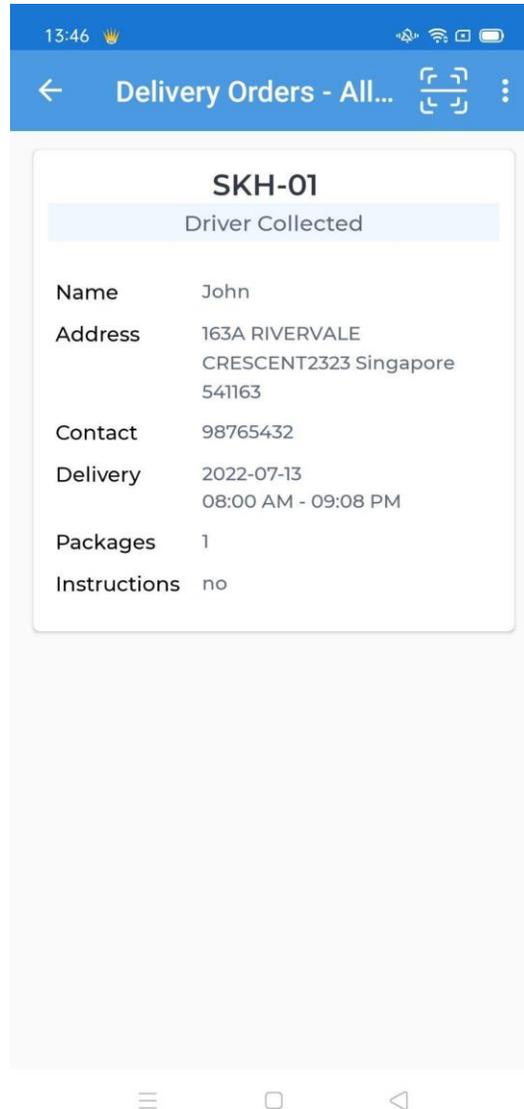
3.2c. After the selection, you will enter Delivery Order Selection.



4. Delivery Order Selection

4a. If “Delivery” is selected, it would bring you to this page.

4b. At this page, you will be able to choose the Delivery and complete your Delivery, by clicking on any Delivery Order.



4.1. Update Delivery Order

4.1a. After selecting a delivery order, you will be brought to this page.

4.1b. At this page, you can update your current Delivery Status to “In-Progress”, “Completed”, or “Fail”

4.1c. According to the Status you want to update, there will be different requirements

13:46 📶 🔋

← 📞 📍

SKH-01

Name	John
Address	163A RIVERVALE CRESCENT2323 Singapore 541163
Contact	98765432
Delivery	2022-07-13 08:00 AM - 09:08 PM
Packages	1
Instructions	no

Delivery Status

In-Progress
 Completed
 Failed

Comments (if any)

Submit

☰ □ ◀

4.1.1. Delivery Order - Completed

In order for a Delivery Order to be completed, you must enter 4 Proof of Delivery in order to Submit.

The 4 Proof of Delivery are as follows:

- 1) OTP
- 2) Scan Packages
- 3) Proof of Delivery
- 4) Signature

Once all 4 are submitted, you would be able to submit the delivery.

The screenshot shows a mobile application interface for 'Delivery Status'. At the top, the title 'Delivery Status' is displayed. Below the title are three radio button options: 'In-Progress', 'Completed' (which is selected), and 'Failed'. Below these options are four blue buttons, each with an icon and text: 'OTP Required' (with a smartphone icon), 'Scan Packages (1 LEFT)' (with a barcode icon), 'Proof of Delivery' (with a camera icon), and 'Signature' (with a pen icon). At the bottom of the interface is a white rounded rectangular field labeled 'Comments (if any)'.

4.1.2. Delivery Order - Failed

If Delivery failed, please indicate the reason for failure. Do try to explain further in the comment box.

In-Progress

Completed

Failed

Reason for failed delivery

Vehicle breakdown

Extended delays(eg traffic congestion, road closures etc)

Recipient absent / uncontactable

Delivery address incomplete / inaccurate

Delivery location inaccessible

Delivery recalled

None of the above

 Proof of Failed Delivery

Comments (if any)

Submit

4.2. Delivery Order - Wrong Time

Please ensure you are within the delivery time or you would not be able to submit the delivery.

