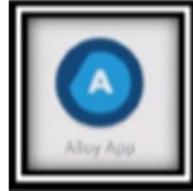




Alloy – In Cab Guidance

Starting up & logging on

To log into Alloy on the tablet device, press the Alloy icon to launch the App.



Login with Google



Login with Microsoft



Login with Email

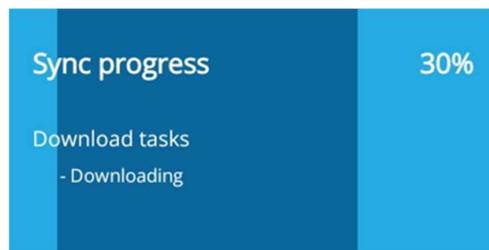
Press Login with E-Mail, enter email username and password, then press the blue login button.

Syncing

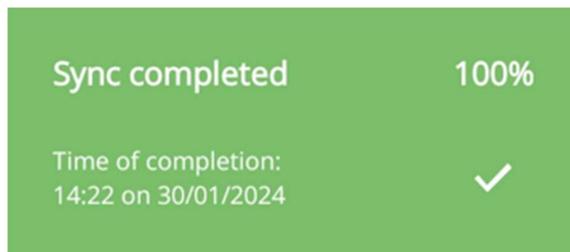
The app will synchronise available collections indicated by the spinning wheel at the top right corner of the screen. This sends data to the back office in Alloy throughout the day to confirm progress.



Sync Button



Sync progress will be displayed at the top of the main App menu.



Once sync is complete, the sync progress display will turn green. This confirms that your device has downloaded the required data to begin your round for the day.

If there are issues with the sync, select reset from the menu to reboot the app and fix this issue.



Alloy Menu



The menu button on the top left of the screen is used to view the main App menu.

Explorer		
My Jobs		
291	0	291
Total	Closed	Open
My Inspections		
3	0	3
Total	Closed	Open
My Projects		
0	0	0
Total	Closed	Open
My Rounds		
3	0	3
Total	Closed	Open

Explorer – press this to return to home screens/ full map view.

My Jobs – this function will be used for Missed Bin Collections and Bulk Uplift Jobs

My Inspections – this will not be needed for Bulky jobs

My Projects – press this to find your allocated Bulky jobs by date.

My Rounds – this will not be used for bulky jobs

Sync Log

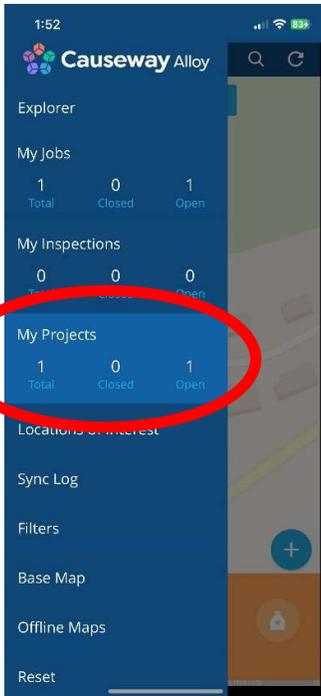
Sync Log – Here you can see the progress of your latest Sync. If for any reason the sync has failed, you can find the reason here.

Reset

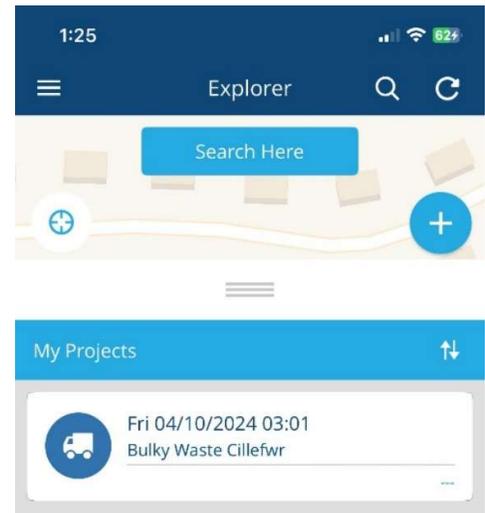
Reset – If your device has not pulled through today's jobs, you can reset the device. Make sure you resync and there are no jobs left on the device as resetting will lose them.



Completing Collections

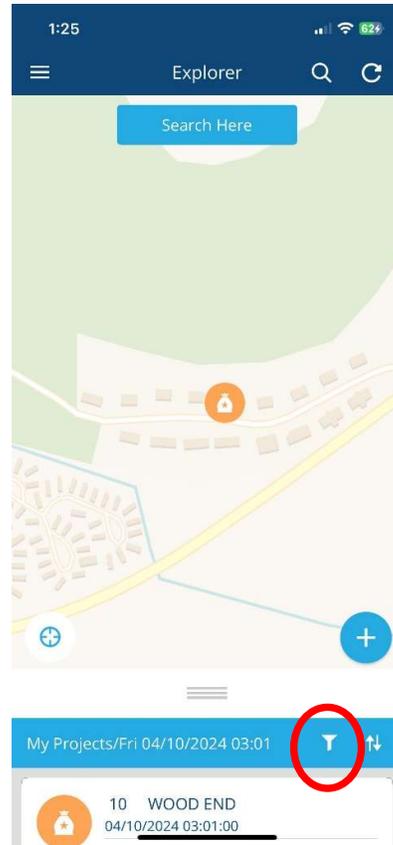


Under the My Projects header, Alloy displays all the collection jobs for bulky waste relative to each day. Each job can be seen under a designated area or street.



Selecting a job will display the scheduled collections below the street name and on the map view.

Where multiple bulky jobs are to be collected, scrolling on the device will allow the users to see all jobs. Use two fingers to pinch or spread on the map view to zoom in and out. Use one finger to move the map view.

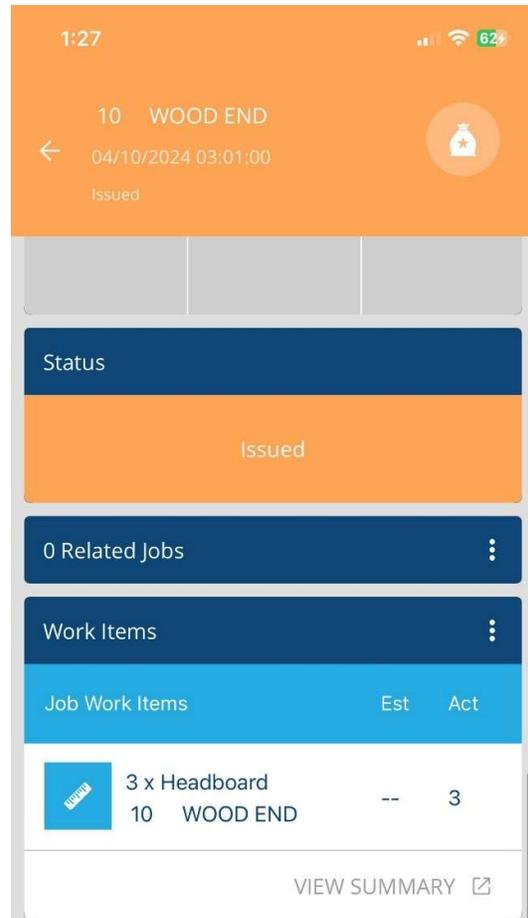


To efficiently organise your collections, you can filter your jobs by distance. To do this, select the filter (circled) and select Distance. Now you can see which job is nearest to you and how far away it is

Click on the job using the list view or map to be presented with the job details.

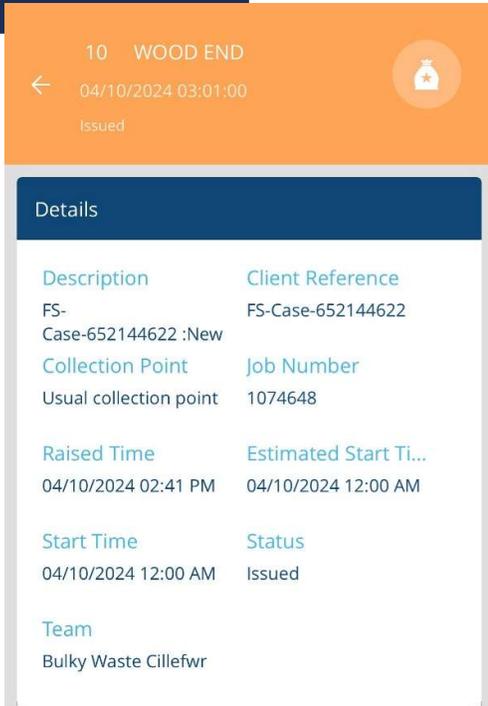
Here you can see what bulky items are booked for collection and the job status.

To change the job status, click 'Issued' and select a job status from the list below.



To add a photograph, click the three dots on the Attachments segment and select 'Take Photo.' This will take you to the camera app, take the photo and select OK to add it to the collection attachments.





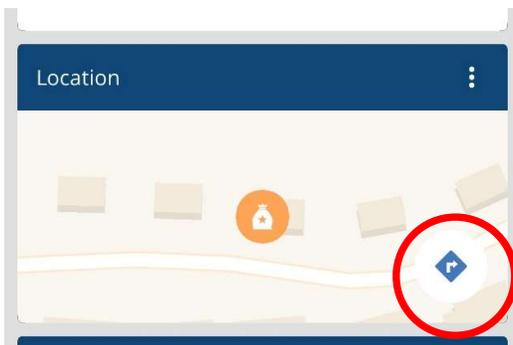
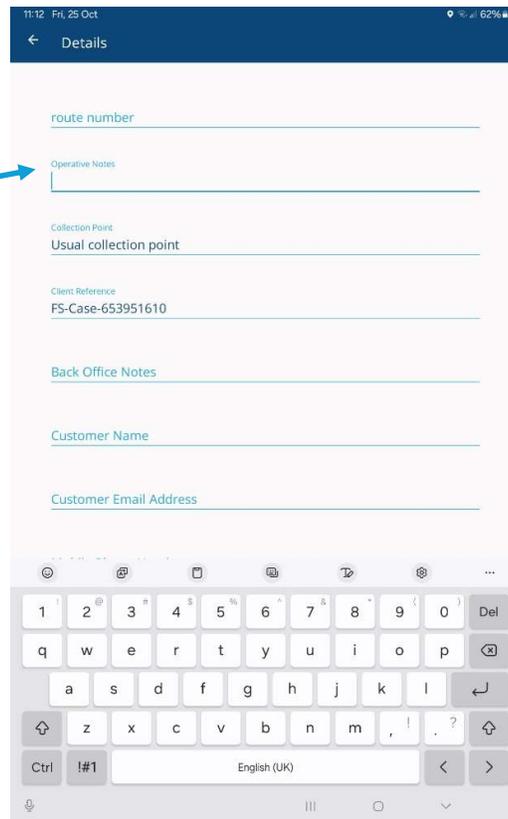
On the Details page, you will find information relating to the job.

The Collection Point will state where the bulky waste will be placed if the customer has requested an assisted lift. If no assisted lift is in place, it will show 'Usual collection point' which will be the kerbside.

Once you click into the Details page, you will be shown the following screen.

Here you can enter free text to say what items you have collected if not all items were placed out or notes that you have broken down and are unable to collect.

You can enter this information under the 'Operative Notes' section.



The location section is linked with Google Maps. By clicking on the arrow (circled), this prompts a pop up to take you to google maps, allowing directions from your current location to the job.



Completing Collections – Status'

-  Completed
-  Not Presented
-  Incorrect Location
-  Access Issue
-  Operational Issue
-  Re-Issued
-  Partial Collection

 Completed - Unacceptable Items

Completed with no issues. An email is sent to the customer.

Bulky items were not presented for collection. An email is sent to the customer.

Items were not presented at the agreed collection point and will not be collected. An email is sent to the customer. Please take a photo in this instance.

Items not collected as they could not be accessed e.g. road closure. An email is sent to the customer. Please take a photo in this instance.

Items couldn't be collected e.g. vehicle breakdown. An email is sent to your assistant manager to reschedule for another day and an email is sent to the customer. Please put a note on the details so office staff are aware of the problem.

Where previous collection couldn't take place, these have been reissued.

Operational issue our side where some items have been collected but others will need another collection date rescheduled. An email is sent to the customer. Please put what you have collected in the notes of the job and take a photo.

This status is used for example when a customer booked a bed to be collected but they also placed a sofa out – operatives collect the booked bulky item and leave the sofa. An email is sent to the customer. Please put what you have collected in the notes of the job and take a photo.

Finishing Your Round and Logging Off

Once all collections have been completed you will be presented with 'No Items Available.'

If you have logged an issue for a collection, these will be sent to your Assistant Manager to be rescheduled.



Sync Icon with jobs left on tablet

All users must log out of the Alloy App and shut down the device at the end of their shift. However, before you log out, you **MUST** press the sync icon and allow the sync process to be completed.



Sync Icon with no jobs left on tablet

Once the sync has completed, check that the sync icon no longer has any number within a red circle, as pictured.

Once all completed bulky jobs have been sync'd, open the menu on the top left of the screen and scroll down to the Log Out icon.



Menu Button

