



cemex.co.uk/go
0345 155 1825

DRIVERLITE GUIDE

Please remember to use your tablets for EVERY delivery alongside your paper ticket



Truck Id	13100899
Licence Plate	LM10XHE
Tzone	90138
Radial	7
Orders Telephone	01429 275645
Customer Service Complaints	0345 322 7685
SAP Delivery No	197378735
Load observations	Returned Load Reason/Water Added

For every load you will need to input the SAP Delivery Number..

- this is located half way down the page on the right.

Weekly Verification - once a week you will be prompted to input your Haulier number and Customer number

- the Haulier number is located on your device box. The Customer number is what we call the "Account Number" which is on your delivery ticket – top right. (You can complete this with any ticket)

Verify

Enter your haulier number and customer number of the ticket to verify this device for 7 days.

Haulier number

Customer number/Job site number

CANCEL OK

Proof of delivery NEXT

Signer

Full name

Configurations

On Site 12:21 pm

Unload 12:21 pm

Partial Load

Notes

Add note

When you are at the delivery site..

- click the blue EPOD button and match the times you have written on the ticket with the times on the tablet.
- You can do this by simply clicking on the digital time in blue.

If you need to add any notes..

eg. how much water has been added, you can do in the box at the bottom of the screen

Add note SAVE

Note

When you have finished unloading.. ensure you ask for the customers FULL name

Add signer

Full name

Proof of delivery

Ready Time Partial Load Note

0min No 0

Signer

- input this in the first field at the top of the screen
- click the blue Next button in the top right corner
- the tablet screen will then turn sideways and ask you for a signature
- ask the customer to sign the tablet with a finger or the attached pen.
- click Next again, then click blue paper aeroplane in top right corner.
- the time will be automatically recorded when the customer signs for the load, so please make sure this is done last.

NB. Cash sales and mortar jobs cannot be used with the tablets at this time!

If anyone has questions about CEMEX Go, please contact the Digital Support Team on 0345 155 1825



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FREQUENTLY ASKED QUESTIONS

Q - My tablet keeps saying 'Incorrect Information, Please Try Again', what do I do?

Firstly, ensure you are entering the information correctly. If you are, then make sure the status in RMS is Loaded, not Loading. **You will not be able to input any ticket onto the tablet while the truck is still loading**

Q - I have done this, but it still says 'Incorrect Information, Please Try Again'.

A - Follow the guide on clearing the Cache and Data from the app. If this is not available, please do the following:

- Swipe down from the top of the screen and click the cog icon in the top right corner.
- Go down to Apps, and then choose DriverLite
- Click Storage
- Click Clear Data
- Try inputting the ticket information again – this works 9/10 times, but if not call 0345 188 1825

Q - I have lost signal while on site and can't click the paper aeroplane, what do I do?

As long as the times are correct and the ticket has been signed, you can return to the plant and click the paper aeroplane when you recover signal. The details will still be held from when you were on site

Q - Will I no longer need my paper ticket now?

The paper tickets must be completed as usual alongside the tablets. This will continue to be the case until we are ready to cut over to using just Tablets.

Q - Where do I keep the tablet at night?

We suggest leaving the tablet locked away in a secure room at your base plant overnight.

Q - What happens if the tablet is stolen or gets broken?

CEMEX will replace the first tablet if broken or stolen, after that you will have to bear the cost of a replacement. The Tablet costs about £350 – please look after it.

Q - How durable are these tablets?

The Samsung Active tablets are one of the most rugged tablets you can buy. They are waterproof to 1.5m of water for 30mins and dust/sand/dirt proof. They have also passed a military grade testing procedure for durability during excessive pressure, temperatures, vibrations and drops

Q - If I'm on holiday or off sick & another driver uses my truck, will they need my tablet?

Yes, if somebody else is driving your truck while you are absent then they will need to use your tablet and your details

Any further questions?

...call our Customer Care Team in Rugby on 0345 155 1825