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1. Get the app

CrewPro is available for iOS and Android devices.

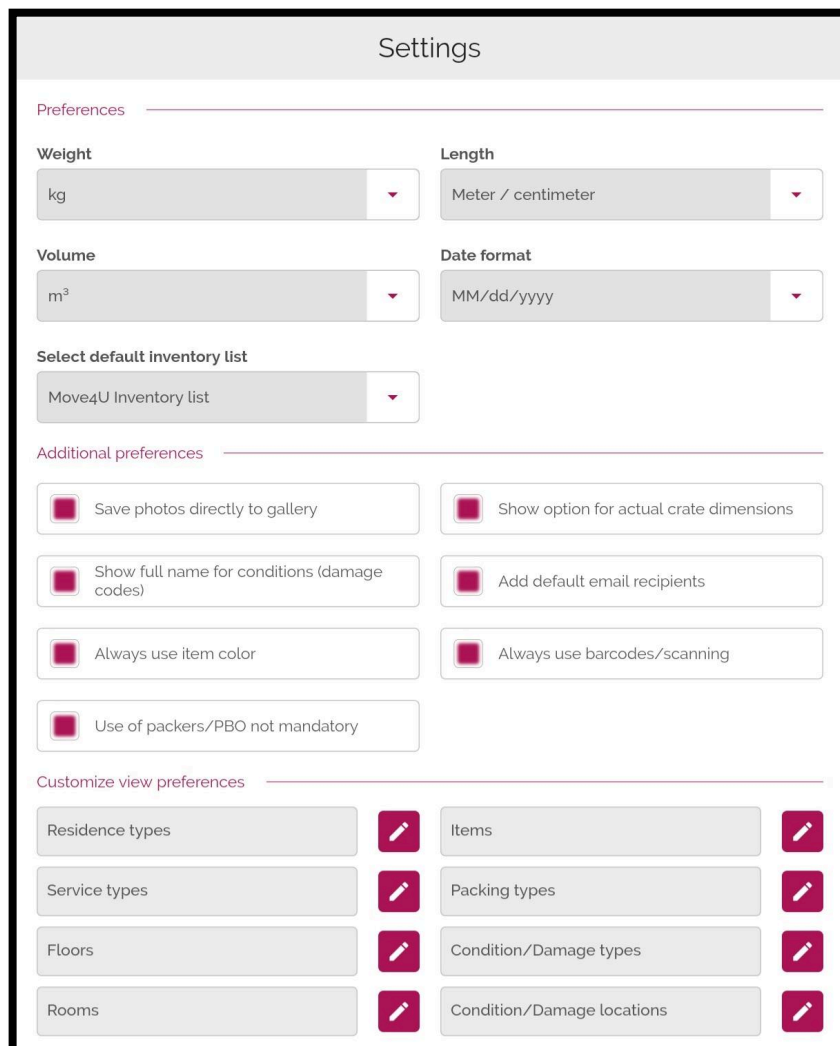
Once you have downloaded the app, you'll need to input your license. You can view your license in the MoveDashboard. **Go to Settings > ProApps > Licenses.**

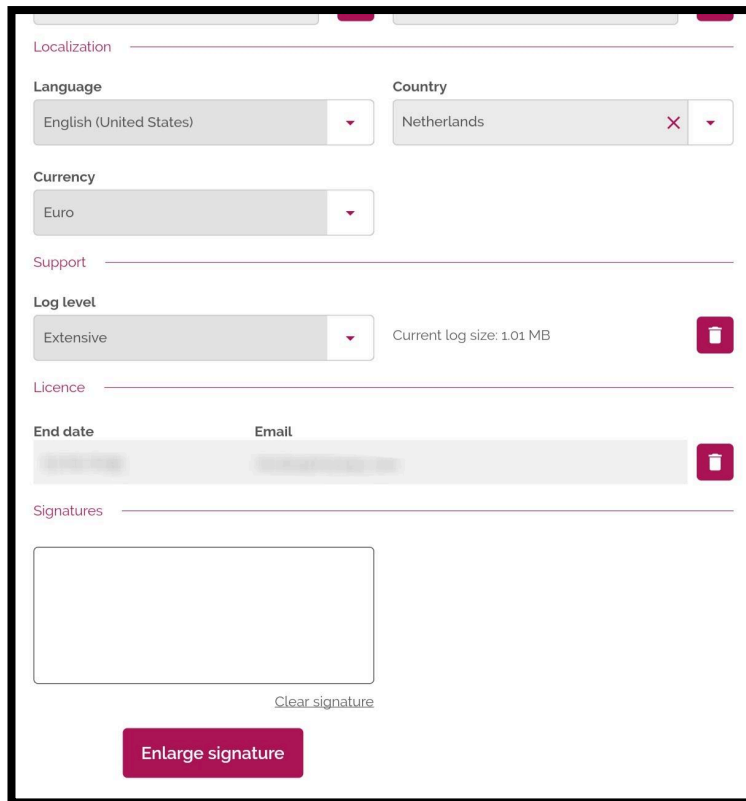
Once you have input your license in the app, you'll have the CrewPro dashboard in front of you. On this screen, the app displays all tasks assigned to you.

What's a **task**? A file that you have received on your device through which you will create a packing list or delivery list.

When you first download the app, you may not see any tasks on your device. You can create one from scratch by tapping **Add Task**. If you were assigned a task, you can place your finger on the middle of the screen, pull down and release. This updates the screen.

On the top left corner, there's a 3 stripes icon. This opens a menu to navigate within the task and also has a shortcut to our **Support Portal** and your app **Settings**.





Within your settings, you can adjust the measurement units, select your default inventory list, customize your view preferences, choose the language and draw your default signature.

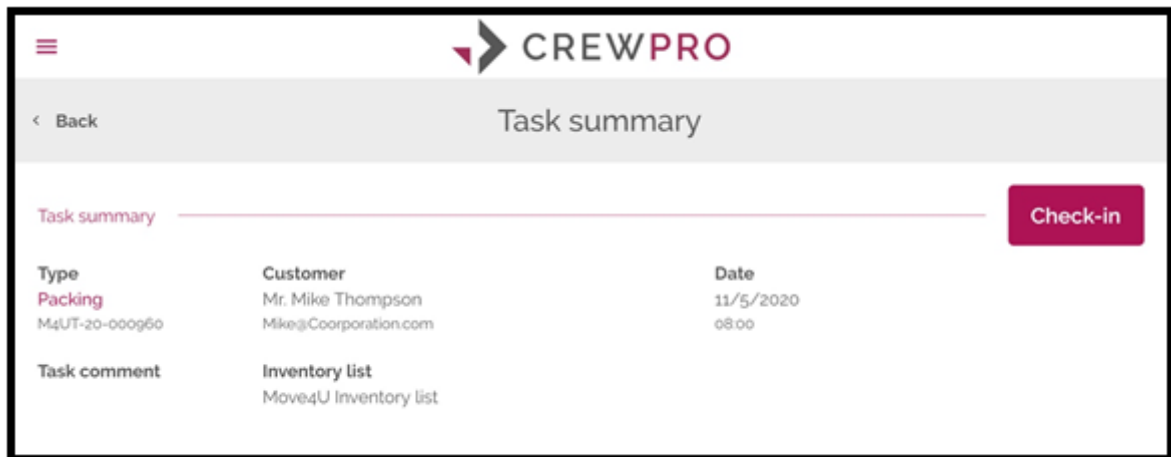
Now that you have the app in the preferred language and using the right units, let's talk about tasks.

The app works offline and online. However, if you're planning to work offline, you must download the task first. You can do this by swiping the task to the left, and tapping on download, this prompts the option to download the file. If the task was downloaded successfully, you will have a black dot on the left side of the task. If you go offline and did not download the task, the task will disappear from the device until you come back online. We do this so the device doesn't get cluttered with files that are not going to be used anytime soon.

If you create a task while online, this task will retrieve and make available for use the following: Inventory list and walkthrough questions. These are not available for those tasks created while offline. If a task is assigned to you from the Move Dashboard or the move management system, these inventory list and walkthrough questions will be available for you.

In most of the cases, you will be working with tasks assigned from the MD or MMS.

2. Tasks



At the top right corner, it reads “**Check-in**”. This is an optional button for those companies that want the packer or driver to check-in at the location once the work has started.

Below you have **Type**, in this case this is a packing task, the number below refers to this move or shipment number.

Task comment, empty here, but you may have some text there in the future. This text comes from the Move Coordinator. When a Move Coordinator scheduled a task, they have the option to leave a comment here for the person that is going to carry the task. This comment is not displayed on any of the documents.

Customer displays the transferee’s full name and email.

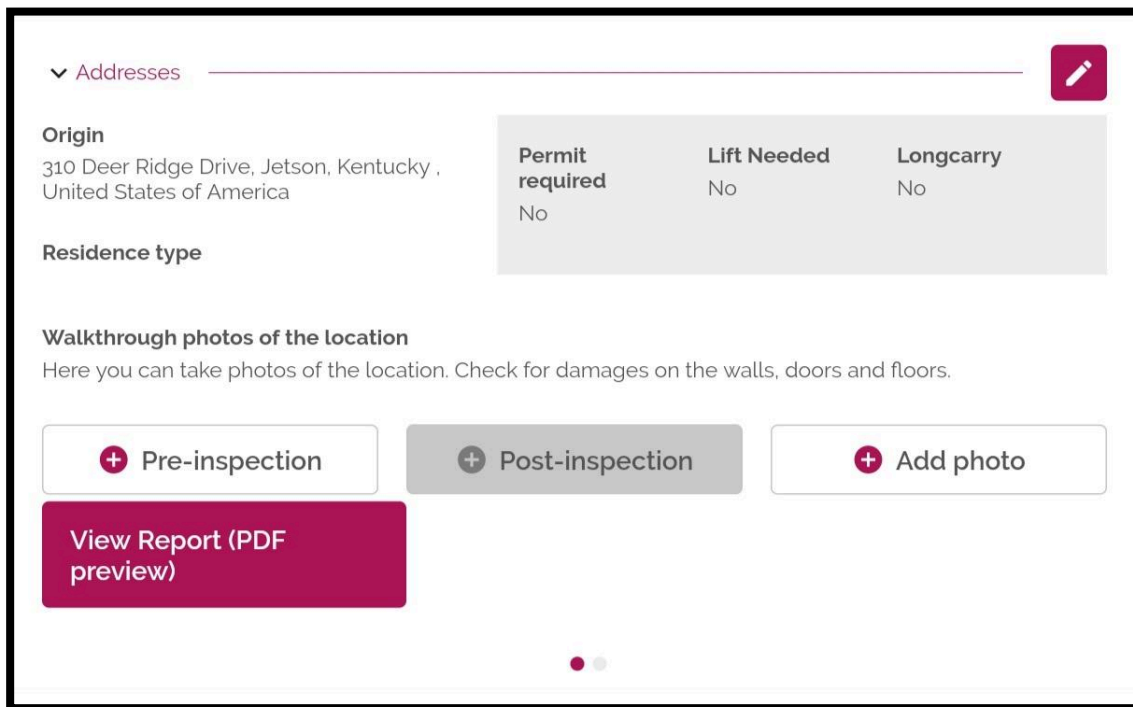
Inventory list, in this case it reads Move4U Inventory list. This means the task will use the Move4U inventory list. This was preselected by the Move Coordinator’s company. Each company has a selected list to work with. This list can change on company basis. Move4U is currently working to offer the option for the Move Coordinator to select different lists when scheduling the task.

Date refers to the date and time that was scheduled for this task.

3.Addresses

At the top right corner, we have the **Pen Icon**, as you will see throughout the app, this indicates the option to open this section for further edits. What is displayed in the screenshot above is the origin address. If you swipe on it, you will see the destination address.

Below there's an **Add Photo** button. It's used for a couple of things. Let's say that the surveyor took some photos of the parking area. The photo will show right above the button. As a packer or driver, let's say that you have found a damage on a wall just before the packing started. You can use the Pre-inspection button to take a photo and add a condition of that damage. You can take a photo or use one from your gallery/album and draw on the photo if desired. After you have added all the pictures and conditions the system will generate a PDF Report that you can see tapping on the View Report (PDF preview) button.



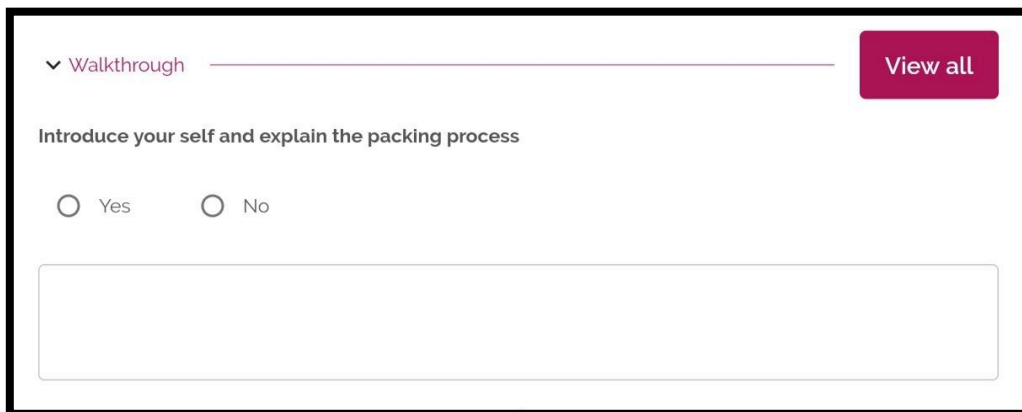
If you tap the Pen Icon, you will have all addresses within the file. You have the option to view more details or adjust them.

Within each address you can find parking info, lift info, and comments written by the surveyor or move coordinator.

4.Walkthrough

This section will present you questions. This is intended to work as a checklist. Each company can associate a set of questions to a task type. When the packer or driver opens the task, they will see the questions and check Yes or No and may leave a comment.

You can swipe on this question to view other questions or tap View all on the top right corner to view all questions in one glance.



The screenshot shows a mobile application interface for a 'Walkthrough' question. At the top left, there is a dropdown menu with a downward arrow and the text 'Walkthrough'. To the right of this is a horizontal line. In the top right corner, there is a red button with the text 'View all'. Below the dropdown menu, the question text reads 'Introduce your self and explain the packing process'. Underneath the question, there are two radio button options: 'Yes' and 'No'. At the bottom of the question card, there is a large, empty rectangular text input field.

You can customize this section in the Move Dashboard following this route: **Company Settings > Solutions > ProApps > Questions**


5.Information

In this section we have a larger overview of the contact and move information. Some points that may be confusing:

- Under Language, it reads De. That refers to the language preferred by the transferee. In this case it's German.
- Under Order, we have Road, Air, Sea, and Storage. These are the allowances for this move.
- Under Extra, General comment, it reads VIP. This is a comment typed by a surveyor or move coordinator.

Tap the Pen Icon on the top right corner to edit or view more information. Once opened, you can view **billing information** if this was added at some point.

This section does not require input from the crew or driver, this is mostly viewed for further information but not used often.

Information 

Client

Number M4UT-20-000960	External reference N/A	Unique shipment number(s)
Name Mr. Mike Thompson	Email addresses Mike@Coorporation.com	Phone numbers 973-603-9144. 502-598-7798
Client address 310 Deer Ridge Drive	Family 2 Adults, 2 Children, Dog	Language de

Order

Service Type Door to Door	Status Already booked	
Road 353.15 cuft	Air 0.0 cuft	Sea 0.0 cuft
Storage 176.57 cuft		

Extra

General comment
VIP

6.Crew

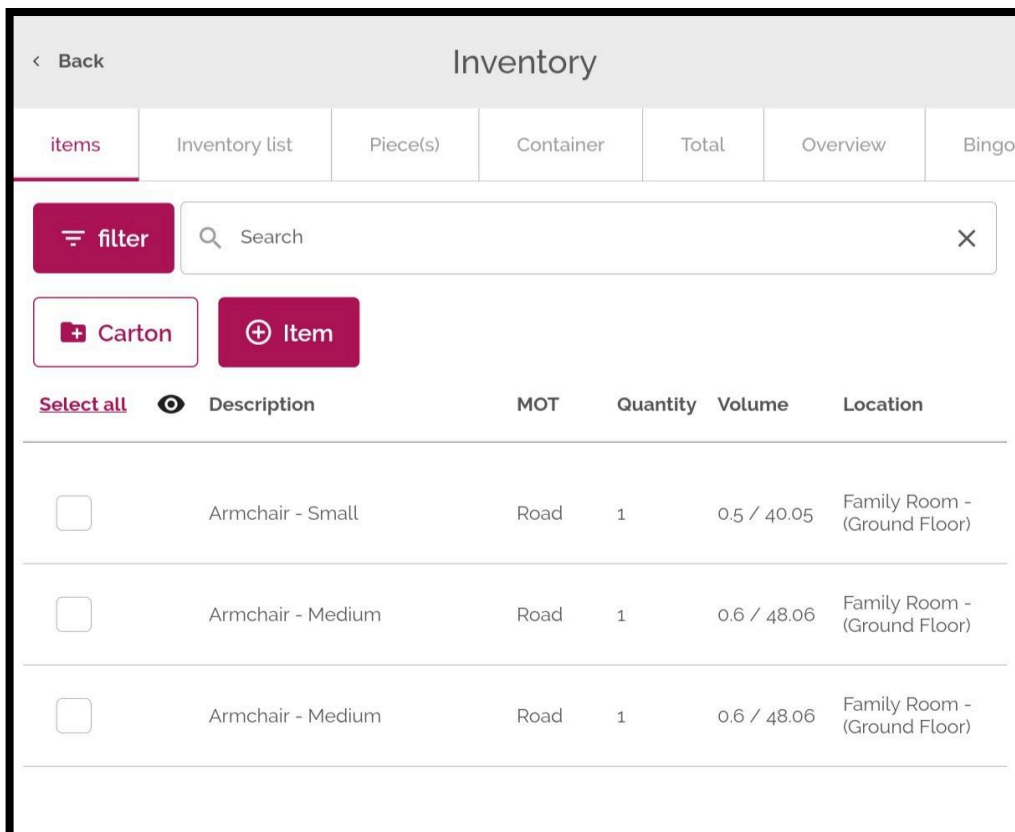
In the Crew section you can view the rest of the packing crew. In this example we got Steve and Max. This section can be prefilled by the Move Coordinator when scheduling the task or by the app user. Tap the Pen Icon on the top right corner, you will be able to add as many crew members as you want.



In the section we discuss the **Packing List** or **Digital Inventory creation**. We will need crew members in order to move forward.

7.Packing List

Open this section to have a screen similar to this:

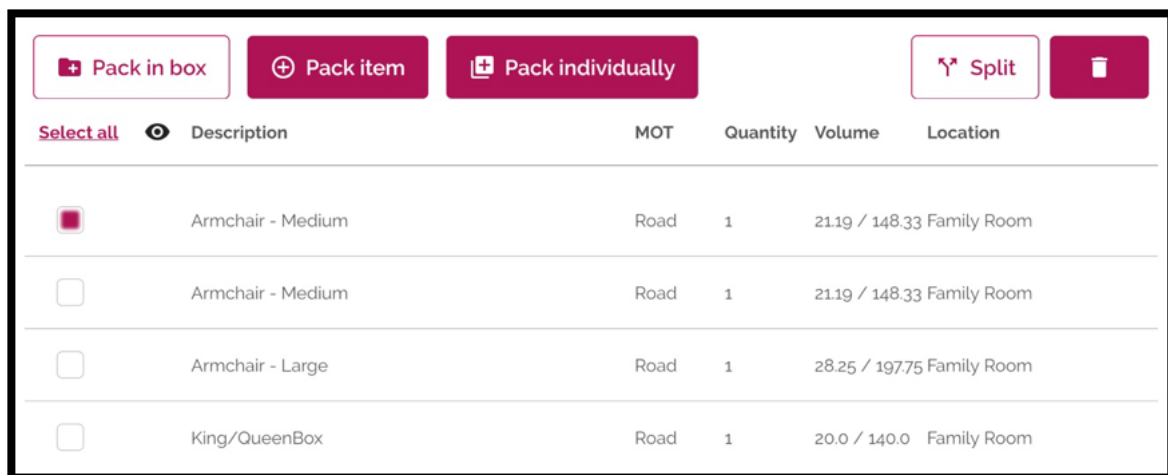


At the top of the screen we have the main tabs.

- **Items.** This refers to all items and boxes surveyed;
- **Packing list.** Once you have specified the packing or loading of an item or box, this move from the Items tab to the Packing list tab. The app creates one packing list for each combination of MOT, origin and destination;
- **Piece(s).** You can view and create Pieces (Lift-Vans) in this tab. Once you have items in the Packing list tab, you can select that item and add it to a Piece;
- **Container.** For each packing list created, the app will preload one container. You can take a Piece and add it to a Container;

How to pack/load items

There's an Armchair at the top of the list in the Items tab. Select the Armchair by checking the box on the left side (white box = not selected, red box = selected). Once you have selected the Armchair, 3 options will show right above.



The main difference between these options:

- **Pack in box.** Through this option you will be able to specify the box used to pack this item;
- **Pack item.** Through this option, you are not able to select any box, you will be able select a packing material;
- **Pack individually.** This is the recommended option when you want to move items in bulk from the Items tab to the Packing list tab;

You also have the option to **Split** the item, in case you are breaking down the item. Right next to it there's the Delete button to get rid of any items in the tab.

Through all options, you are able to specify the packer, the packing material, mark the item if it is valuable, damaged, electrical, select the M-Pro type, add photos and associate the packed/loaded item to a barcode or QR-code. A user may also change the volume of the item or weight. Out of these

details, the only mandatory detail to fill in is the packer. If you added crew members, then the dropdown will show those names. If you didn't add crew members or the owner will pack the items on their own, then you select Packed by Owner.

CREWPRO

< Back **+ Pack in box**

Box details

Number **1** **Select a box**
Large (4.5 cuft) **Scan**

Transport

3741 Center Street, Pendleton, Oregon, United States of America **Family Room - (1st Floor)**

201.95/353.15 cuft **0.0/0.0 cuft** **0.0/0.0 cuft**

Packing

Blankets **Scanning code**

Max

Packed by owner Disassembly by owner

Volume **4.50** cuft **Actual weight** **0.00** lb

Volume **31.50** lbs

High value / High risk Crate

Content

Armchair - Medium **Electrical** **Select M-Pro/Ocie/PBP&E**

+ Add condition **+ Add photo**

+ Add content

Cancel **+ Pack box**

Once you are done adjusting the details for the item, you can tap the Pack button on the bottom right corner. If this is the first item you pack/load, the app will ask you the number at which your packing list will start.

Items	Packing list	Piece(s)	Container	Total			
					Scan		
Select all	#	Box cuft	lb	Content	Conditions	Packer	Location
<input type="checkbox"/>	53	4.5 cuft	0.0 lb	Armchair - Medium		Max	Family Room

In this example, I have packed the Armchair using a box. The volume of the box is now the volume displayed. I decided to start at number 53. The item has no conditions to note. The packer is Max, and this was taken from the Family Room. I did not add any specific weight details, this is why the Lb column display 0.0lb.

☰

< Back
 Add individually to the packing list

Item

Description	Item	Volume	Actual weight	Location	
Armchair - Large	54	28.25 / 197.75	0.0 lb	Family Room	
Rug - Large	55	10.59 / 74.13	0.0 lb	Bedroom	
King/QueenBox	56	20.0 / 140.0	0.0 lb	Family Room	

Transport

3741 Center Street, Pendleton, Oregon, United States of America

Family Room - (1st Floor)

180.76/353.15 cuft

0.0/0.0 cuft

0.0/0.0 cuft

Packing

Max

Packed by owner

Disassembly by owner

Cancel

Pack individually

You can select multiple items (a group) from the Items tab and pack/load them together within a box (Pack in box) or without a box (Pack item). This creates single text lines in the Packing List tab for each group of items. If you select multiple items and select Pack individually, you will have the option to create a single line of text for each item in the group selected.

11

In this screenshot above, I selected an Armchair, Rug and King/Queen box and then tapped Pack individually. The app is now showing me the numbers that each of these items will have in the packing list. You can tap on any of these items to adjust their details (volume, condition, barcodes, etc.). Once you are done adjusting the details, you can tap Pack individually on the bottom right corner to move these items from the Items tab to the Packing list tab.

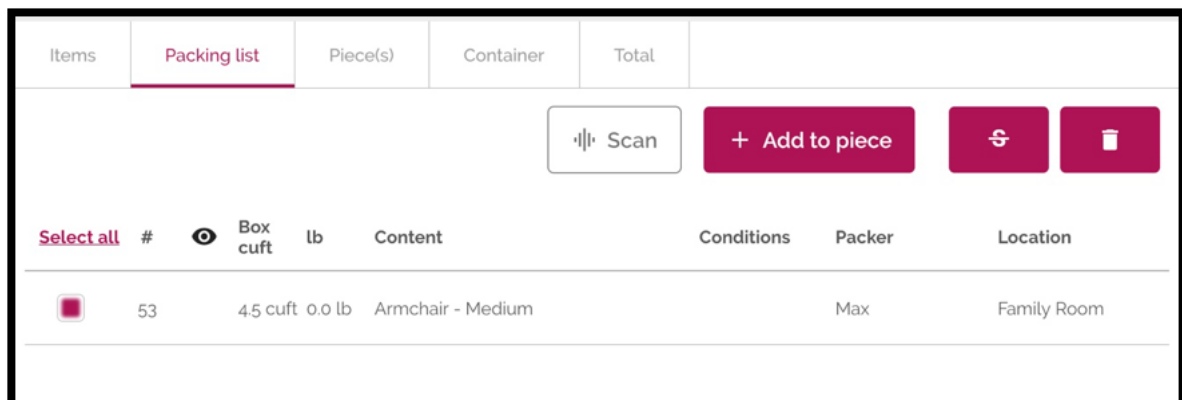
In some cases, if you tap Pack Individually, you will see one or more of the items on your screen highlighted in red. That means that the item is a box and its missing content. You can't have empty boxes in the packing list, this is why you must add content to the box.

Within our system, we can prefill boxes to have certain content.

If you select multiple items in the Items tab and:

- Select **Pack in box**, the end line of text in the packing list will display those items together in the same line, and the volume will be that of the box that you selected.
- Select **Pack item**, the end line of text in the packing list will display those items together in the same line of text, and the volume will be that of all the items selected added up.
- Select **Pack individually**, there will be individual lines of text for each item selected and the volume will be that of each item selected.

If you need to add an item that was not added by the surveyor, you can use Quick or Advanced add (at the bottom). These will help you add items in bulk or one by one respectively so you add that missing item or populate the app entirely.



In the Packing list tab, we should have now some items. If you select any, some options now display at the top.

- For the sake of this example, I have already added a Piece (I will show you later how to add Pieces), so the button is already visible in the screenshot. Now, once you select one or more items from the Packing list tab, you have the options on the top right to add those to a Piece. A dropdown will pop up, you can select the Piece and confirm.
- Next to that there's the Void option $\text{\$}$, with this you're able to register an item that is not going anymore for any reason (there's a dropdown to select reasons), the item is crossed in the list, will be visible in the documents but is understood that it was not moved.
- Delete button, the items selected will go back to the Items tab.

In the Piece(s) tab, you'll find a button to create new Pieces at the bottom left corner. Fill in the details for the Piece and you'll have your first Piece.

< Back Piece information

1 ▼

Seal number + Add photo

Piece number + Add photo

Standard Liftvan ▼ Used ▼

Loading information

Please add a photo of the empty, halfway and loaded piece

+ Lift van empty + Lift van halfway + Lift van loaded

Additional information

Please add the actual volume and if needed the actual weight of the piece

Actual volume cuft Actual weight lb

Scan

Scan Remove piece

The Container tab will display empty container options for each packing list created. You add a Piece to a Container.

Container - Destination: 3741 Center Street, Pendleton, Oregon, United States of America - Packing list Road

Seal number + Add photo

Container number + Add photo

Loading information

Please add a photo of the empty, halfway and the loaded container

+ Empty + Halfway + Loaded

Additional information

Please add the volume and if needed the weight of the loaded container

Volume cuft Actual weight lb

Piece overview

There are no pieces in this container

The Pieces and Container tabs are not mandatory. Once you're satisfied with your packing list, we can move to the final sections of the task.

8. Delivery list

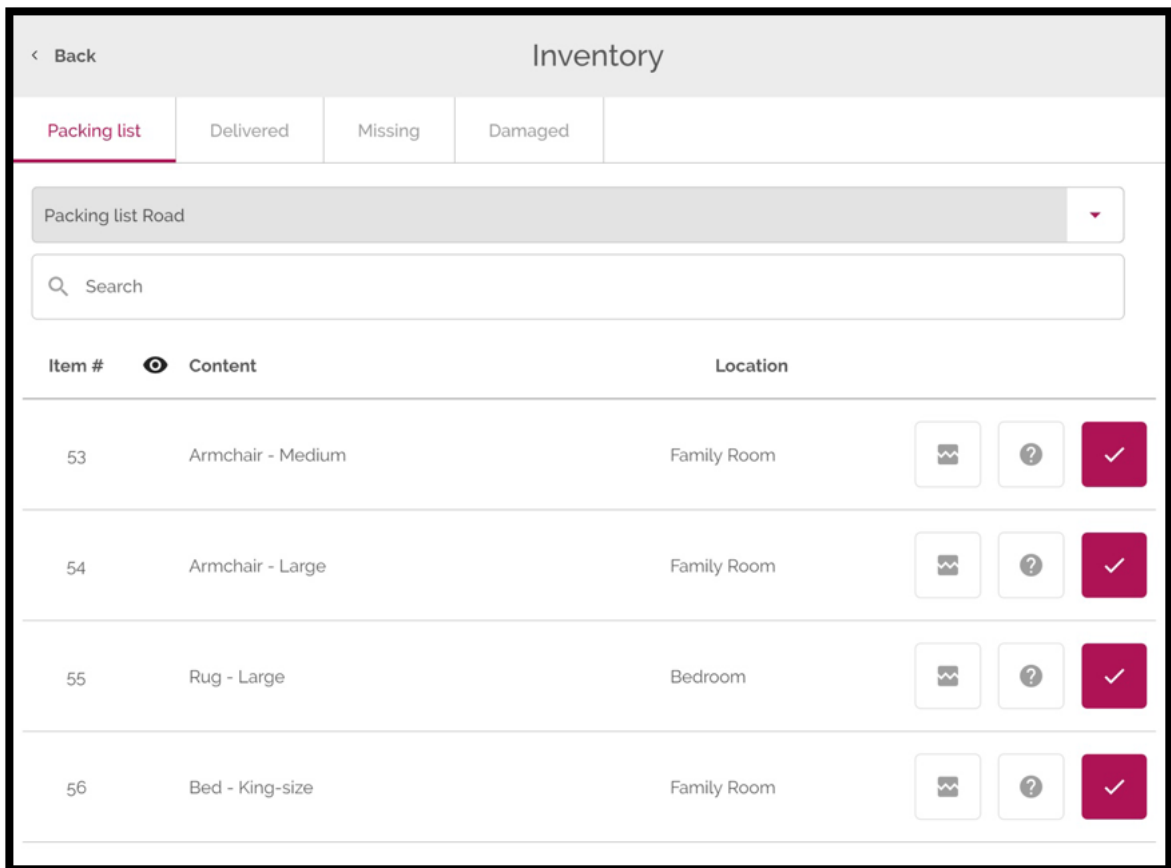
If you have a delivery task, you will be working on this list. The main tabs here are **Packing list**, **Delivered**, **Missing** and **Damaged**.

Packing list will display the items loaded/packed from the packing task. You can tap on any of the items in this tab, specify whether it was delivered, damaged or missing and it will be moved to the pertinent tab.

At the bottom of the screen, there's the bingo button. You'll jump on a grid overview of all items. Tap to deliver, tap and hold to open a pop-up window, in this window you have the option to mark as damaged.

If you have associated barcodes to an item during the packing, you can scan the barcode to deliver.

If you do not have any packing list information at all, you will be able to tell the app that you have received a shipment with i.e. 100 items, and you will be able to follow the process as intended (mark as damaged, missing or delivery) but you won't see the names or specifications of these 100 items as the app didn't have that information to begin with.



The screenshot shows the 'Inventory' app interface. At the top, there is a 'Back' button and the title 'Inventory'. Below the title are four tabs: 'Packing list' (selected), 'Delivered', 'Missing', and 'Damaged'. A dropdown menu shows 'Packing list Road'. Below that is a search bar with a magnifying glass icon and the text 'Search'. The main content is a table with columns for 'Item #', 'Content', and 'Location'. Each row has three action buttons: a photo icon, a question mark icon, and a checkmark icon.

Item #	Content	Location			
53	Armchair - Medium	Family Room			
54	Armchair - Large	Family Room			
55	Rug - Large	Bedroom			
56	Bed - King-size	Family Room			

9. Email packing list

Tap the Pen Icon to open the section. Here you can type the name and email address of someone who needs to view the packing list right away. You can also adjust the language for this document.

< Back Email Packing List

Configure email

italiano

Email a copy of the Packing List to:

Name	Email	Language	Show Volume
Laura Ronson	Laura@acme.com	Spanish, Castilian	No
Luke Thomas	Luke@acme.com	Italian	No

Add recipient

First Name Last Name Email address Show Volume

+ Add recipient

The email with the document attached is sent only after you have finalized the task.


10. Signatures

< Back Signatures

Signatures

Packing list Road

We have checked all the items listed and numbered 53 - 56 inclusive and acknowledge that this is a true and complete list of goods tenders and the state of the good's received and that the service was complete.

Client	Foreman
Name Mike Thompson	Name Your name
Remark	Remark
	
Clear signature	Clear signature

You will require the foreman's and customer's signature to finalize the task. There will be one checkbox for each packing list, these are also mandatory. The signatures are added to the packing list doc.

11. Finalize

Once you are satisfied with the task information, tap the Finalize button.

All the information in the task will be locked and sent to the MoveDashboard and then the Move Management System. As a user, you will be able to access the task through the Previous task section however, you will only be able to view the file. To adjust any information you will require the task to be assigned back to you or the adjustment should be done through the MoveDashboard.

Here is a sample of the current packing list document. Beware this document is going through some changes these days.