

# 1M Assist App | Usage & Instructions

**Figure 1** below displays the homepage that you'll be presented with when the app is opened. There are 2 options for you to choose from along with a button to close the app, these are:

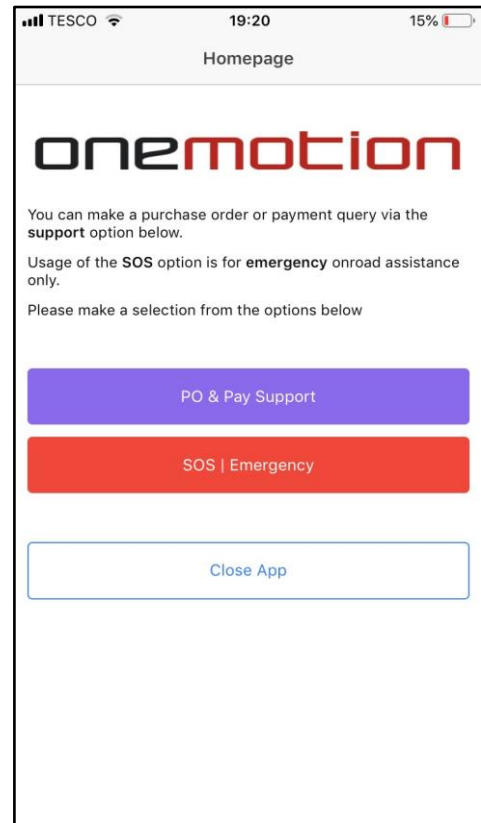
## Option 1: PO & Pay Support' (Purple Button)

This will allow you to directly submit a query or question relating to purchase orders or payments you have received from One Motion via a support "ticket", which will then be investigated by one of our support teams and the ticket updated with our response. This is the fastest & most efficient way to raise, query and receive a response.

### **What is a 'ticket'?**

A support ticket is a request for support or assistance that is received by our internal ticketing system. Emails are often referred to as support tickets.

Once received, a support ticket will be automatically allocated to the correct person to address. Our internal support team receives notifications of any tickets not responded to within 24 hours, this ensures your queries are not missed.



*Figure 1*

The response to the ticket will be automatically added to the original question, it will then be sent to your email address. The ticket can then continue via email exchange between yourself and our support team. As more information is added the ticket will update. The ticket status changes to 'closed' if the matter has been resolved.

## Type of query

If you have chosen “PO & Pay Support” you will be presented with a form to complete in order to raise a support ticket, as shown in figure 2. The first part of this form requires you to specify whether the query relates to a purchase order you have received from One Motion or a payment you have received from One Motion. Please ensure you select the correct option to ensure your ticket is allocated to the correct member of our team.

Figure 2 displays an example of the ‘PO & Pay Support’ Option selected.

## Purchase Order Issue

For each week in which you provide services you will receive a document called a ‘purchase order’ (often referred to as a ‘PO’). This represents the fee’s our records show are due to you for the work you did in the corresponding week. It will include details of the services and the amounts due to you for those services, these will be items such as:

- Daily Routes
- Mileage
- Support
- Bonuses or incentive payments achieved

If your query relates to a purchase order that you have received, then please select this option.

Examples of purchase order queries are:

- Missing days from purchase order
- Missing miles from purchase order
- No purchase order received
- Incorrect rates displayed on purchase order

By selecting the above option you’ll be able to submit a support ticket directly to us via the app to allow us to address the issues with your purchase order quickly. We will respond and update the ticket with any relevant information or to let you know that we have fixed the issue. You will receive details of any updates directly to the email address you provided.

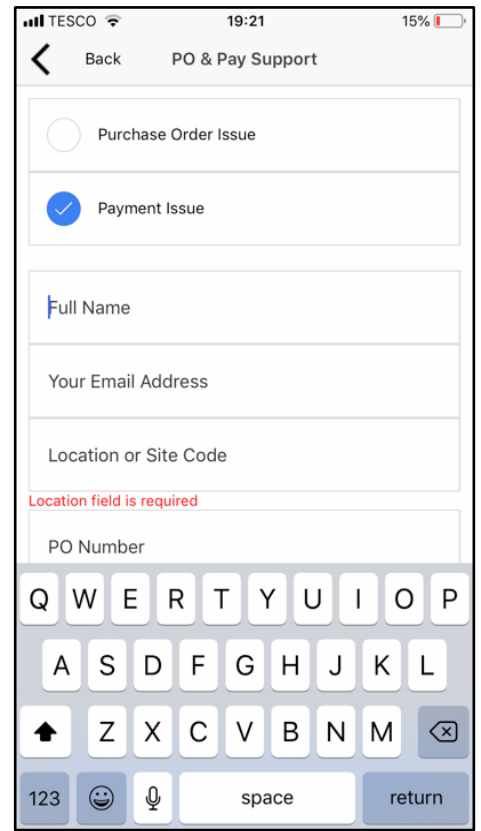


Figure 2

**Please note! You’ll need the purchase order number & the week number from your purchase order before submitting this ticket. This helps us speed up your request and allows us to action the ticket more efficiently.**

## Payment Issue

Please select this option if your query relates to a payment that has been made or you believe is due to you from One Motion. Examples of payment queries are:

- You are missing a payment you believe is due
- You believe you have been paid the incorrect amount

### Details of your query

Once you have selected the type of query you wish to submit, a blue & white 'tick' will appear in the option you've selected.

You can then input your details; you will need the purchase order number to which your query relates to. (e.g. 1ML-PO-123456, or '123456' as an example).

In the 'Description of Issue' field, please then use this text box to enter full details of your question or query and provide any further details.

**Please check your email address is correct before submitting! Any response on this ticket will go to the email address you provide!**

Once you have entered all of the details click the blue 'Send' button.

Once submitted you will be greeted with a confirmation page (Figure 3) This indicates that the ticket has been uploaded and received, along with a summary of the ticket & the ticket number it has been allocated to. You can quote this ticket number in any future correspondence should you wish to refer back to it at any point. You will also receive email confirmation that the ticket has been successfully raised.

Figure 3 displays an example confirmation screen in the app, once your ticket has been submitted in the app.

Once your ticket has been actioned by our support team you will receive a separate email from the member of staff who is responding to your request.

Reply back and forth to engage in conversation. There is no need to create a new ticket for each message simply reply to the email to directly update the existing ticket.

Only create a new ticket if you have a new query you would like to raise.

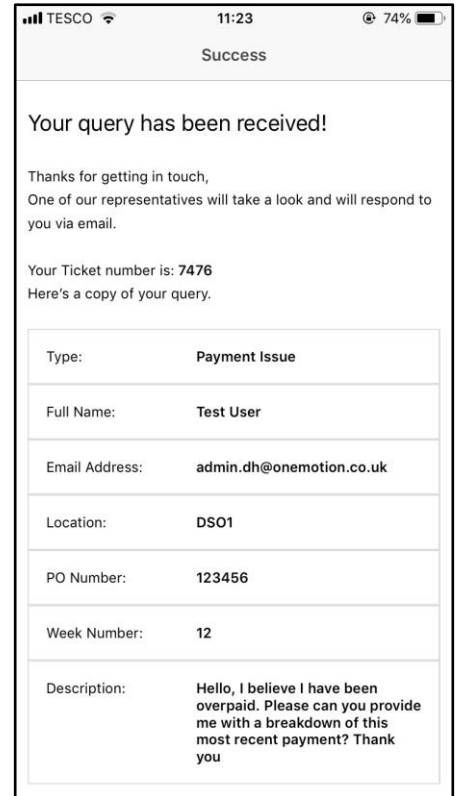


Figure 3

## **Option 2: SOS | Emergency (Red Button)**

**The SOS option in the app is for on road emergencies only.**

Use this option if you are in a situation where you need to notify us of something urgently, examples of this are:

- Your vehicle has been stolen
- You've broken down
- You've had a road traffic accident
- You've sustained an injury

Each of these examples are available for you to choose from via a drop-down box in the image on the right (figure 4)

Complete the fields displayed & select your SOS reason.

Once these fields have been completed, you can then proceed to submit this an SOS alert. By submitting this SOS, a notification will be sent to your local supervisor and office staff. This request will also send us your current geolocation code of your location at the time of SOS submission.

Only use the 'Close App' option if you do not intend on submitting this SOS. Or, for example if you have opened the SOS option in error.

Figure 4 displays the form you'll need to input if selecting the 'SOS' option in the app.

### **Vehicle Thefts**

If your vehicle has been stolen, please inform us as soon as possible by selecting this option and sending the SOS. This will send us a geolocation code of your current location. You should also phone, if possible your local onsite supervisor if this has happened. You will later be asked to fill in a personal statement regarding the theft.

(<https://onemotion.formstack.com/forms/svs>) This is a separate form, not linked directly within the app.

### **Accidents**

If you've had an accident, you can notify us of this event by the SOS app. You will however need to complete a 'FNOL' form 'First notification of loss' form immediately or as a matter of urgency when you can. This form can be located here: <https://onemotion.co.uk/contractors/accidents-incidents/on-scene-accident-form/>

**Figure 4**

## **Download & Installation Instructions**

### **One Motion Dora ('Blackview') Devices**

If you've been allocated a One Motion device (often distinguishable by an orange colored back cover). There is no need to action any download. We push this application directly to our devices. You can find the app by navigating through the menus on your One Motion Blackview device & selecting the '1M Assist' app icon.



### **Android (Google Play Store)**

If you're a BYOD user ('bring your own device'). Then you can download the 1M Assist App, free of charge via the Google Play Store. You can search '1M Assist' in the Google Playstore to find the app.

You can also download it directly via this link:

[https://play.google.com/store/apps/details?id=com.duncanmobileapp&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.duncanmobileapp&hl=en_GB)

Here's the current app thumbnail (updated April 2019) so you can quickly identify the app.



### **iOS (Apple based devices)**

Our 1M Assist app is available via a manual download only. If you're using an iOS based device, please navigate to the following website URL: <https://onemotion.co.uk/downloads-ios>.

You'll be prompted to fill in your name & email address prior to download. Because this is an enterprise-based application, you'll need to set up and allow trust for the application to work on your device. Full instructions are located on the download page (linked above).