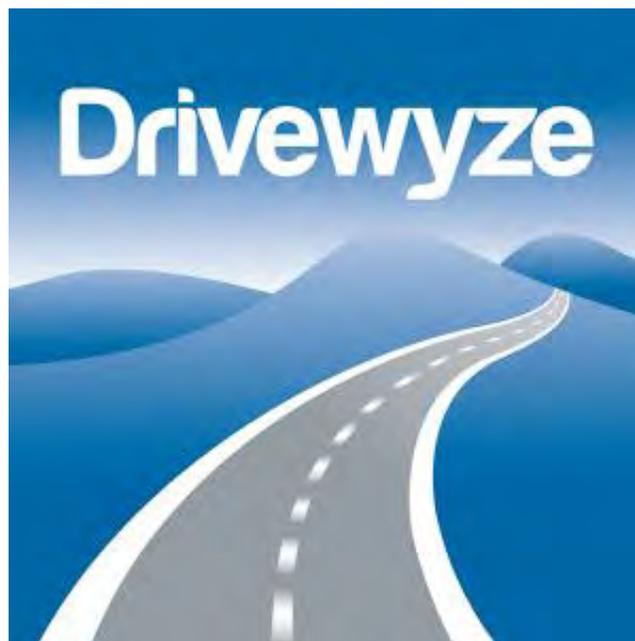




PreClear v3.2.x (Android)

User Experience Guide



Confidential – Do Not Distribute

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Introduction

This document details the Drivewyze PreClear application on the Android platform for version 3.2.x and includes all changes to the application since the 3.0 version release in January 2014. The contents depict the user experience and related business information for Drivewyze internal team members.

Specifically:

- ✓ What's New since PreClear Android v3.0
- ✓ PreClear Services
- ✓ PreClear Processes
- ✓ Known Issues

What's New in since Drivewyze PreClear Android V3.0

PreClear Android version 3.2 contains many incremental changes from v3.0. With the considerable changes introduced in PreClear Android's v3.0 there were behind-the-scene changes implemented to stabilize the application as imperfections came to light. Device optimization has seen continued improvements, active screen messaging continues to be tweaked to improve the customer experience and additional features are introduced in v3.2.

New Feature Highlights

1. Drivewyze coverage area expands!
Since January of this year, seven States have been added to the Drivewyze coverage area, expanding our network and increasing value added to customers. Alabama, Indiana, Utah, Florida, Texas, Michigan, and Idaho have all become Drivewyze supported States.
2. Marketing ad and outreach campaigns continue to increase app usage!
In support of marketing customer outreach campaigns and lifecycle measurements we have integrated with Facebook SDK, libraries to support the measurement of Facebook marketing advertisements and AppBoy, a third party tool to facilitate measuring app usage and push notifications. Marketing web forms have also been improved to make it easier for the customer ask for help.
3. Customer experience improves with mobile site messaging!
To ease driver confusion, mobile site notifications now include the word *Mobile* so drivers understand they are approaching a known temporary, mobile site. These sites don't actually have a weigh station or station building, so the mobile distinction is included so drivers understand why they are getting site notifications.
4. Weigh in motion is available on Android!
Weigh in motion data is being used for bypasses in Idaho, Illinois, Michigan, Montana, and Wisconsin with additional WiM sites scheduled in Florida, Maryland and Utah.
5. Conditional bypasses now available at Florida Agriculture sites!
Florida Agriculture law enforcement agency, who only inspect agricultural loads, now uses Drivewyze PreClear to offer conditional bypasses to all trucks that are not hauling agricultural loads. This allows the agency to focus on the trucks relevant to their inspections, keeping other traffic from congesting their sites.

PreClear Services

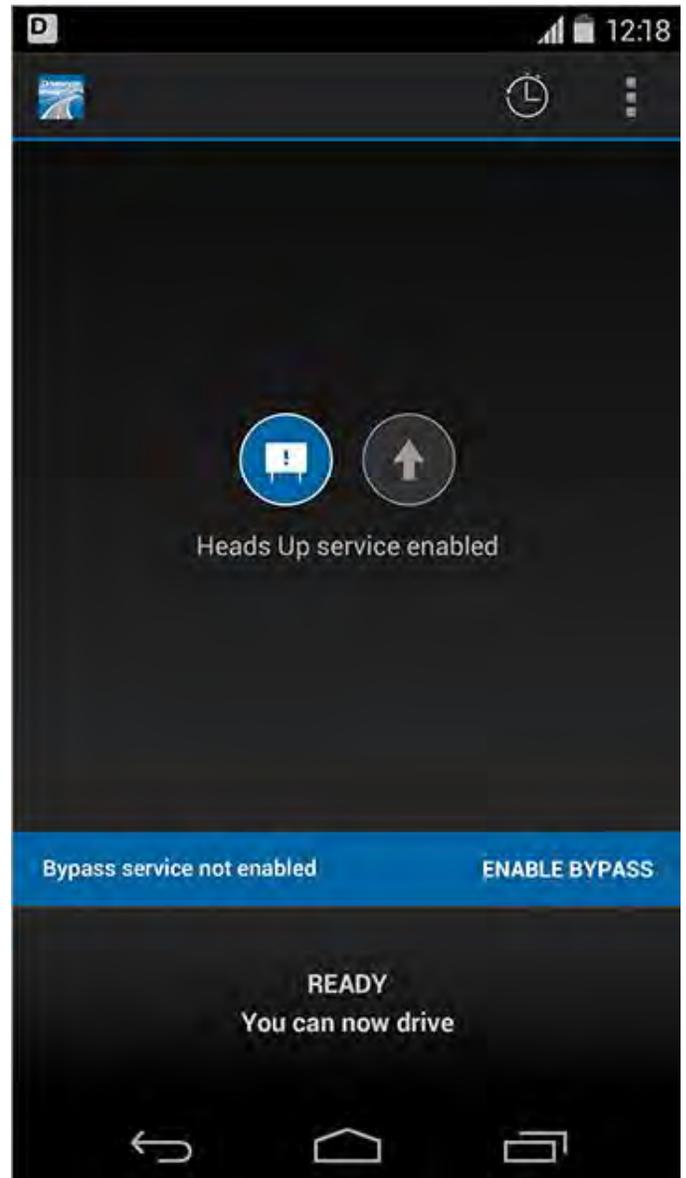
Heads Up Service

Heads up service offers drivers advance notification of approaching inspection sites, including Drivewyze supported and unsupported sites. There is no driving instruction with Heads up service.

Once the application has been launched the *Ready* screen is displayed indicating PreClear is now ready to sense inspection sites.

The *Ready* screen indicates the driver is service level:

- ✓ The heads up icon appears enabled, in colour
- ✓ The *Heads Up service enabled* text under the *Ready* screen icons
- ✓ The blue banner indicates *Bypass service not enabled*
- ✓ The blue banner has an *ENABLE BYPASS* button



Drivewyze Supported Sites

Drivewyze supported sites are those sites where the law enforcement agency uses SRIS Drivewyze and therefore bypasses can be granted at these sites. While drivers utilizing heads up service do not receive bypasses, it is beneficial for them to be aware of the type of site they are approaching so they can assess if bypass service would benefit them.

At approximately 2 miles from a Drivewyze supported inspection site the application displays the 2 mile inspection site notification and a chime is sounded.

Drivewyze supported sites are indicated with the blue section along the top of the screen containing *Drivewyze*. Additionally the lower part of the screen includes the text *BYPASS SUPPORTED*.

To further clarify driver service level, the heads up icon appears enabled, in colour, while the bypass icon appears disabled, grayed out.



Approximately 1 mile from the inspection site the 2 mile notification silently transitions to the 1 mile notification.



There is no driving instruction with heads up service.

Once the customer is leaving the weigh station, the application will display an exit message and sound a chime. The exit message also reflects the site is a Drivewyze supported site.



Mobile Sites

Mobile sites are temporary Drivewyze supported sites that do not have a visible inspection site building or signage associated with them. Mobile site messaging refers to active screen wording changes that were introduced in v3.1 to assist with driver confusion at getting site notifications when approaching mobile sites where there is no visible inspection site.

At approximately 2 miles from mobile inspection sites the application displays the 2 mile inspection site notification and a chime is sounded.

All mobile sites are Drivewyze supported sites which is indicated with the blue section along the top of the screen containing *Drivewyze*. Additionally the lower part of the screen includes the text *BYPASS SUPPORTED*. The word *MOBILE* is prepended to indicate to the driver the type of site they are approaching.

To further clarify driver service level, the heads up icon appears enabled, in colour, while the bypass icon appears disabled, grayed out.



Approximately 1 mile from the inspection site the 2 mile notification silently transitions to the 1 mile notification.



There is no driving instruction with Heads Up service.

Once the customer is leaving the weigh station, the application will display an exit message and chime. The exit message will reflect the site is a Drivewyze supported site.



Florida Agriculture Site Support *** update screen shots

Florida Agriculture sites are Drivewyze supported sites that only have interest in reefer trucks or those hauling agricultural goods in Florida State. Heads up service can differentiate Florida Ag sites in site notifications.

At approximately 2 miles from inspection sites the application displays the 2 mile inspection site notification and a chime is sounded.

All Florida Agriculture sites are Drivewyze supported sites which is indicated with the blue section along the top of the screen containing *Drivewyze*. Additionally the lower part of the screen includes the text *BYPASS SUPPORTED*. The word *AGRICULTURAL* is prepended to indicate to the driver the type of site they are approaching.

To further clarify driver service level, the heads up icon appears enabled, in colour, while the bypass icon appears disabled, grayed out.

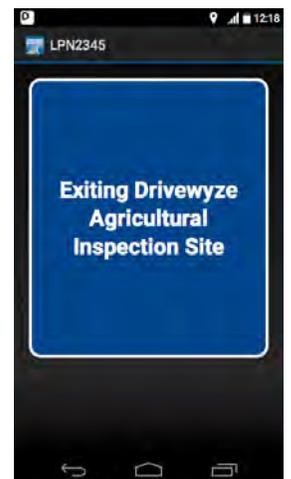


Approximately 1 mile from the inspection site the 2 mile notification silently transitions to the 1 mile notification.



There is no driving instruction with heads up service.

Once the customer is leaving the weigh station, the application will display an exit message and chime. The exit message will reflect the site is a Drivewyze supported agricultural site.



Unsupported Sites

Unsupported sites are those sites where the law enforcement agency doesn't use SRIS Drivewyze and Drivewyze cannot support bypasses at these sites. While drivers utilizing heads up service do not receive bypasses, it is beneficial for them to be aware of the type of site they are approaching so they can assess if bypass service would benefit them.

At approximately 2 miles unsupported inspection sites the application displays the 2 mile inspection site notification and a chime is sounded.

There are no Drivewyze sections to indicate a supported site and the lower part of the screen includes the text *HEADS UP ONLY*.

To further clarify driver service level, the heads up icon appears enabled, in colour, while there is no bypass icon.



Approximately 1 mile from the inspection site the 2 mile notification silently transitions to the 1 mile notification.



There is no driving instruction with heads up service.

Once the customer is leaving the weigh station, the application will display an exit message and sound a chime. The exit message also reflects the site unsupported.



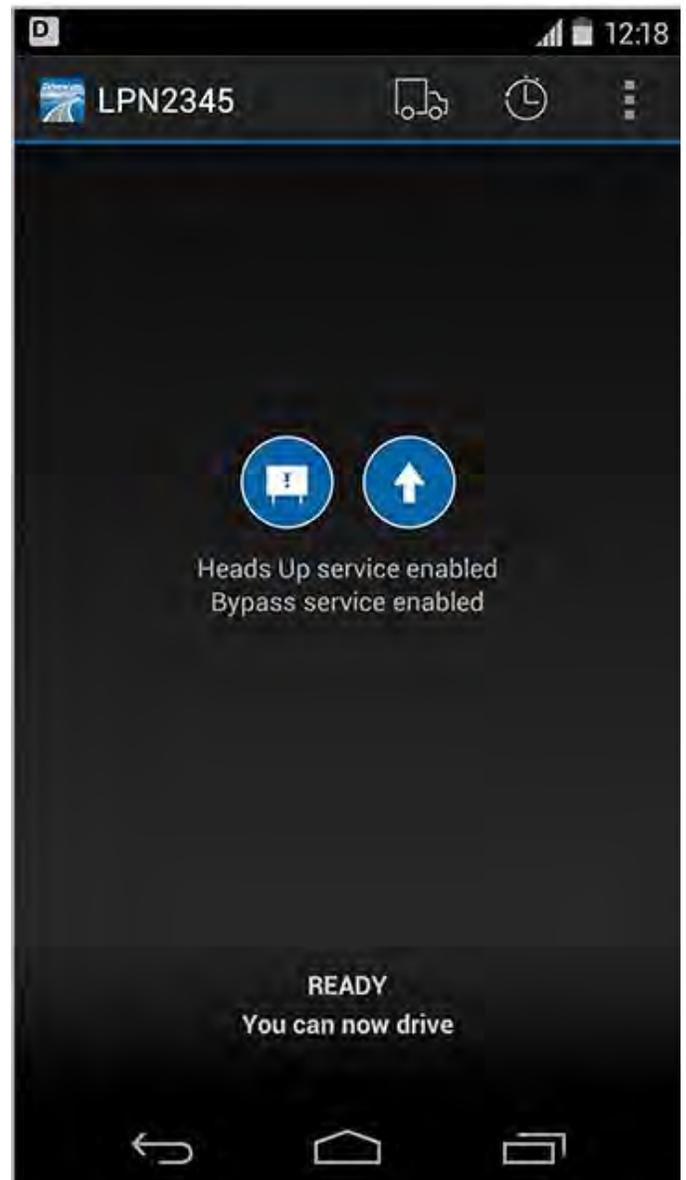
Bypass Service

Bypass service includes heads up service, offering drivers advance notification of all approaching inspection sites: Drivewyze supported, mobile, Florida Agriculture and unsupported sites. Additionally, bypass service offers bypass opportunities at Drivewyze supported, mobile and Florida Agriculture sites.

Once the application has been launched the *Ready* screen is displayed indicating PreClear is now ready to sense inspection sites.

The *Ready* screen indicates the driver is service level:

- ✓ The heads up and the bypass icons appears enabled, in colour.
- ✓ The text *Heads Up service enabled* and *Bypass service enabled* is displayed under the *Ready* screen icons.
- ✓ There is no blue banner unless the driver is in a 30 day free trial.



Drivewyze Supported Sites

Drivewyze supported sites are those sites where the law enforcement agency uses SRIS Drivewyze and therefore bypasses can be granted at these sites for those getting bypass service.

At approximately 2 miles from a Drivewyze supported inspection site the application displays the 2 mile inspection site notification and a chime is sounded.

Drivewyze supported sites are indicated with the blue section along the top of the screen containing *Drivewyze*. Additionally, the lower part of the screen includes the text *BYPASS SUPPORTED*.

To further clarify driver service level, the heads up and bypass icons appear enabled, in colour.



Approximately 1 mile from the inspection site, the 2 mile notification silently transitions to the 1 mile notification.



When a customer receives a driving instruction at a Drivewyze supported site, the driving instruction is either *Bypass* or *Follow Road Signs*, with the exception of the [Florida Agriculture](#) and [Follow Transponder](#) variations.

Bypass service displays a driving instruction to the driver prior to the site entry point. When receiving a bypass the bypass screen is displayed with a chime.



When leaving the Drivewyze supported site, an exit message is displayed. When a bypass is granted, the exit message is *Thanks for using Drivewyze*



Bypasses are not guaranteed every time a Drivewyze supported site is encountered. Drivers can be requested to pull in based on Law Enforcement requirements.



When leaving the Drivewyze supported site, an exit message is displayed. When a no bypass is granted, the exit message is slightly different.



Mobile Sites

Mobile sites are temporary Drivewyze supported sites that do not have a visible inspection site building or signage associated with them. Mobile site messaging refers to active screen wording changes that were introduced in v3.1 to assist with driver confusion at getting site notifications when approaching mobile sites where there is no visible inspection site.

At approximately 2 miles from mobile inspection sites the application displays the 2 mile inspection site notification and a chime is sounded.

All mobile sites are Drivewyze supported sites which is indicated with the blue section along the top of the screen containing *Drivewyze*. Additionally the lower part of the screen includes the text *BYPASS SUPPORTED*. The word *MOBILE* is prepended to indicate to the driver the type of site they are approaching.

To further clarify driver service level, the heads up icon appears enabled, in colour, while the bypass icon appears disabled, grayed out.



Approximately 1 mile from the inspection site the 2 mile notification silently transitions to the 1 mile notification.



When a customer receives a driving instruction at a Drivewyze supported site, the driving instruction is either *Bypass* or *Follow Road Signs*, with the exception of the [Florida Agriculture](#) and [Follow Transponder](#) variations.

Bypass service displays a driving instruction to the driver prior to the site entry point. When receiving a bypass the bypass screen is displayed with a chime.



When leaving the Drivewyze supported site, an exit message is displayed. When a bypass is granted, the exit message is *Thanks for using Drivewyze*



Bypasses are not guaranteed every time a Drivewyze supported site is encountered. Drivers can be requested to pull in based on Law Enforcement requirements.



When leaving the Drivewyze supported site, an exit message is displayed. When a no bypass is granted, the exit message is slightly different.



Florida Agriculture Sites

Florida Agriculture sites are Drivewyze supported sites that only have interest in reefer trucks or those hauling agricultural goods in Florida State. Those in bypass service can receive conditional bypasses and Ag site notifications.

At approximately 2 miles from Florida Agricultural inspection sites the application displays the 2 mile inspection site notification and a chime is sounded.

All Florida Ag sites are Drivewyze supported sites which is indicated with the blue section along the top of the screen containing *Drivewyze*. Additionally the lower part of the screen includes the text *BYPASS SUPPORTED*. The word *AGRICULTURAL* is prepended to indicate to the driver the type of site they are approaching.

To further clarify driver service level, the heads up and bypass icons appear enabled, in colour.



Approximately 1 mile from the inspection site, the 2 mile notification silently transitions to the 1 mile notification.



The driver in bypass service will always receive a *Conditional Bypass* at Florida Agriculture sites. Prior to reaching the site entry point, the display will clearly indicate the driving instruction for all vehicles to bypass the Drivewyze supported inspection site on the condition they are not driving **Reefer trucks** or hauling **agriculture, horticulture** or **aquaculture** loads.

The onus is on the driver to respond to the conditional bypass based on the truck they are driving and the load they are hauling.



When leaving the inspection site an exit screen message is displayed.



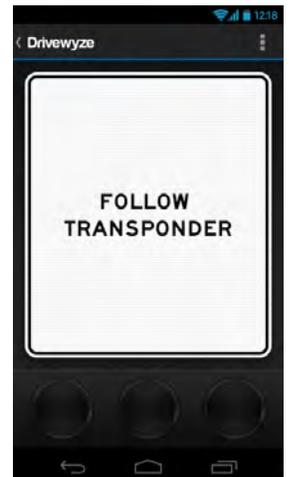
Transponder Sites

Drivewyze defers to known transponder programs in bypass service, to avoid conflicting driving instructions.

When a vehicle approaches a site that supports the customer's known transponder program, the 2-mile screen displays to notify the driver of the approaching station, as previously shown.



At the approximately 1 mile from the inspection site, the display transitions to *FOLLOW TRANSPONDER*, with a chime, which tells the driver to follow the driving instruction of their transponder.



When leaving the transponder inspection site, an *Exiting* screen message is displayed.



Unsupported Sites

Unsupported sites are those sites where the law enforcement agency doesn't use SRIS Drivewyze and therefore Drivewyze cannot support bypasses at these sites. Because Drivewyze cannot offer bypasses at unsupported sites distinguishing them is to clarify the service available at the site.

At approximately 2 miles unsupported inspection sites the application displays the 2 mile inspection site notification and a chime is sounded.

There are no Drivewyze sections to indicate a supported site and the lower part of the screen includes the text *HEADS UP ONLY*.

To further clarify driver service level, the heads up icon appears enabled, in colour, while there is no bypass icon.



Approximately 1 mile from the inspection site the 2 mile notification silently transitions to the 1 mile notification.



There is no driving instruction at unsupported sites.

Once the customer is leaving the weigh station, the application will display an exit message and sound a chime. The exit message also reflects the site unsupported.



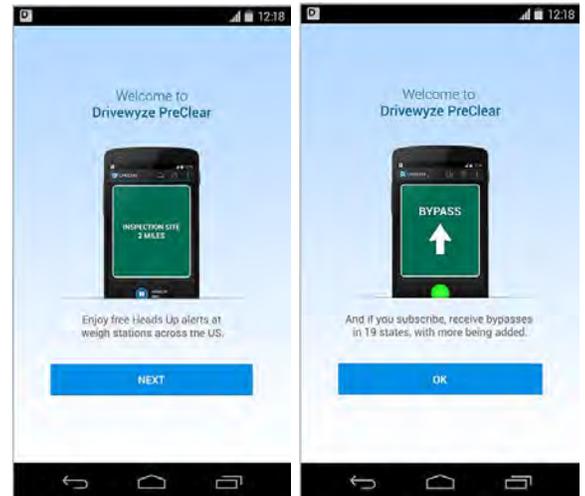
Process Flows

First Application Launch *** update screens

When the Drivewyze PreClear application is first downloaded and launched, two informational screens are displayed to demonstrate the PreClear services offered.

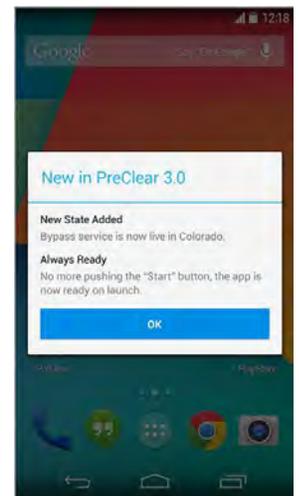
These screens are only shown on initial launch of a new installation, prior to the customer account being set up.

The customer selects the *Next* button to progress to the second screen, and selects *OK* to further progress to account set up.



Alternatively, when an existing customer upgrades their existing PreClear application to version 3.0, the *Welcome* screens are not displayed. Instead, a *What's New* popup is shown to give the existing customer notice of some of the changes in the new version.

Selecting *OK* transitions to the *Email Collection* screen.



Both new customers and those upgrading are required to submit their email address to activate the application. This screen is skipped if an existing customer already has an email address associated with their customer account. Once this is complete, the email pop-up is no longer displayed. The customer cannot use the application until an email is submitted.

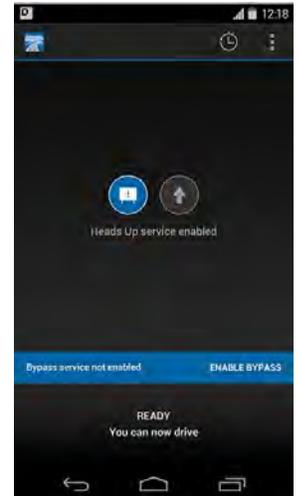
The email address field is a text field for customers to type in their address. The value they type in is required to have a proper email format (eg. something@something.ca or .com)



Once email is collected, the application progresses to the *Ready* screen: the application is active and ready to use. All subsequent application launches will take the customer directly to the *Ready* screen

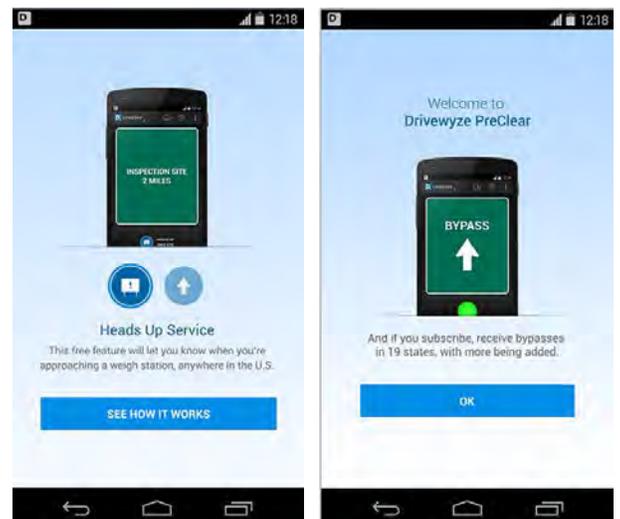
On first launch, [Heads Up](#) service is enabled, indicated by the active blue icon and the text below it. No bypass opportunities are offered with this service level.

The fact that Bypass service is not enabled is reiterated in the blue banner, with a selectable button to *ENABLE BYPASS*. The button tap will transition the customer to the [Enable Bypass](#) screens.

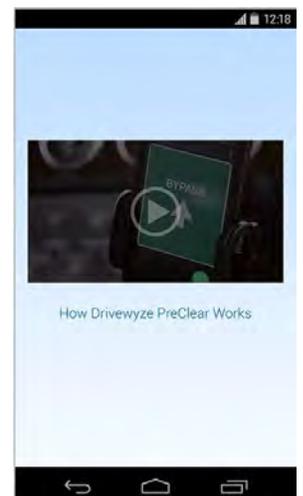


The icons on the *Ready* screen are selectable. When tapped, service level information is displayed, as shown here. These are the same *Welcome* screens shown above.

The *SEE HOW IT WORKS* button forwards the customer to the Drivewyze instructional video, screen.

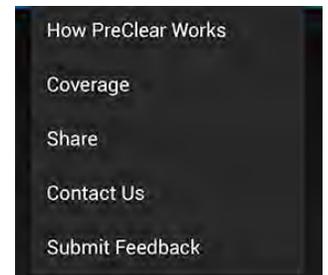


The Drivewyze instructional video, hosted on YouTube, is launched when the *Video* screen is displayed.



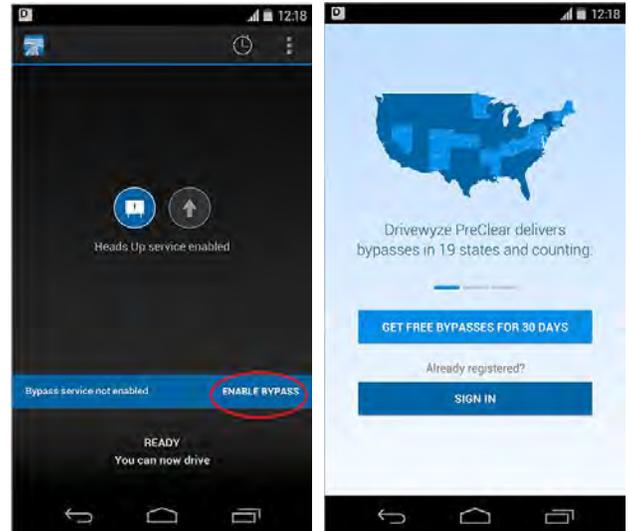
The *Ready* screen has five menu options available.

- ✓ **How PreClear Works:** transitions to the instructional video screen
 - ✓ **Coverage:** transitions to the operational states list screen
 - ✓ **Share:** enables the customer to share the PreClear application
 - ✓ **Contact Us:** launches the browser to a web form
<http://1.drivewyze.com/contact-page/>
 - ✓ **Submit Feedback:** launches the browser to a web form
<http://1.drivewyze.com/contact-page/>
-



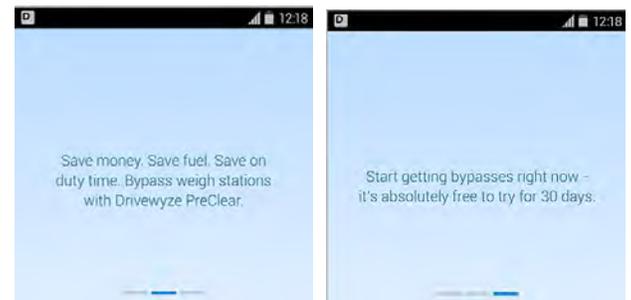
Enable Bypass *** update screens

Customers can enable Bypass service in the application by selecting the *ENABLE BYPASS* button on the blue banner. This progresses them to the *Landing* screen.



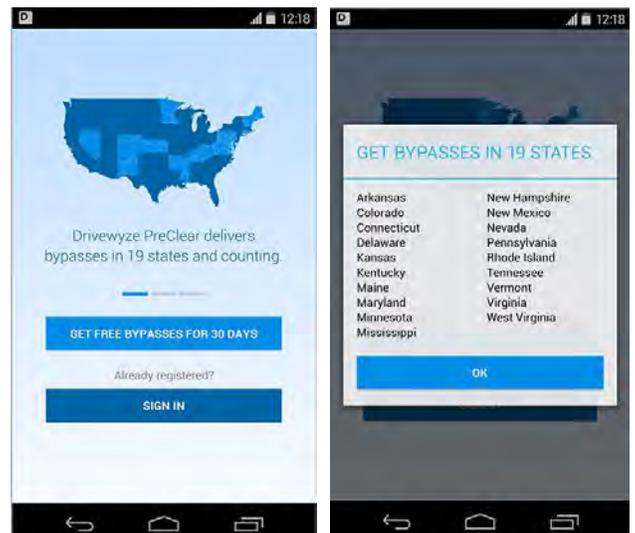
The top portion of the *Landing* screen displays additional information, when swiped.

Three blue dashes below the message indicates how many screens there are to view with the current screen represented in blue.



A hint message automatically transitions over the top of the coverage map for a few seconds to indicate the map can be tapped.

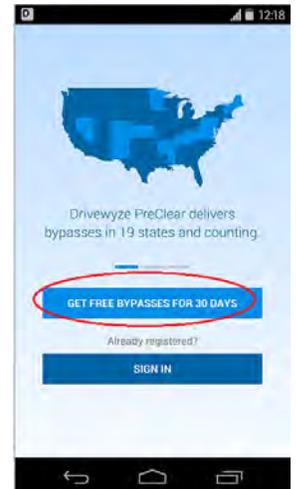
Tapping on the map transitions to a Driveway supported state list.



Free 30 Day Bypass Trial

In order to start a free bypass trial, the customer either contacts Drivewyze support or selects the in-app option to *GET FREE BYPASSES FOR 30 DAYS* after selecting to *ENABLE BYPASS*.

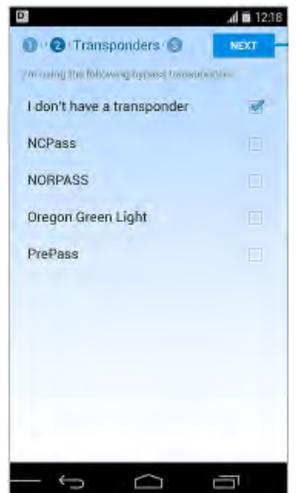
There are three steps to trial sign up in the application.



The first step requests personal information. Phone number and email address are auto-filled, when those values are available, with phone number an optional field. All other fields are required to move to the next step. Email address must be a valid email address format. Selecting the *NEXT* button in the right hand corner moves to the next step.



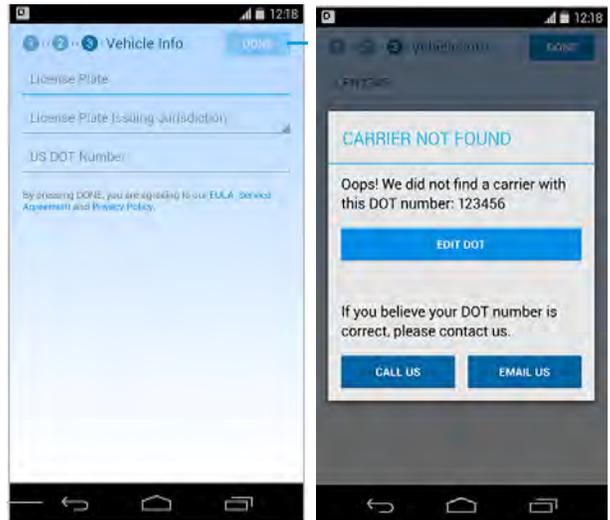
The second step requests transponder information. Selecting the *NEXT* button in the right hand corner, the customer is moved to the next step. By default, the *I don't have a transponder* selection is checked. Customers can select multiple transponder programs.



The third step requests vehicle information: license plate, jurisdiction and DOT number and contains direct links to our EULA Service Agreement and Privacy Policy.

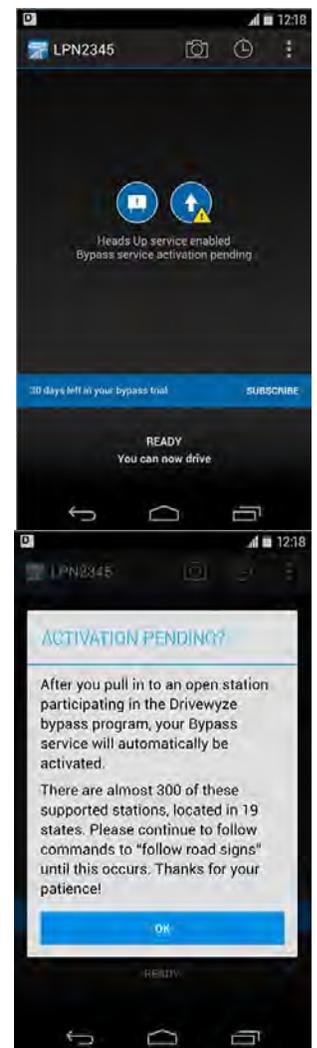
Selecting the *DONE* button in the top right hand corner completes the trial sign up process.

Should the DOT validation show the DOT is in error, an error pop-up will indicate the problem: allowing the customer to try again or contact Drivewyze for assistance. The customer can retry the DOT entry or contact Drivewyze support via email or phone.



When the trial has been started successfully, the *Ready* screen will indicate this.

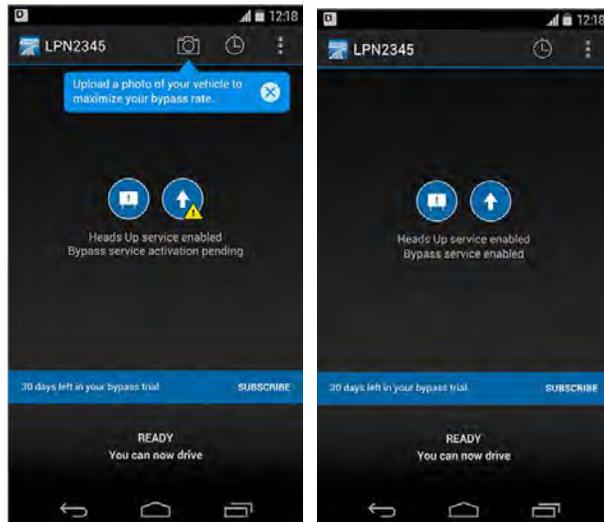
- ✓ The vehicle license plate is displayed in the top left hand corner.
- ✓ A camera icon is displayed along the top banner, indicating a vehicle image is pending.
- ✓ The Bypass service icon is displayed as active (no longer greyed out) with an alert icon indicating a vehicle image is pending. Selecting the alert icon displays the *Activation Pending* pop-up shown.
- ✓ The text under the icons indicates that Bypass service activation is pending.
- ✓ The blue banner now shows trial days.
- ✓ The blue banner also contains a *SUBSCRIBE* button.



The application will continue to remind the customer to submit a vehicle photo until they have done so.

Once an image has been approved, the camera icon is no longer present in the top banner and there will be no more reminders.

Once the Bypass service activation has occurred, the warning icon on top of the Bypass service icon disappears. The text under the icons will also indicate that Bypass service is enabled.



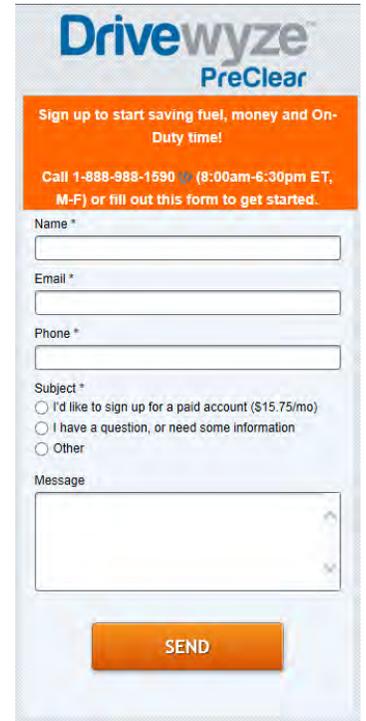
Once a trial has expired, the blue banner becomes grey and the text changes to indicate expiry.

As was shown when the driver first launches the application, the Bypass icon is greyed out and the text beneath indicates that only Heads Up service is enabled (Bypass service is not enabled).



Subscribe

PreClear subscription requires the customer to contact the Drivewyze office through our webpage, shown here, or by phone. There are several links to this webpage in the application, to facilitate customer communication and encourage subscription.



The image shows a screenshot of the Drivewyze PreClear sign-up form. At the top, the Drivewyze PreClear logo is displayed. Below the logo, there is a red banner with white text that reads: "Sign up to start saving fuel, money and On-Duty time!". Underneath the banner, there is a call to action: "Call 1-888-988-1590 (8:00am-6:30pm ET, M-F) or fill out this form to get started." The form itself consists of several input fields: "Name *", "Email *", "Phone *", and "Subject *". The "Subject *" field has three radio button options: "I'd like to sign up for a paid account (\$15.75/mo)", "I have a question, or need some information", and "Other". Below these fields is a "Message" text area with a scroll bar. At the bottom of the form is a large orange "SEND" button.

Once customer information is captured over the phone and entered into the PreClear Support Portal by Drivewyze staff an email is sent to the customer, as shown.

The customer is required to follow the link to create their account password.

The emailed link can only be used once, for security reasons. If a second email is sent to the same account, the old link is disabled. Once the customer has set their password, their account is set up and they can sign in and use PreClear to get bypasses.

The password link shown here is shortened for presentation purposes.

You're receiving this e-mail because a password reset was requested for your Drivewyze account.

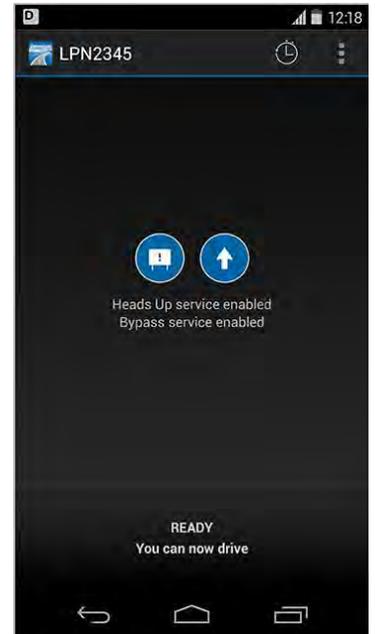
Please click on the following link to choose a new password: https://drivewyze.com/psp/set_password

As a reminder, your username is: johnsmith@telus.com

Thanks for using Drivewyze!
The Drivewyze Team

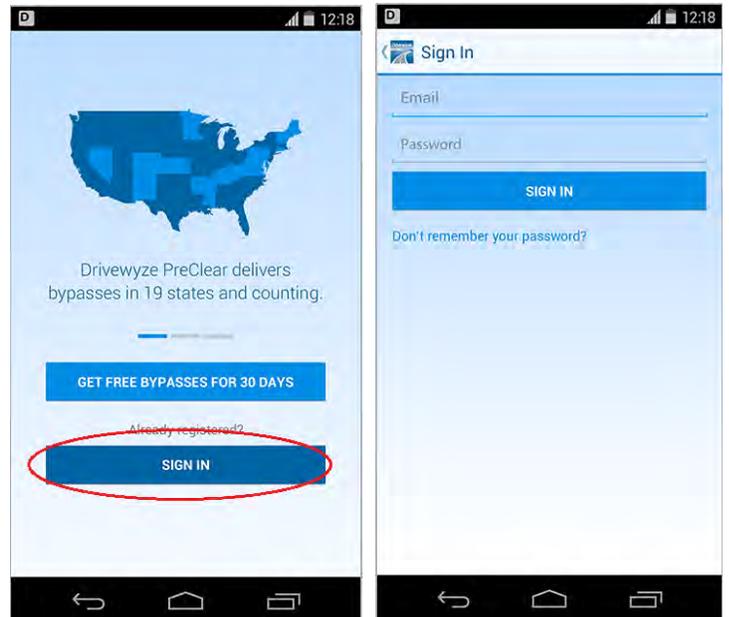
Subscriber Experience

When the customer has a PreClear subscription account, launching the application takes them directly to the *Ready* screen.



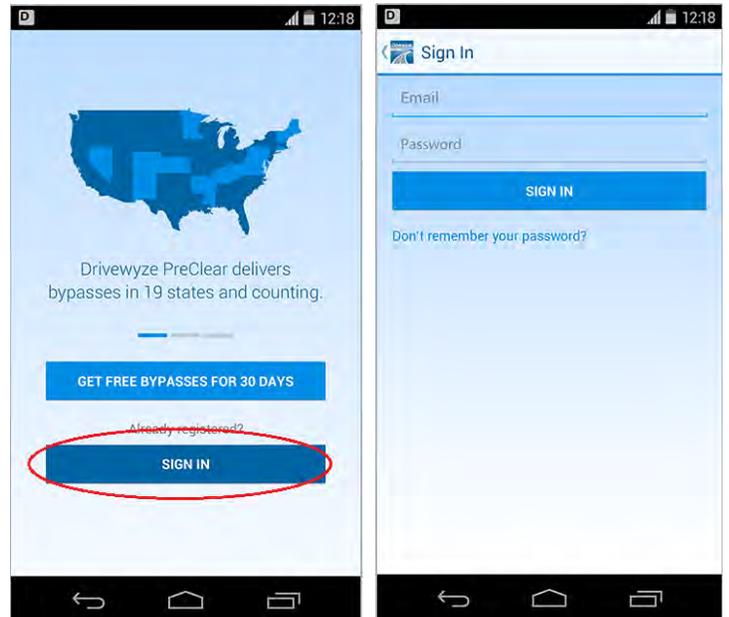
In the case where a subscriber gets a new phone and needs a new installation of the app, the customer would need to transition through *Welcome* screens, confirm email address and land on a *Ready* screen without Bypass enabled.

From there the customer can select to *ENABLE BYPASS* service, and select to *SIGN IN* on the *Landing* screen.



Login Errors *** update screens

There are two reasons a login error can occur: connection issues or invalid credentials. The login error message will indicate which, should they occur.



Vehicle Selection

In the case where the driver has more than one vehicle associated with their account, on launch, the *Select Vehicle* screen will display prior to the *Ready* screen.

Once a driver has selected their vehicle, usually on first launch, the application remembers that selection. Afterwards, when the application is launched again, the *Ready* screen will be the first screen selected, with the previously selected vehicle.

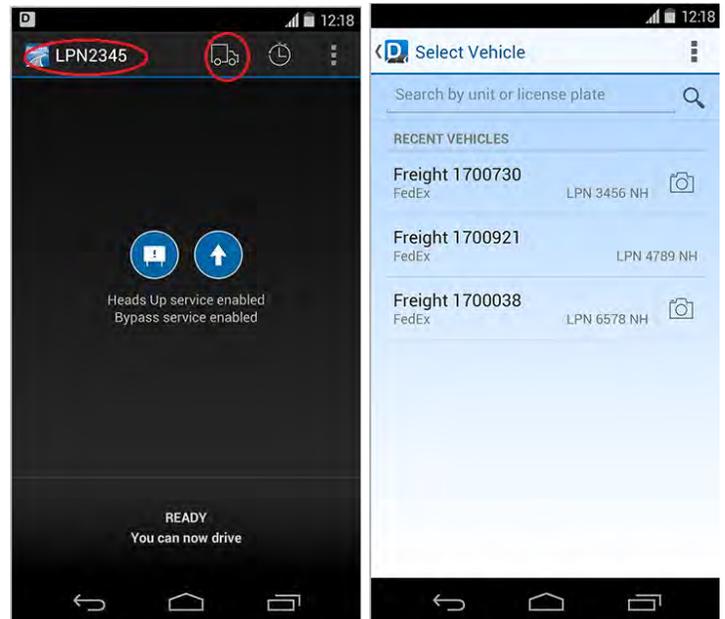
Having multiple vehicles associated with a trial account is supported in version 3.0. In order to add a vehicle to a trial, the customer must contact Drivewyze support.



A customer can see which vehicle is currently selected by the license plate value shown in the top left hand corner of the *Ready* screen.

By selecting the truck icon in the top banner, the vehicle selection can be changed.

Camera icons are available next to each vehicle that doesn't have an approved vehicle image. By selecting the camera icon, the customer is transitioned to the *Add Photo* process.



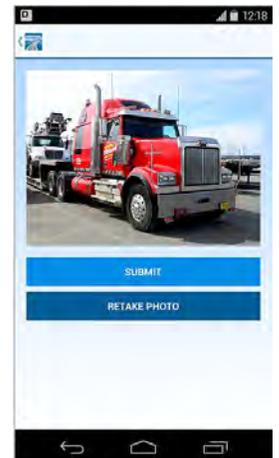
Add Vehicle Photo

There are numerous access points to the *Add Photo* process within the application. When a customer selects to add a photo, they are transitioned to the *Add Photo* screen.

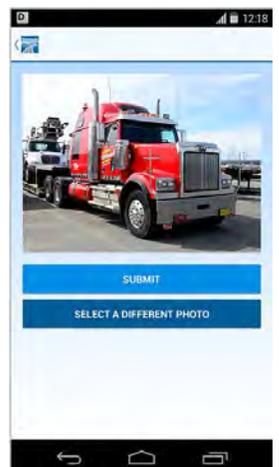
The customer can choose to take a photo of their vehicle at that time or select an existing photo from their device using the buttons shown.



When the customer selects the *TAKE PHOTO* button, the device launches its camera application and then transitions to the *Submit Photo* screen. When the photo is taken, the image is previewed in PreClear with the option to submit that photo or retake it. Retake returns to the camera application.



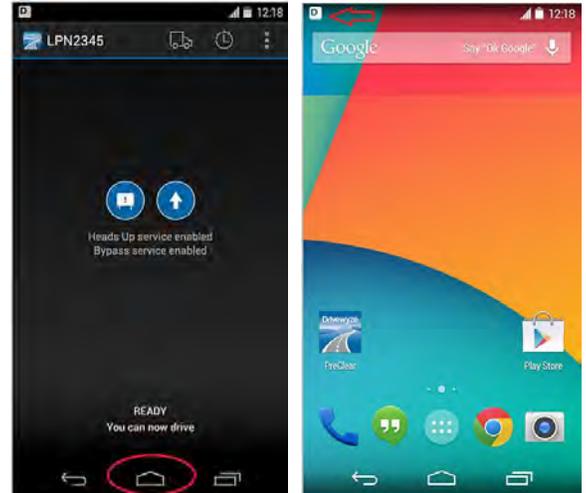
Similarly, when the customer selects the *SELECT PHOTO FROM GALLERY* button, the device switches focus to the device image browsing mechanism. Once a photo is selected, the *Submit Photo* screen previews that image with the option to submit the photo or select a different one.



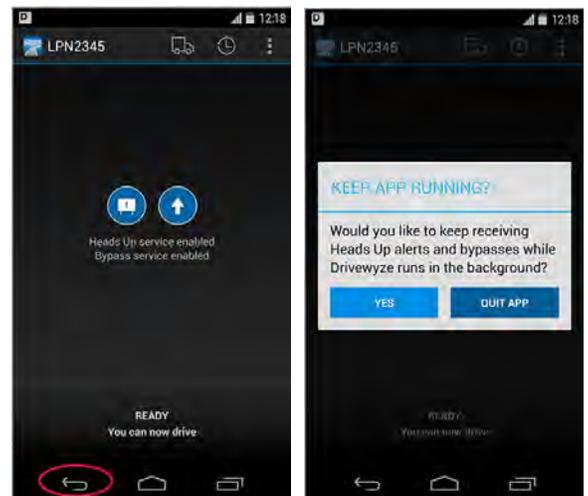
Once submitted, the photo upload process is moved to the background, so the customer can continue using PreClear. The image submitted doesn't reflect the actual vehicle image in the system until it is approved by Drivewyze staff.

Leaving the Application

The customer can select the device *Home* button and the Drivewyze PreClear application will disappear from focus, but will continue to run in the background. The small Drivewyze icon on the top left hand corner of the Android screen indicates the app is running in the background.



The customer can select the device *Back* button, to close the application down. A pop-up screen, confirming the action is displayed prior to the application shutting down. Depending on the customer selection, the application will either keep running in the background, as shown in the previous screen, or shut down.



Note there is no icon at the top, left corner of the *Home* screen when the Drivewyze PreClear application is shut down.



Appendix

Known Issues

Contact Drivewyze

Toll-free 1-888-988-1590
Email support@drivewyze.com
Web form <http://drivewyze.com/about/contact/>