



Mobile Transfer Driver

Frequently Asked Questions

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Mobile Transfer Driver - Frequently Asked Questions

Commodities

Does the app show Local Bags?

MTD currently does not show Local Bags. We are targeting adding local bags with the next release available.

How do you add bags or destinations not on the scanner or TDR (Transfer Driver Report)?

MTD does not currently have a function to add bags to the TDR. If you have a bag that is not listed on the TDR, you can use the Outbound FIDS screen to search for the gate information.

Can Thru bags be added to MTD and Mobile Gate Lead Report?

MTD and the Mobile Gate Lead report do not currently show Thru commodities and bags. This feedback item has been noted and shared with our technology partners.

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May 31, 2022

For questions email Commodity.tracking@wnco.com

Mobile Transfer Driver

Does the freight have an icon to show what the freight is? Crab, flowers etc.?

Specialized Freight handling requirements are designated by Weight and Balance Category as shown in the table below. Currently there are not any Cargo designators for items such as crabs and flowers.

COMAT: C	HAZMAT: Z	Human Remains: R
Power Device: PD	Mail: M	Heavy Freight: HF

IROP- Gate Changes, Delayed Flights, ACFT Swap, and Reroute

If a Customer moves to an earlier flight, how does the driver know which bags/ Customers have been moved?

When a Customer with bags moves, you should rely on the current process for communicating bag movement.

Can you tell if there has been a tail swap?

Currently, we can only see flights and gate changes at this time, no tail swaps. This request will be shared with technology for consideration for a future enhancement.

Does the scanner give an alert if there is an on the ground a/c swap during a run? Giving the new a/c number?

Currently, we can only see flights and gate changes at this time, no tail swaps. This is something we can work on with our technology partners for future enhancements. This request will be shared with technology for consideration for a future enhancement.

Drive Mode and Bag Drops

Is there a way to research drop routes (the routes that the driver takes)?

No, but we are gathering backend data for this to be considered for a future enhancement.

Are you able to add flights during drive mode?

MTD does not currently allow adding flights not listed on the TDR. This request will be shared with technology for consideration for a future enhancement. If you have an extra bag, you can use the outbound FIDS located on the main screen to locate the flight, gate and departure time.

After an Agent drops bags, if there is a gate change, will MTD show where those bags were dropped and alert that the previous drop gate changed?

Once you make a drop, that drop is considered complete. Therefore, any gate changes for those bags will not be alerted to the scanner. Whatever current processes you use for gate change bag movement, please continue to use them.

How do we mark bags dropped at a staging area (for example Transfer Yard)?

MTD currently supports marking bags dropped at the flight's assigned gate. Continue to follow your current procedures for bags dropped at a staging area. This request will be shared with technology for consideration for a future enhancement.

Is there a way to get the status wording the same as Ops Suite?

This request will be shared with technology for consideration for a future enhancement.

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Application Access

Will Ramp Supervisor tablets have MTD available?

MTD was installed on all Ramp Supervisor tablets 5/12/22. If the application is not available on the tablet 1.) Connect to WIFI (recommended) 2.) Connect to Hub. 3). Any available updates will install on the tablet. If MTD does not install, contact DASH for support or call x3300.

Will an Agent temping in another station be able to log into MTD in in their temporary station?

The scanner automatically defaults to the current location where the Agent is working. If the location is incorrect, manually select the correct location using the drop-down menu located at the top center of the FIDS screen. It is not necessary to contact DASH or call x3300 or to submit a MyAccess request.