Messaging a Vehicle or Driver

The portal allows you to send and receive messages to / from a vehicle / driver via SMS. Messages sent via email from the portal are handled by your mail client. Default vehicle contact info can be set by editing vehicle information.

Send an SMS Message

SMS messages sent from the portal are delivered to a driver's mobile device via 477-477 (GPSGPS). Any messages sent from a driver are displayed in message history on the vehicle's Mobile Communications tab.

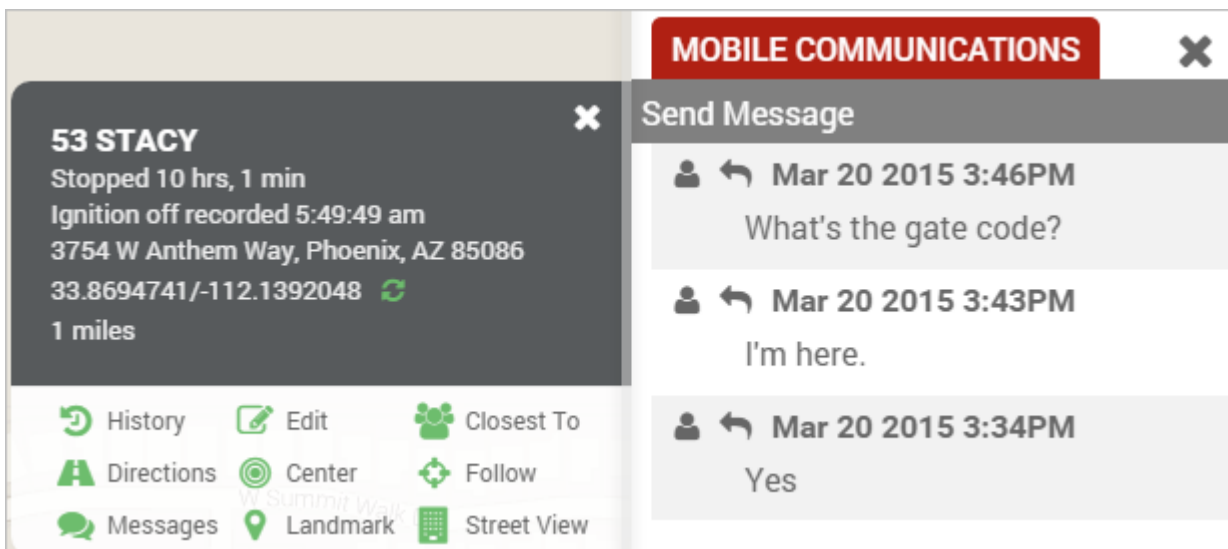▶ **To send an SMS message to a vehicle/driver:**

1. From the map, Search Results tab, or Vehicles tab, click the vehicle you want message.

2. Click **Message**.

3. Click **Send Message**.

4. Choose a phone number to use for the message.

> **Note.** If no number is shown, click to add/edit vehicle contact info. You may need to refresh the browser window to see updated contact info from the Send Message tab.

1. Enter a message in the Message box (e.g., Can you stop by Yard B on your way back to the Warehouse?).

2. When finished with the message, click **Send Message**.

The message will be delivered to the driver's mobile device from the number 477-477 (GPSGPS). If the driver replies to a message, an automated message will be sent to the driver to indicate that the reply was sent. You can view all driver-initiated communication from the Mobile Communications tab.

Messaging a Vehicle or Driver

Send an Email Message

Email messages sent from the portal are handled by your mail client. Any email messages sent from a driver are not viewable on the vehicle's Mobile Communications tab.

▶ **To send an email to a vehicle/driver:**

1. From the map, Search Results tab, or Vehicles tab, click the vehicle you want message.

2. Click **Message**.

3. Click **Send Message**.

4. Choose an email address to use for the message.

> **Note.** If no email address is shown, click to add/edit vehicle contact info. You may need to refresh the browser window to see updated contact info from the Send Message tab.

1. Enter a message in the Message box (e.g., Can you stop by Yard B on your way back to the Warehouse?).

2. When finished with the message, click **Send Message**.

Your default mail client opens with a draft of the message. From this point on, this communication thread will be handled by your and the driver's mail client. Messages sent via email are not viewable from within message history of the portal.