



Driver Check-In Setup Checklist

1. **Gate Management Setup (In Opendock)**

Update Carrier Instructions with clear gate management and driver check-in guidance

Configure required Driver Check-In fields and keep the form simple during initial rollout

2. **Gate Setup (Physical)**

Download and print the Driver Check-In QR banner

Post QR code signage at the gate and other high-traffic entry points

Create and share a Driver Check-In Guide for drivers

Provide a tablet or device for drivers who cannot scan a QR code

3. **Staff Readiness**

Assign an Internal Site Champion to manage setup, questions, and improvements

Train gate and warehouse staff on the driver self check-in flow

Review how appointment statuses update after driver check-in

Align on how staff should assist drivers who need help checking in

4. **Go-Live Validation**

Complete a test driver check-in using the QR code or tablet

Confirm the appointment status updates correctly in Opendock

Verify staff can view and act on driver arrival information

5. **Launch and Reinforce Adoption**

Share updated carrier instructions with drivers and carriers

Reinforce QR code usage with signage and driver guides

Encourage drivers to use confirmation numbers during check-in

6. **Monitor and Optimize**

Review check-in usage and arrival data regularly

Gather feedback from gate staff and drivers

Adjust required fields, instructions, or signage as needed