

Updated October 10, 2023



**TeleMapper**

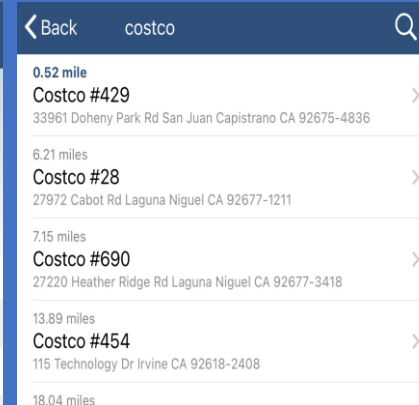
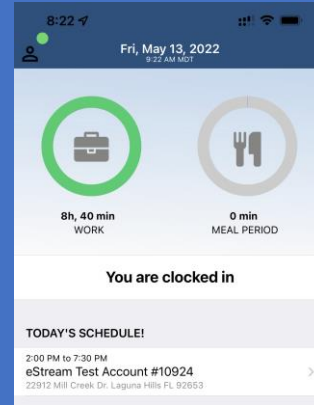
3.0

# Rep: Telemapper Day in the Life



## Clock-In

Rep is prompted to clock-in (HR compliance)



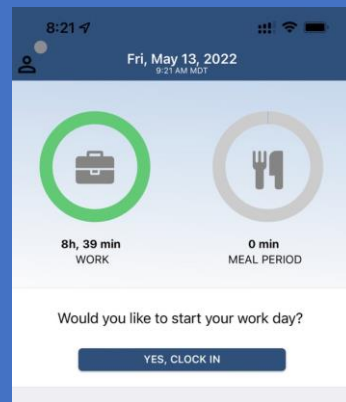
## Pictures

Submit any pictures for campaign / ICD



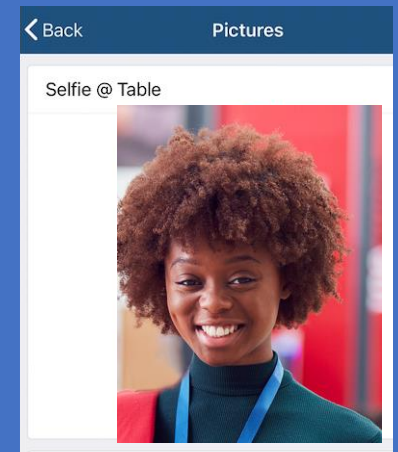
## Log In

Common Login for Rep for all systems (roadmap, TeleMapper, etc.)



## Check-In





Select a store / location from schedule or search for one.



# Rep: Telemapper Day in the Life

## GPS Report

Every 2-5 minutes, TeleMapper sends location to servers

	Talked To	- 28 +
	Presentation/Quick Quote	- 7 +
	Sara Qualification	- 3 +
	Sale	- 2 +









## Clock-Out / Adjust Hours

Adjust time as needed @ lunch or end-of-day.

5

6

7

02:51 PM		Yes	April R	Check In at Costco (#693) 1201 N Loop 1604 E, San Antonio, TX, 78232-1322	Success, 37.15 meters
02:52 PM		Yes	April R	Ongoing Ping	Success, 35.08 meters
02:52 PM		Yes	April R	Ongoing Ping	Success, 35.08 meters [PICTURE]
02:52 PM			April R	Image Upload Type: Selfie @ Table Status: Approved	
02:52 PM			April R	Image Upload Type: Kiosk Phone Screen Status: Approved	
02:56 PM		Yes	April R	Ongoing Ping	Success, 35.08 meters [BACKGROUND]
03:00 PM		Yes	April R	Ongoing Ping	Success, 35.08 meters [BACKGROUND]
03:05 PM		Yes	April R	Ongoing Ping	Success, 35.08 meters [BACKGROUND]

## Tally Activity

Rep can tally activity (helps phone prioritize app "awake" / rep stats)

← Cancel Adjust Hours & Clock Out 9:30 AM MDT Save

Clock Out

There are some unsaved changes highlighted in yellow — once you save those changes you can clock out.

Summary for Today

Start General Hours	End General Hours
12:41 AM	5:00 AM
<i>Forgot to clock out for lunch</i>	
Start General Hours	End General Hours
8:00 AM	9:30 AM
<i>Returning from lunch</i>	

● = changed  
● = invalid/required

# TeleMapper Only Checks GPS When Reps Are Checked In

Log In 

Clock-In 

Check-In 

Pictures  
/ Tallies   


Meals / Day End    
(Clock Out & Check Out)

1

2

3

4 & 6

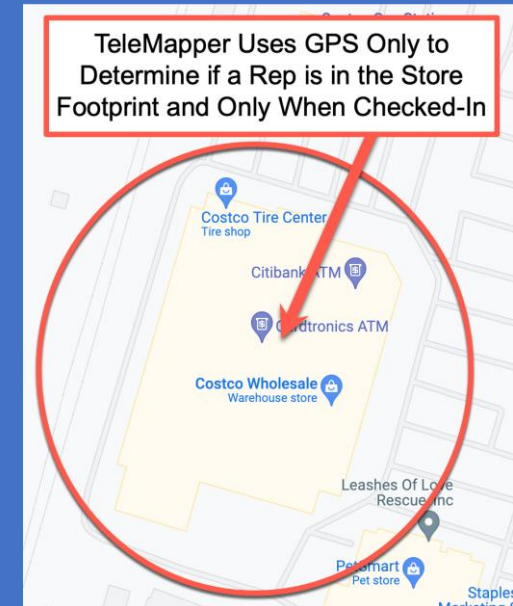
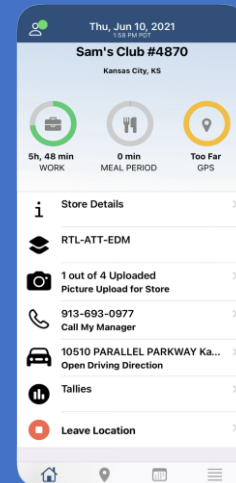
7

GPS reporting is only active while checked in to a location. As soon as a rep checks out / takes lunch / finishes day, GPS stops reporting.

The TeleMapper App only checks GPS location when:

- A) checking into a store
- B) While checked into a store

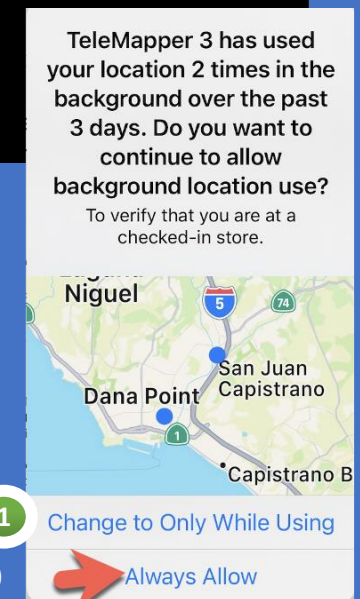
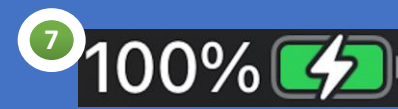
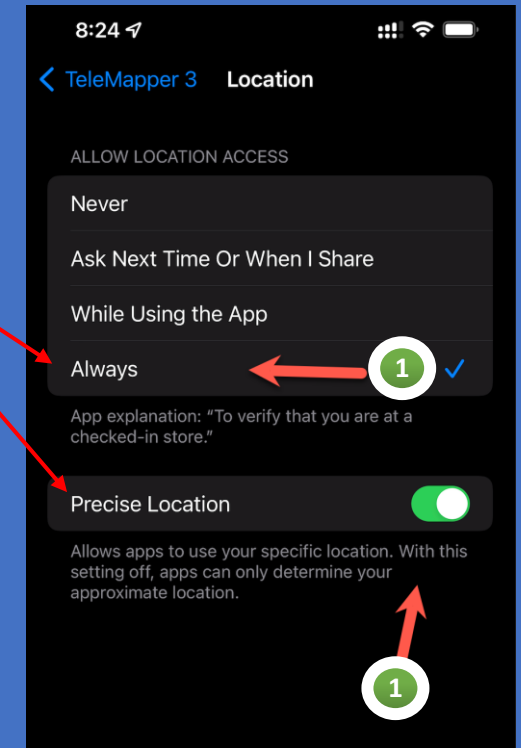
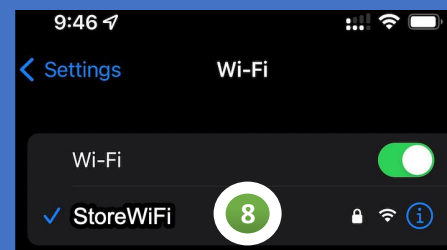
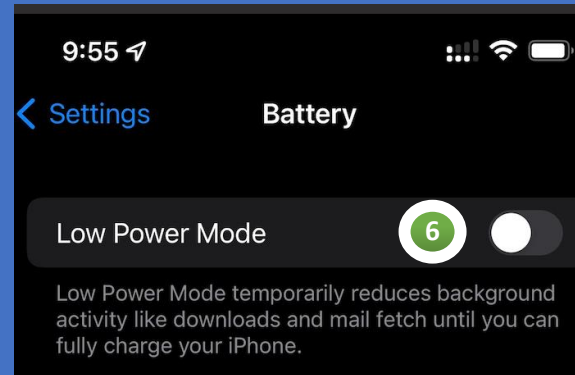
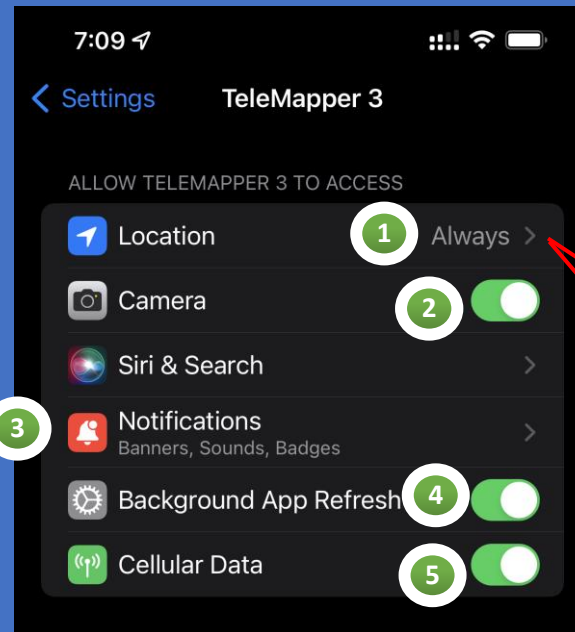
"Always Allow" GPS location simply allows TeleMapper to verify a rep's location when the rep is checked in and TeleMapper is running in the background.



# Apple TeleMapper Setup Quick Sheet

1. Location "Always" and "Precise Location" on
2. Camera "On"
3. Notifications "Allowed"
4. Background App Refresh "On"
5. Cellular Data "On"
6. Low Power Mode "Off"
7. Battery Charged / Charging
8. Store WiFi if Available (helps GPS)
9. Leave App "Open" (do not hard close)
10. Check App from Time To Time

[www.telemapper.com/](http://www.telemapper.com/)



"Always Allow" on "Map" popup

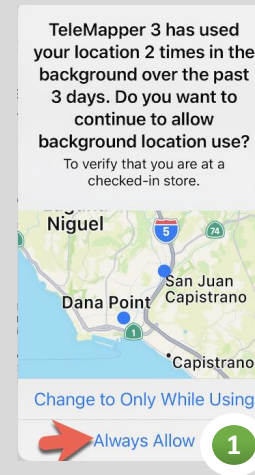
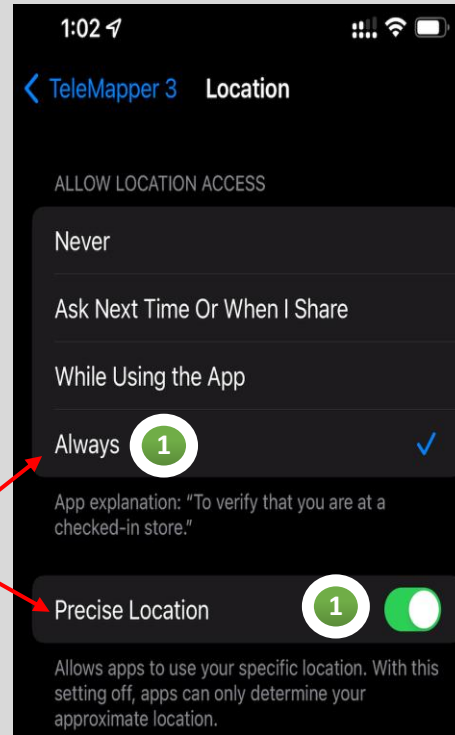
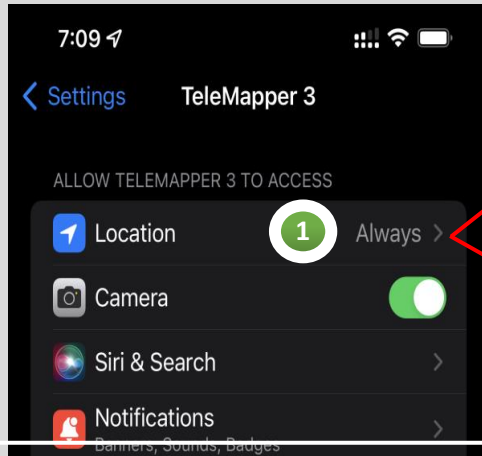


# TeleMapper3 Top Four Settings for iPhones (Updated July 30, 2023)

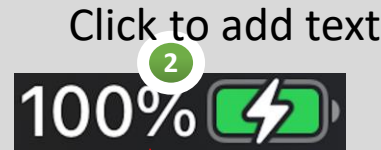
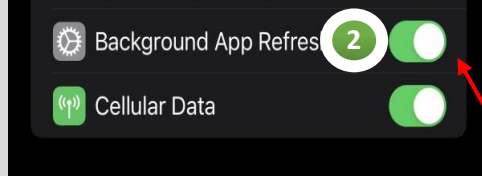
Watch the Video at [www.telemapper.com/help](http://www.telemapper.com/help)

Tech Support: [issues@telemapper.com](mailto:issues@telemapper.com)

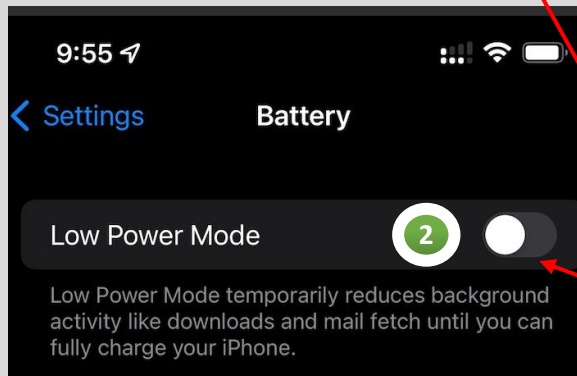
1) Location "Always Allow" and "Precise"  
(Permits TeleMapper to sense location when phone is locked)



"Always Allow" on "Map" popup approx every 3 days

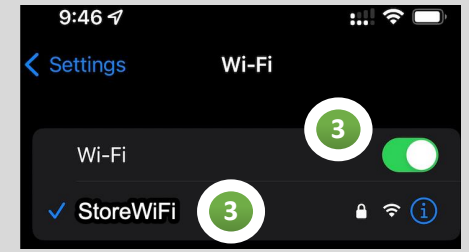


Click to add text



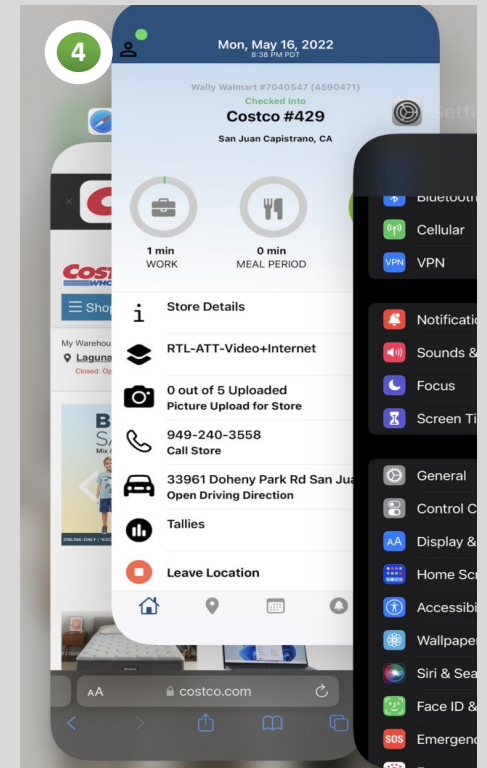
2) Battery Settings:

- \* Start day with full battery and keep it charged.
- \* Background App Refresh On
- \* Low Power Mode Off



3) Join the Store Wifi (if Available). Keep WiFi radio "on" even if retailer does not offer WiFi.

4) Leave TeleMapper Running During your work shift (Don't "Swipe Up" or "Hard Close")

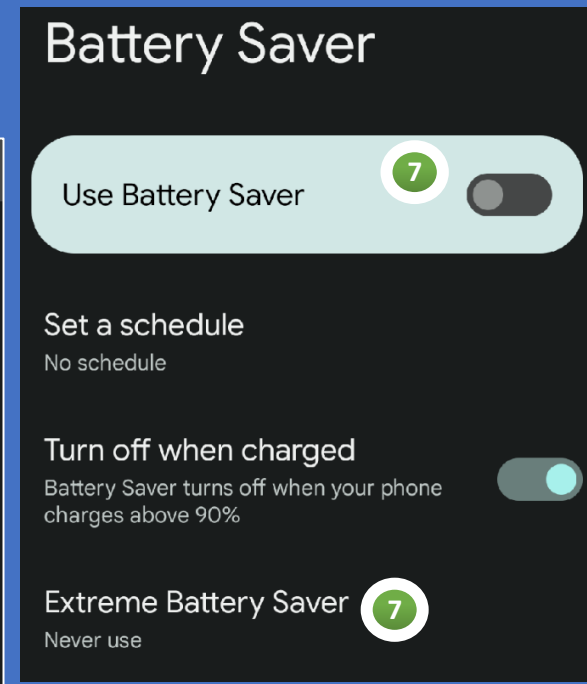
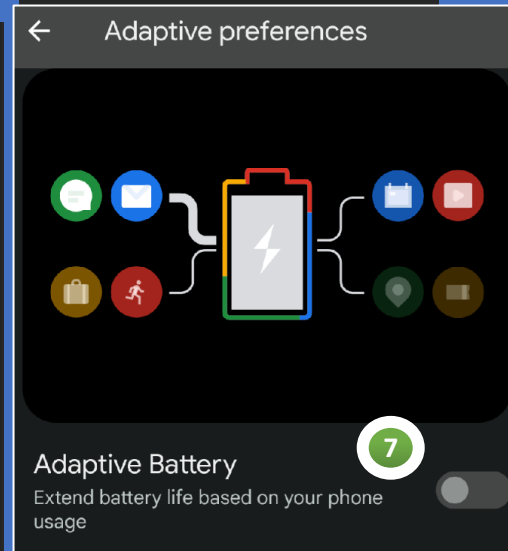
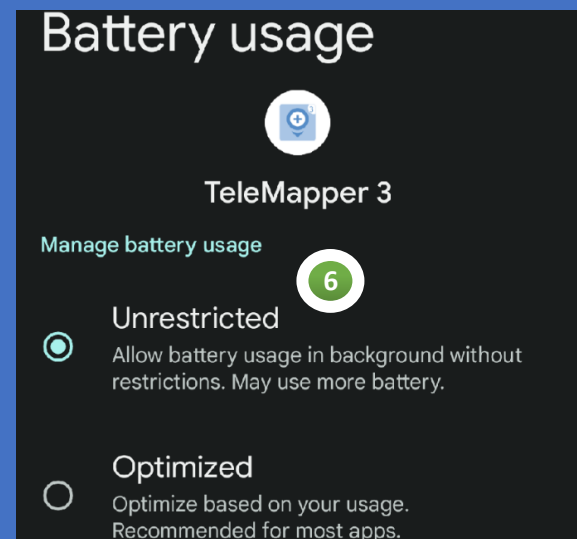
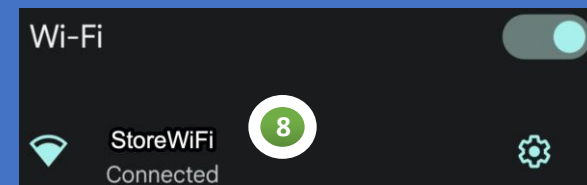
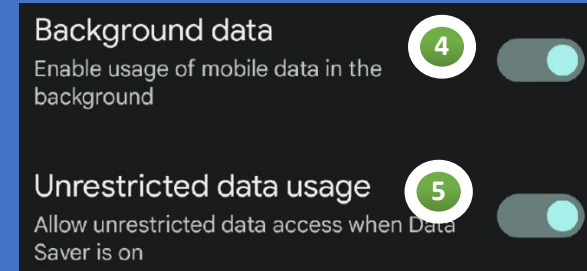
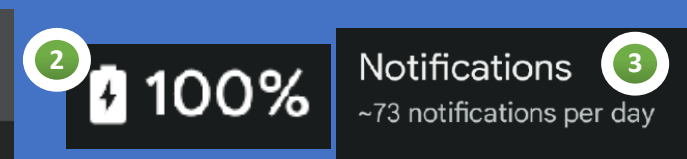
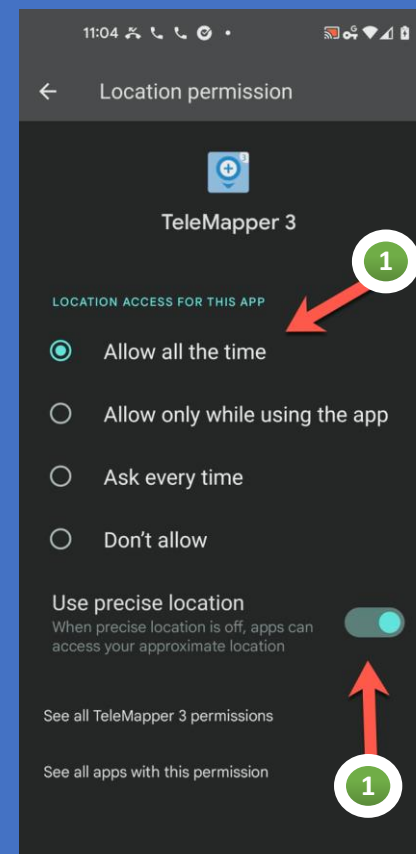


# Android TeleMapper3

## Setup Quick Sheet

1. Location "Allow all the time" and "Precise Location" on
2. Battery Charged / Charging
3. Notifications "Allowed"
4. Background Data "On"
5. Unrestricted Data Usage "On"
6. Battery Unrestricted for TeleMapper
7. Battery Savers and Adaptive Battery "Off"
8. Store WiFi if Available (helps GPS)
9. Leave App "Open" (do not hard close)
10. Check App from Time To Time

[www.telemapper.com](http://www.telemapper.com)

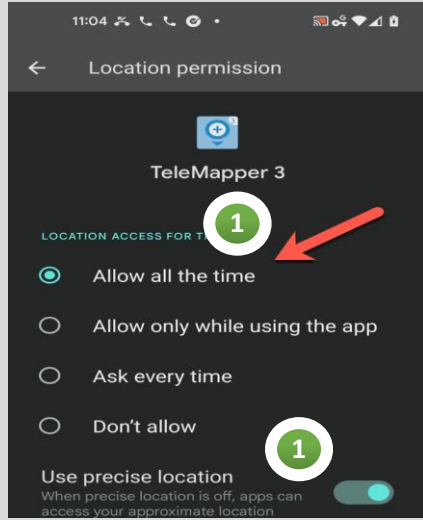


# TeleMapper3 Top Four Settings for Androids (Updated July 30, 2023)

Watch the Video at [www.telemapper.com/help](http://www.telemapper.com/help)

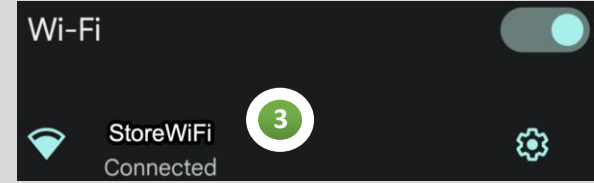
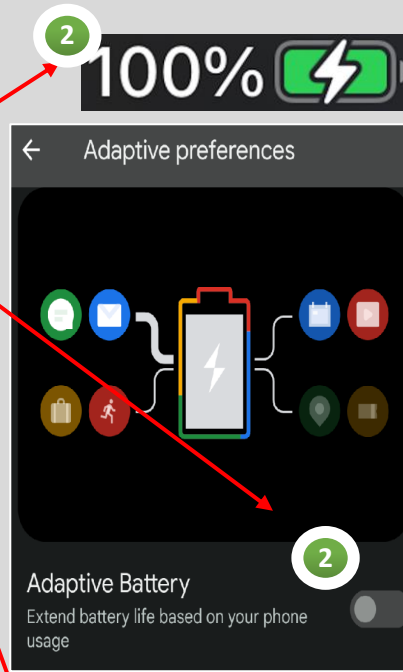
Tech Support: [issues@telemapper.com](mailto:issues@telemapper.com)

1) Location "Always Allow" and "Precise"  
(Permits TeleMapper to sense location when phone is locked)



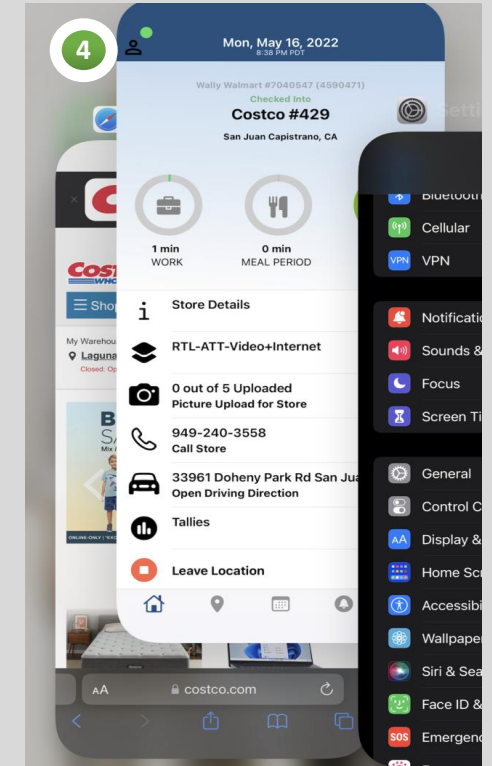
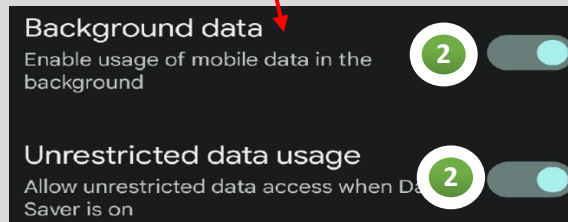
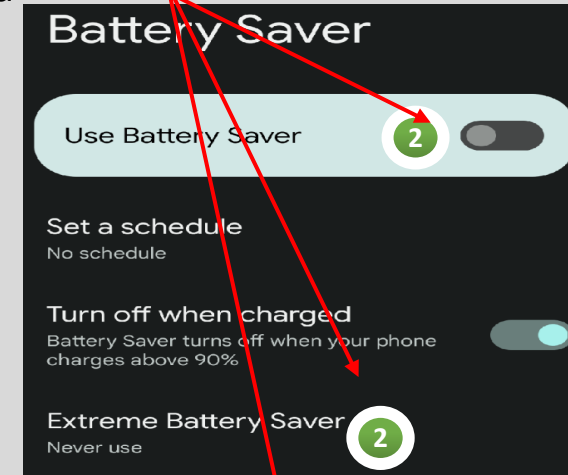
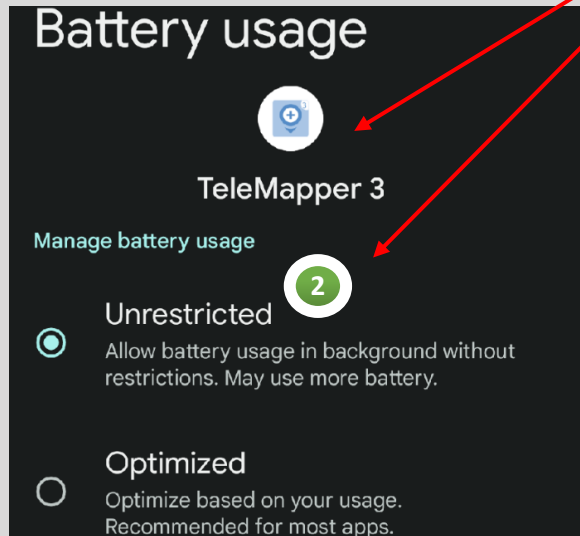
2) Battery Settings:

- \* Start day with full battery.
- \* Adaptive Battery Off
- \* Battery Savers Off, Background Data On, Unrestricted Data On
- \* TeleMapper Battery Usage Unrestricted



3) Join the Store Wifi (If Available). Keep WiFi radio "on" even if retailer does not offer WiFi.

4) Leave TeleMapper Running During your work shift (Don't "Swipe Up" or "Hard Close")





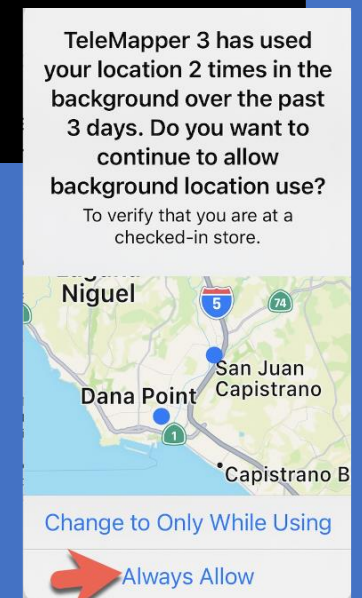
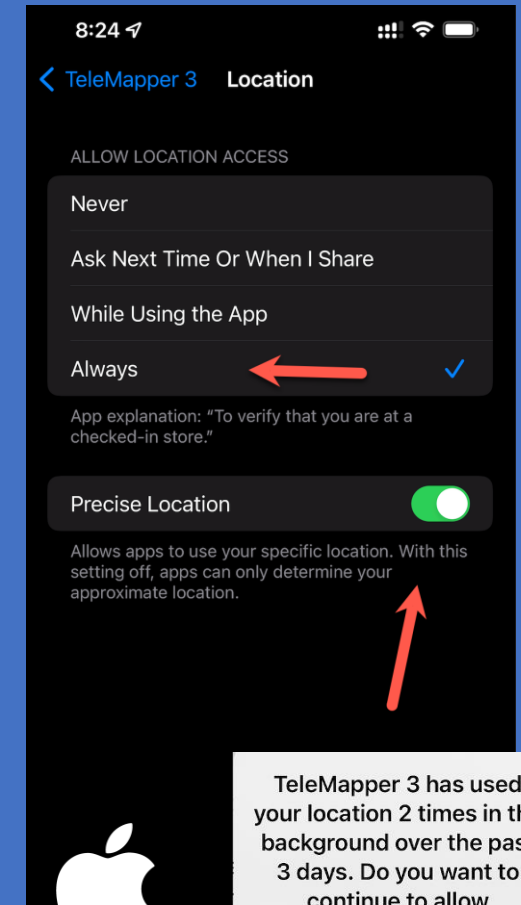
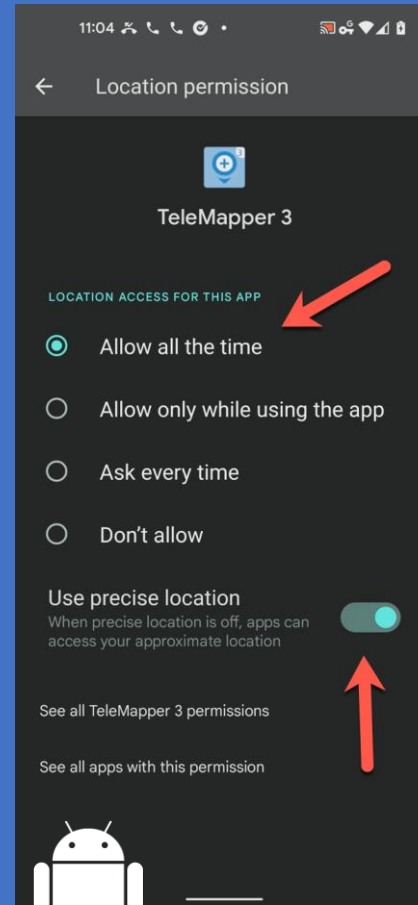
# GPS Requirements Part 1: GPS “ALWAYS ALLOW” and “PRECISE”

Apple and Android need permission to access the GPS location “always.”

Solution: Reps should be trained to use “Always Allow”

\*Note that TeleMapper only submits GPS data when a rep has checked into a location and is on the clock. Meal breaks and post-check-out are not recorded or submitted.

About every three days, Apple devices will confirm whether an end user wants to continue to use an app with “Always Allow” GPS. Reps should click “Always Allow” when they see this screen.



# GPS Requirements Part 2: Stay Charged & Allow Battery

Start the day with a **full charge** and keep it charged wherever possible. Your phone will put apps to sleep when your battery gets critically low (on most phones when below about 20%).



## Apple Devices:

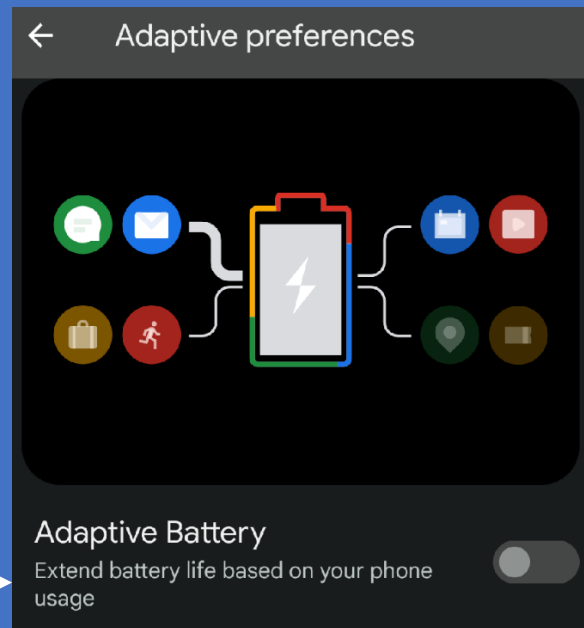
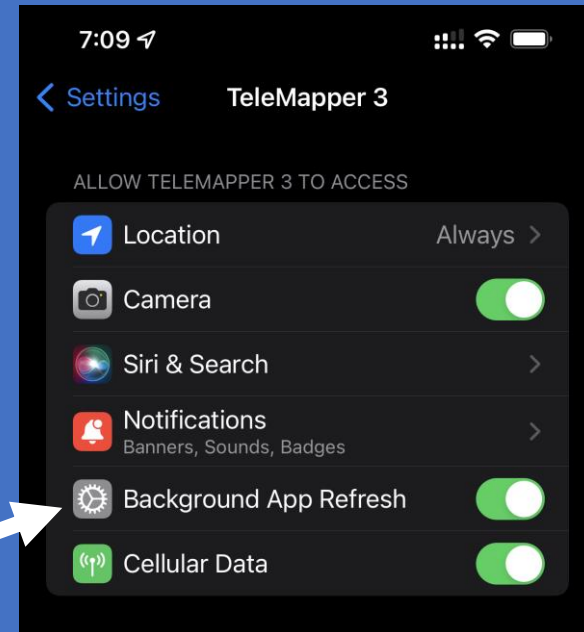
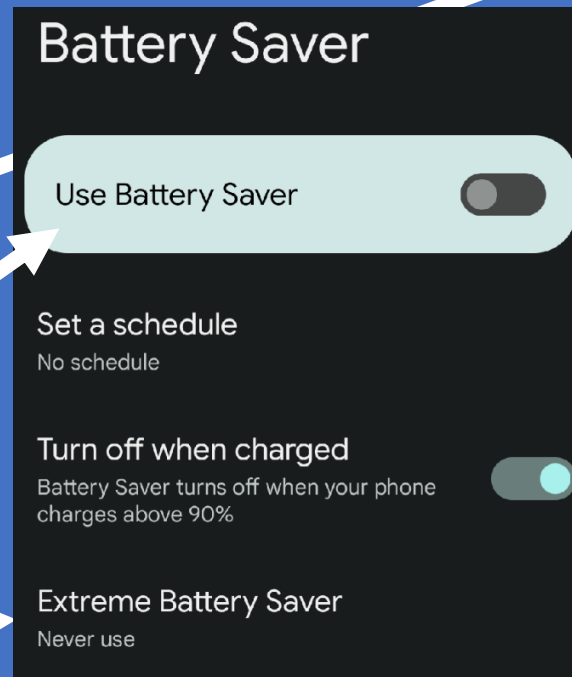
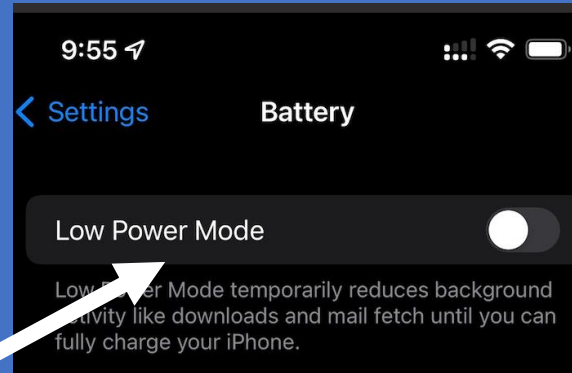
- Disable "Low Power Mode"
- Enable Background App Refresh



## Android Devices:

- Disable "Battery Saver"
- Disable "Extreme Battery Saver"
- Disable "Adaptive Battery"

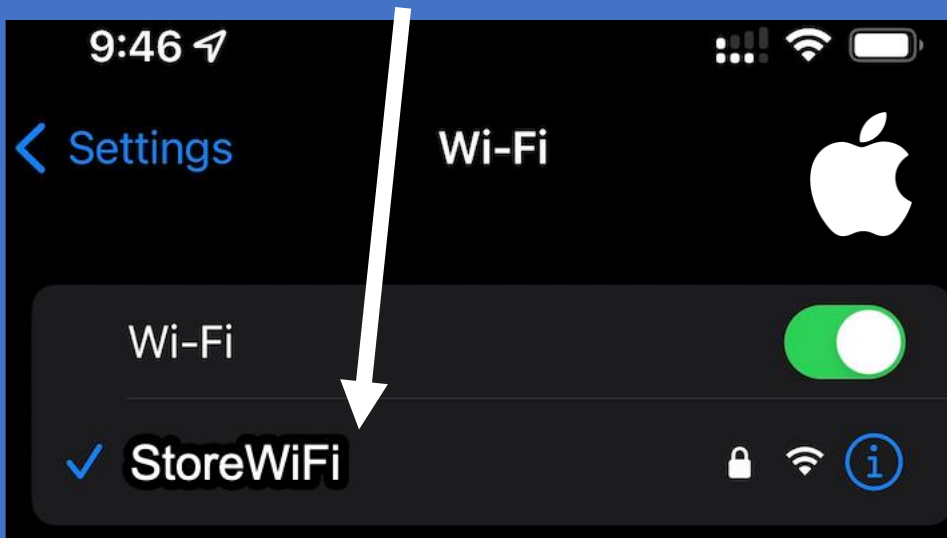
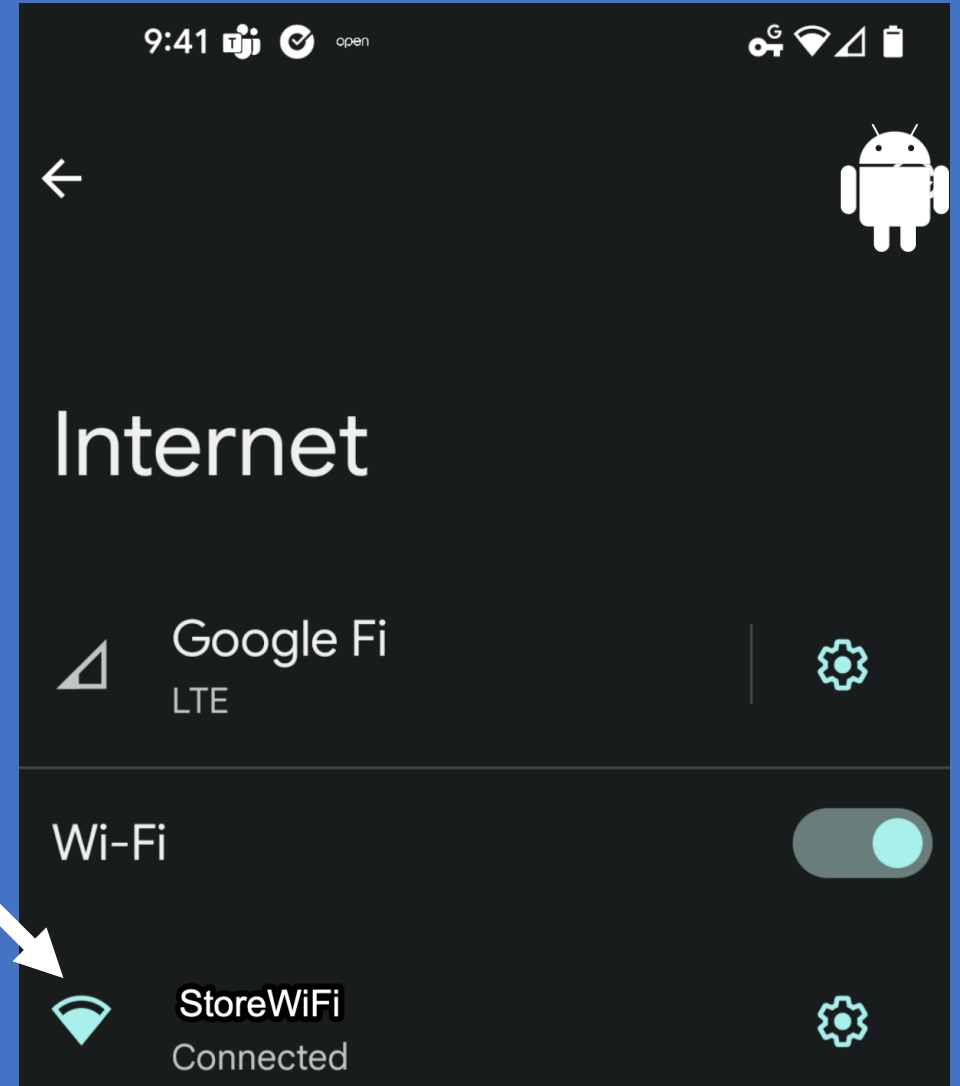
100%



# GPS Requirements Part 3: Use WiFi if Available

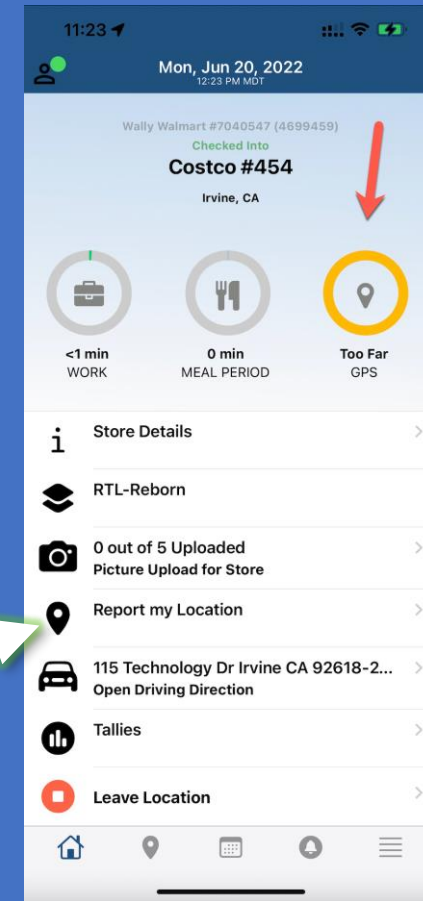
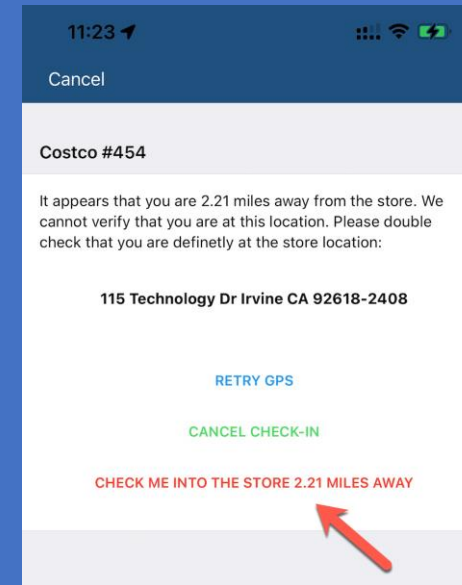
Some stores have a weak carrier signal and a weak GPS signal.

Use store WiFi if available to supplement the internet connection and improve your GPS location. Work with your TMM as necessary to address problematic stores.

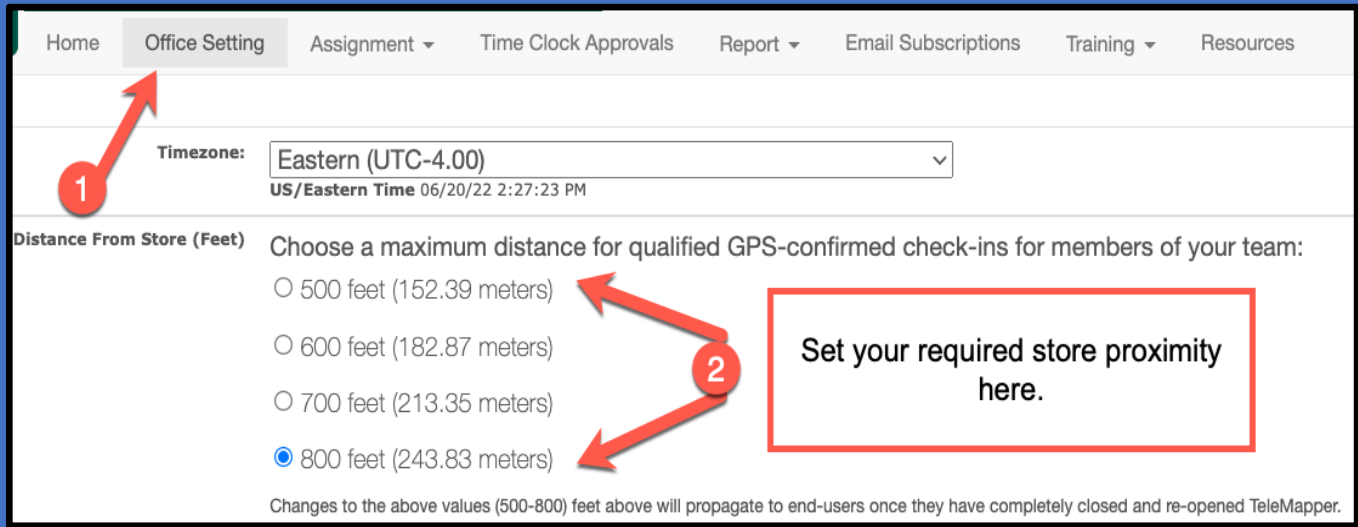


# GPS Requirements Part 4: Within 500-800 Feet of the Center of the Store

Reps should be in the footprint of the (checked-in) store.



Click here to immediately submit a ping



Action	GPS Response
Alexandria	Clock In
Alexandria	Clock Out
Alexandria	Clock In
Alexandria (#4804) 1765 Jonesboro Rd., McDonough, GA, 30253	Check In at Sam's Club (0.15 miles). Success, 420.07 feet (0.08 miles) is within 800.01 feet (0.15 miles).
Alexandria	Ongoing Ping
	Success, 312.52 feet (0.06 miles) is within 800.01 feet (0.15 miles).
11:02 AM	Yes
Alexandria	Ongoing Ping
	Success, 414.69 feet (0.08 miles) is within 800.01 feet (0.15 miles).
11:08 AM	Yes
Alexandria	Ongoing Ping
	Success, 127.53 feet (0.02 miles) is within 800.01 feet (0.15 miles).
11:14 AM	Yes
Alexandria	Ongoing Ping
	Success, 136.88 feet (0.03 miles) is within 800.01 feet (0.15 miles).
11:21 AM	Yes
Alexandria	Ongoing Ping
	Success, 148.92 feet (0.03 miles) is within 800.01 feet (0.15 miles).

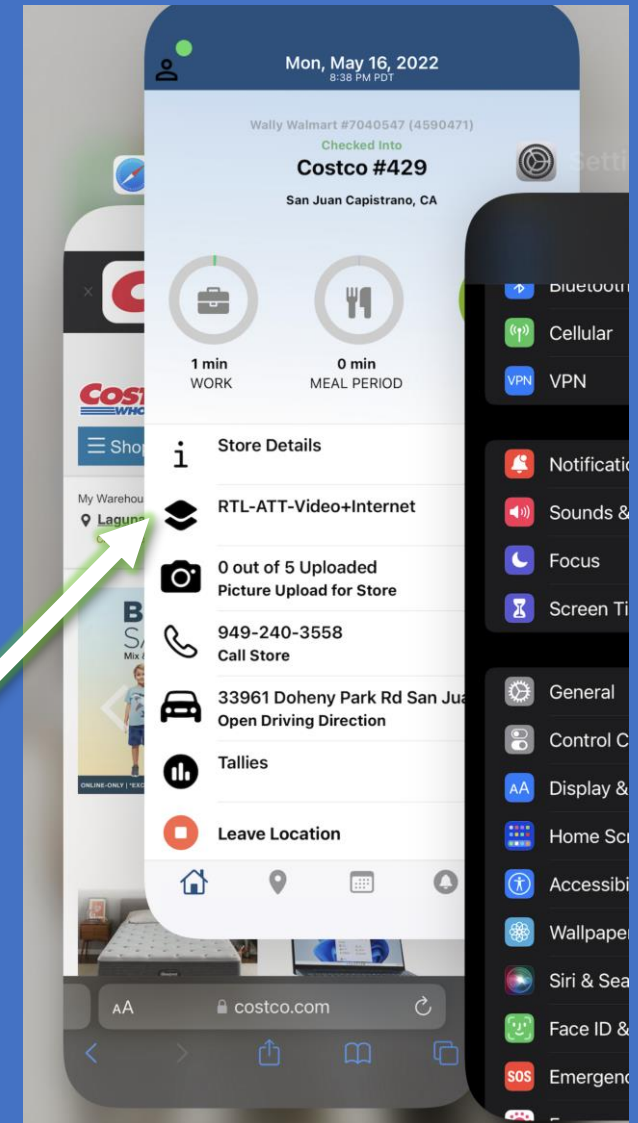
\* Work with your TMM and eStream support if a store footprint needs to be corrected.

# GPS Requirements Part 5: Leave TeleMapper OPEN and the phone ON

Closing TeleMapper is akin to “killing” it – just like any other app, it will not be able to report its location every 5 minutes.

Solution: Reps should leave the app “open” on their phone. It can be in the background if they need to switch to a different app, make a call, send a text, etc. – but they need to leave TeleMapper RUNNING.

Leave TeleMapper Running. Do Not “Swipe Up” on TeleMapper during workday



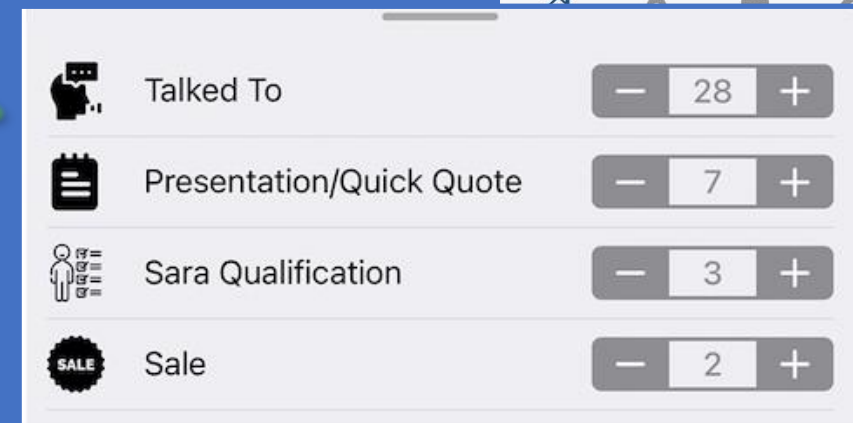
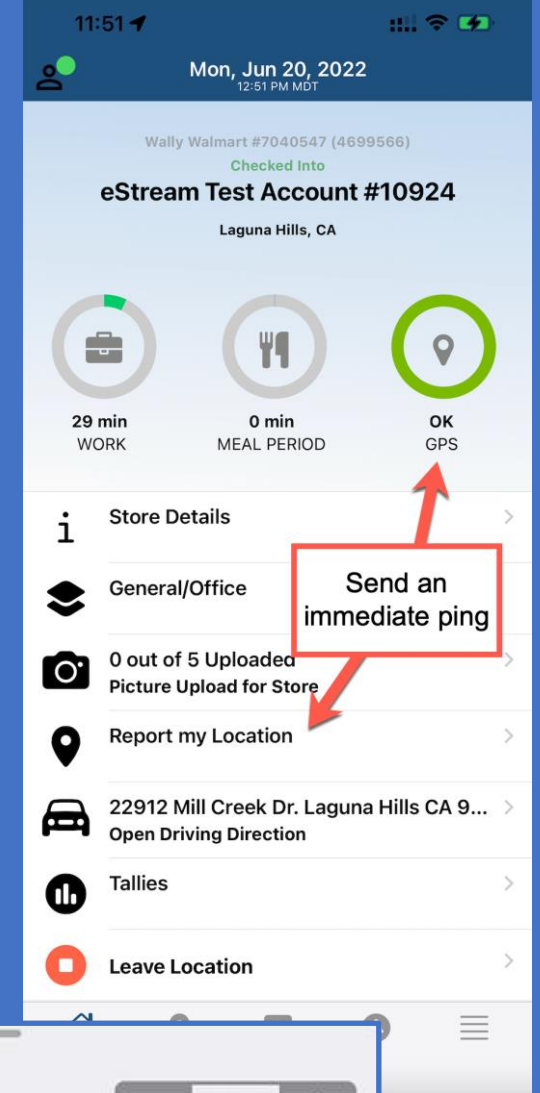


# GPS Requirements Part 6: Prevent Hibernation

Hibernation: sometimes a phone will simply put an app to sleep (usually after 2-4 hours of non-use) to try and help save battery life.

Solution: Reps should revisit TeleMapper from time to time to train their phone to keep the app awake. If you would like to leverage activity data, you can ask your team to use the "Tally" feature in TeleMapper to submit their talked to / pitches / sales – this will keep the app awake and train their phone to prioritize TeleMapper.

This data will help create reports around store traffic, average customers / sale / rep, etc. – and it will help keep GPS pings coming.



# Alerting System (launching with this new ECB Bonus requirement)

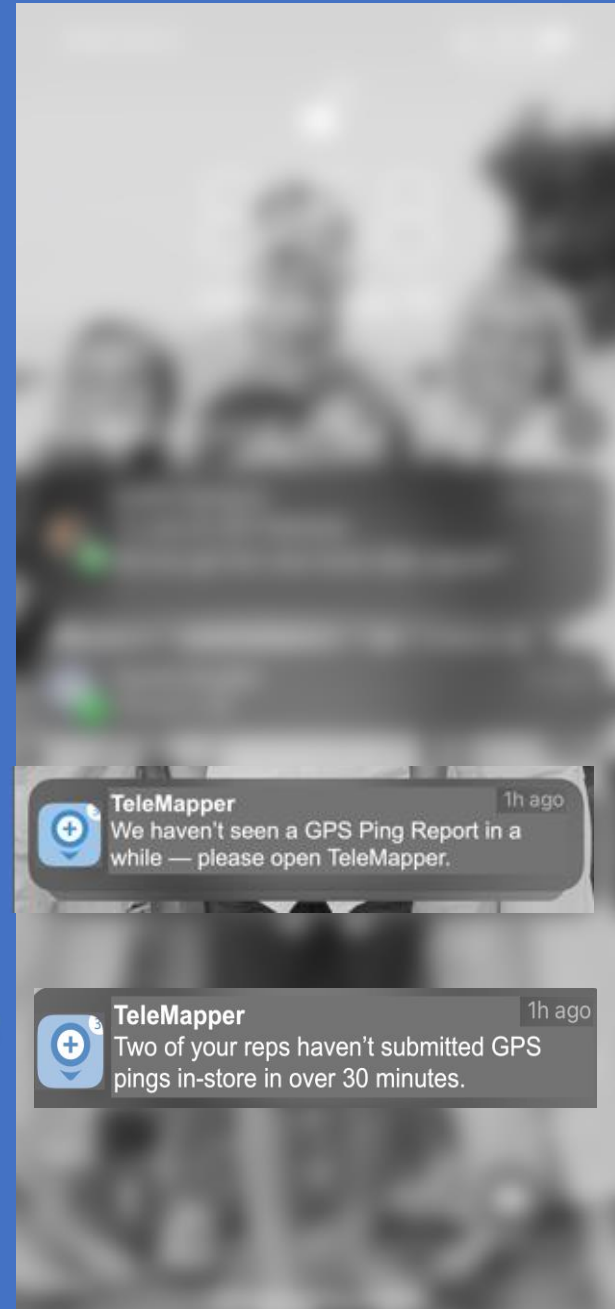
Sometimes reps are busy or forget their training. eStream is releasing a rep-alerting system that will send text messages, emails and / or “push notifications” (set by ICD) to any rep whose phone has not successfully sent a ping in 30-50 minutes (set by ICD).

It takes about 7 seconds to unlock your phone and submit a ping.

Prompt Rep to wake phone / TeleMapper up



Prompting ICD / admin to check rep status



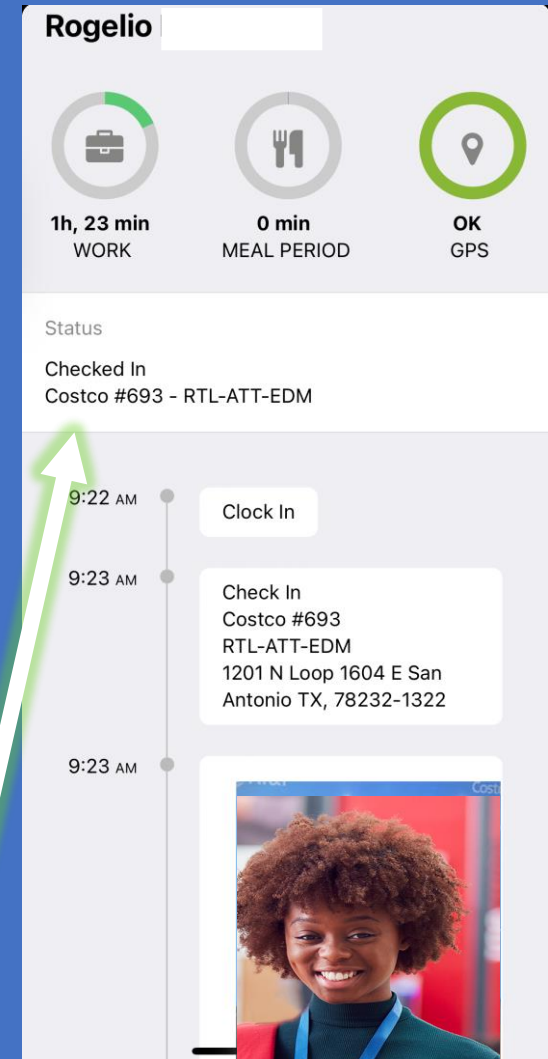
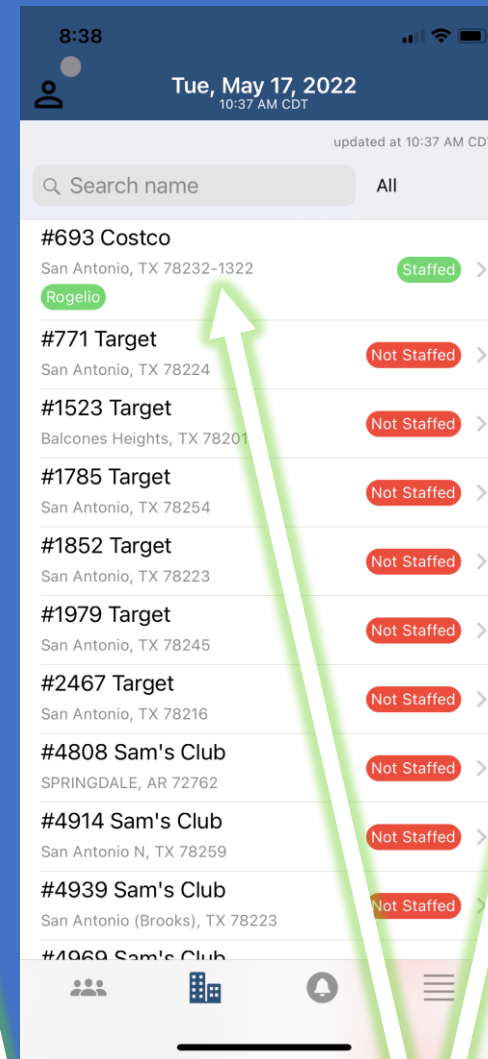
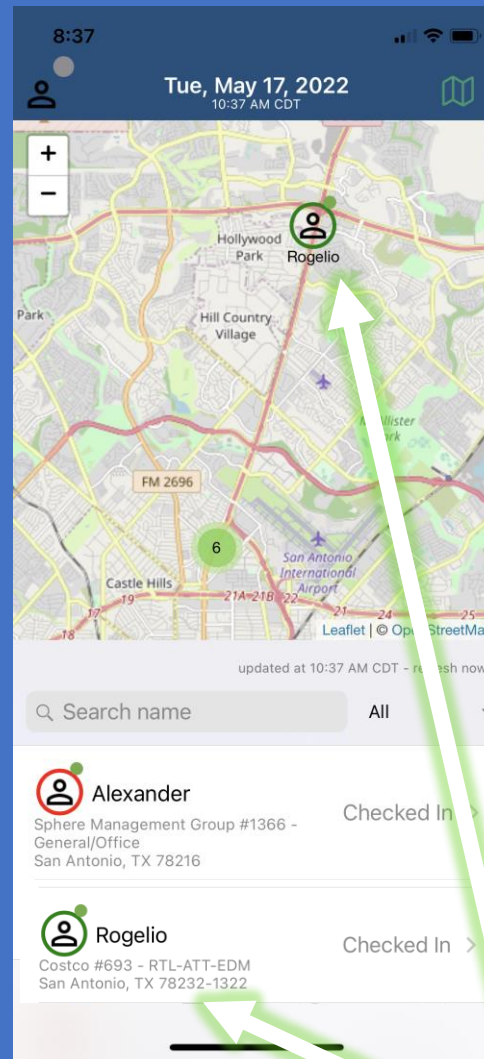
7 seconds

# ICD Owner Tools

## Journal for 05-17-2022

Time	GPS Verified?	Action	GPS Response
09:22 AM		Rogelio Clock In	
09:23 AM	Yes	Rogelio Check In at Costco #693 1201 N Loop 1604 E, San Antonio, TX, 78232-1322	Success, 26.9 meters is
09:23 AM		Rogelio Image Upload Type: Selfie @ Table Status: Approved	
09:26 AM	Yes	Rogelio Ongoing Ping	Success, 27.86 meters [INFINITY]
09:28 AM	Yes	Rogelio Ongoing Ping	Success, 27.52 meters [INFINITY]
09:29 AM	Yes	Rogelio Ongoing Ping	Success, 29.06 meters
09:29 AM	Yes	Rogelio Ongoing Ping	Success, 29.06 meters [PICTURE]
09:29 AM	Yes	Rogelio Ongoing Ping	Success, 32.22 meters
09:29 AM		Rogelio Image Upload Type: Kiosk Phone Screen Status: Approved	
09:33 AM	Yes	Rogelio Ongoing Ping	Success, 32.71 meters [INFINITY]
09:37 AM	Yes	Rogelio Ongoing Ping	Success, 29.45 meters [INFINITY]
09:39 AM	Yes	Rogelio Ongoing Ping	Success, 31.56 meters











(Rep Phone pinging on its own at least every 5 minutes, including when submitting photos)

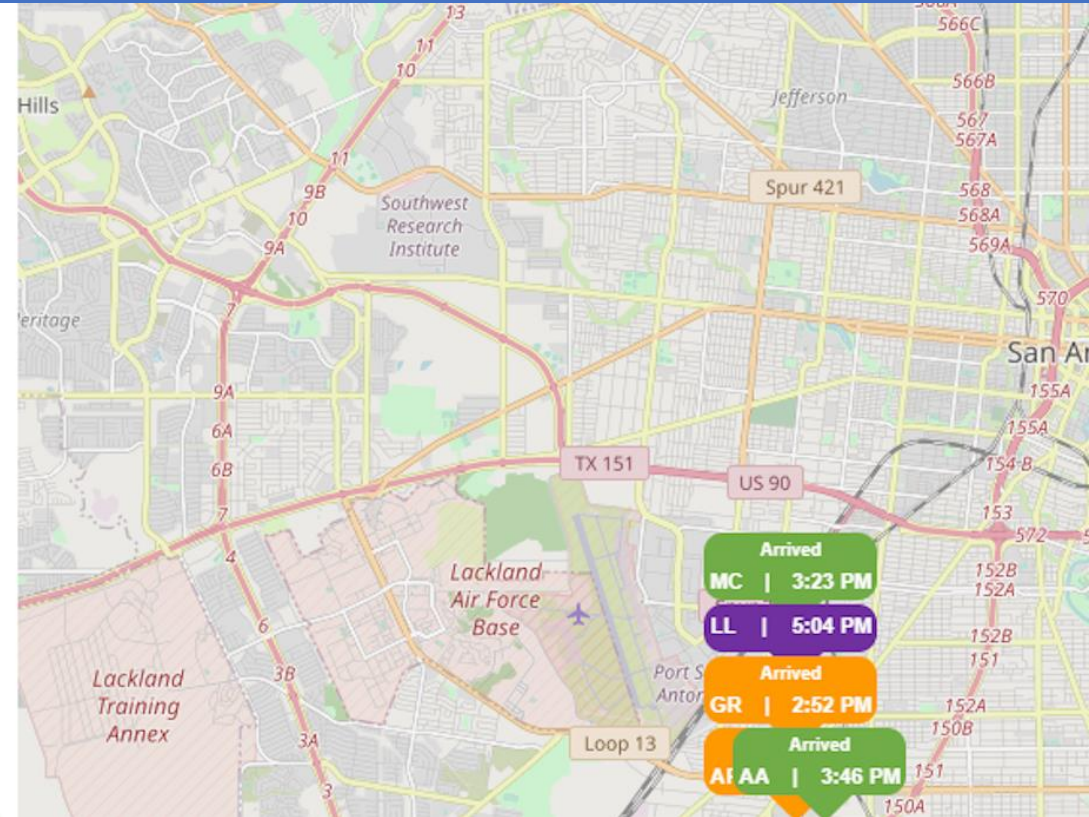


eStream recently deployed the "ICD Owner App" – owners can sign in to TeleMapper and get visibility on their team's locations, GPS and store status.



# ICD Owner Where Is My Team New Features

Sales Rep	Most Recent Check-in	Location	Status	Campaign(s)	Last Verified GPS Ping	TM Version	SMS
Aimee	3:34 PM (Active),	Sam's Club (Club #: 4914), San Antonio N, TX	Arrived <span style="color: green;">●</span>	RTL-ATT-EDM	3:51 PM 77 min ago	3.39.26	 
Alexander	11:28 AM (Active),	Sam's Club (Club #: 8149), Green Bay, WI	Arrived <span style="color: green;">●</span>	RTL-ATT-EDM	4:58 PM 10 min ago	3.39.26	 
Aloysious	2:57 PM (Active),	Sam's Club (Club #: 6262), San Antonio, TX	Arrived <span style="color: orange;">●</span>	General/Office,RTL-ATT-EDM	3:04 PM 124 min ago	3.39.22 Newest Version: 3.39.26	 
Andrew	2:15 PM (Active),	Sam's Club (Club #: 6321), Appleton, WI	Arrived <span style="color: orange;">●</span>	RTL-ATT-EDM	3:37 PM 91 min ago	3.39.26	 
Angel	3:46 PM (Active),	Target (Club #: 771), San Antonio, TX	Arrived <span style="color: green;">●</span>	RTL-ATT-EDM	5:08 PM 0 min ago	3.39.22 Newest Version: 3.39.26	 



GPS Status Indicator

Sortable by ping vintage

Keep your team on the latest version

Send templated and ad-hoc SMS alerts

# Set Up Notifications in TeleMapper

Ownerville

Home Office Setting Assignment ▼ Time Clock Approvals Where is My Team Report ▼ **Notifications New** Training ▼ Resources

## Notifications Settings

You can set TeleMapper to send notifications whenever a rep's phone stops sending its GPS location within the store location (currently set to 800 Feet). Select the amount of time after which a notification should be sent. Sales Rep alerts go out to individual reps after the specified amount of non-ping time. ICD alerts will go to the ICD Owner (and / or any additional contacts you specify) 10 minutes later. "Rep Alerts" are for an individual rep. "Store Alerts" are for a lack of GPS location pings for an entire store and program. SMS credits will be deducted from your ApplicantStream SMS balance - which can be viewed in ApplicantStream (Be sure and keep enough SMS credits in your balance). Standard SMS costs, if any, will apply to all recipients based on the recipient's SMS plan. TeleMapper relies on third-party delivery services, cellular carriers and email providers for timely delivery of messaging (SMS, Push Notifications and Emails) - TeleMapper and eStream are not responsible for on-time delivery of messages. ICD Owners are ultimately responsible for store staffing and monitoring.

enter email addresses  
for ICD / Admin email  
alerts here

**Type**  
Checked In

### Duration

A rep should receive a notification after this many minutes of non-in-store GPS pings.

Every 30 Minutes ▼

### Sales Rep Alert

Select what type of alerts your reps should receive.

- SMS
- Email
- Push

### ICD Alert for Rep

Select what type of notification the ICD Owner (and other designees in the fields at the right) should receive regarding individual rep statuses.

- SMS
- Email
- Push

ICD Alert is 10 minutes after Sales Rep, up to a maximum of 60 minutes

### ICD Alert for Store

Select what type of notification the ICD Owner (and other designees in the fields at the right) should receive whenever a store appears unstaffed.

- SMS
- Email
- Push

ICD Alert is 10 minutes after Sales Rep, up to a maximum of 60 minutes

### ICD Contact Info

Emails:

Phone:

Separate multiple values with a comma.

Enter phone numbers for  
ICD / Admin SMS alerts  
here.

Save Notification Settings