



## Using Mobile Meals

Mobile Meals provides a digital route sheet accessible on your smart phone or a Meals on Wheels tablet. Information entered in the app is monitored in real-time by staff to immediately respond to missed deliveries and/or client concerns.

1. Download "ServTracker Mobile Meals" from the app store on your device or open the app on a Meals on Wheels device.  
\*\*Meals on Wheels Device Password: 0515\*\*
2. Open the app and enter your name and phone number under "Driver Name" and "Driver Contact Number"
3. Enter the following:
  - a. Customer ID: Md1002
  - b. Password: driverpass
  - c. Passkey: 9999
  - d. Route Code: provided to you at the site
4. Click "Sign In" and your route list populates. Click on the client's name to see their information, including their meal types, quantity, address, and phone number.

**ServTracker®**  
Mobile Meals App

Driver Name:  
Carrie

Driver Contact Number:  
4107309476

Customer ID:  
Md1002

Route Code:  
TEST99

Password:  
driverpass

Passkey:  
9999

Sign In

Verizon 9:39 AM 87%

Summary Logout

TEST99 0 / 2 Serving today

Search clients...

1. Coruzzi, TIC Sawyer  
201 S Conkling St, Baltimore,  
MD 21224

2. Brice, TIC Dash  
515 S. Haven Street, Baltimore,  
MD 21224

Call Office Get Directions

Verizon 9:40 AM 87%

Route List Summary Logout

Delivered Not Delivered

1. Coruzzi, TIC Sawyer  
201 S Conkling St, Baltimore,  
MD 21224

Call Home Call Cell

Get Directions

Special Instructions:

1 - Acc Tray Regular

Extra Meal Delivered

5. From this screen, you can get directions to the client's house, call their phone numbers, and mark the meal delivery status by clicking on the buttons. On the bottom you will see how many meals the client receives, and delivery notes. The bottom of the screen includes a section for "Driver Comments," please use this space for information you would like to share with us, but not for client concerns (see below).
6. Once you deliver the meals and the client receives them, click the "Delivered" button. You will be asked "Is there a change of condition?" Press "No" if nothing seems different about the client. Press "Yes" if you would like to report a concern to our staff. These concerns should be about: Health, Nutrition, Isolation, Home Safety, or Economic Security.

201 S Conkling St, Baltimore,  
MD 21224

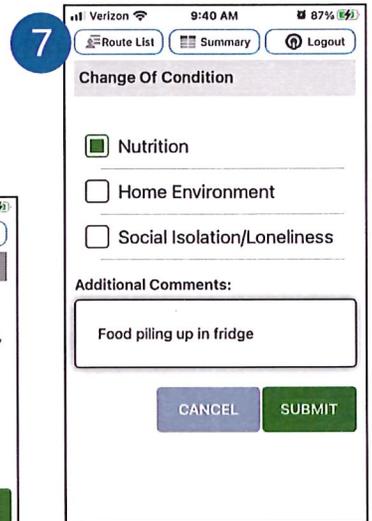
**6** Change of Condition  
Is there a change of condition?

NO YES

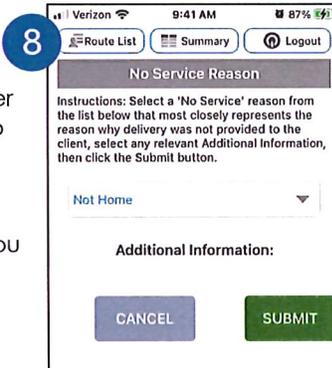
### Questions?

Contact your Site Coordinator or Volunteer Services at [volunteer@mowcm.org](mailto:volunteer@mowcm.org) or 443-573-0925

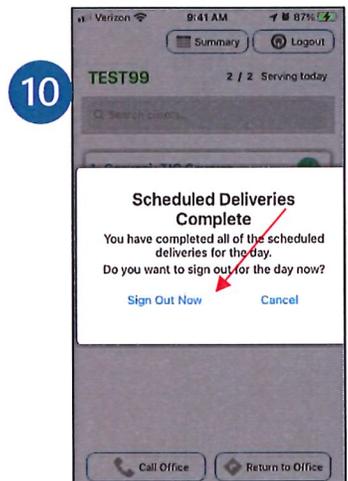
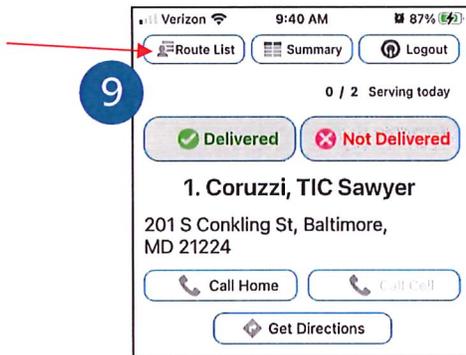
- Pressing "Yes" to report a Change of Condition, prompts you to give additional information. Please select the category of the concern, provide information in the "Additional Comments" section, and press "Submit." From there, the screen will move to the next client on your route. If you press "No" to indicate that there is no change of condition, your screen will move to the next client on your route. Change of Condition should be used for client concerns.



- If you are unable to make the delivery, click "Not Delivered." Then, from the drop-down menu, select the reason why you could not deliver the meal. Click "Submit." Your screen will move to the next client on your route.



- To return to the route's list view at any time, click "Route List" at the top of the screen. This allows you to deliver to clients in a different order than the route suggests.



- When you've marked all deliveries as "Delivered" or "Not Delivered" you will be prompted to sign out of the app. If you are done with your route, click "Sign Out Now". For directions back to your site, click "Cancel" and then click "Return to Office" at the bottom of the screen. \*\*If you do this, remember to sign out of the route when you are done!

- When you click "Sign Out Now" you are directed to the signature page. The last step is to sign your digital route sheet and verify that you visited all the clients! Click "Done" and your information will be submitted to the Client Engagement Team.



Phone Numbers:

**Client Engagement Team**  
(for clients to call): 410-558-0827 press 2

**Volunteer Delivery Questions**  
(if you can't reach your Site Coordinator, not for client calls): 443-573-0974

### Questions?

Contact your Site Coordinator or Volunteer Services at [volunteer@mowcm.org](mailto:volunteer@mowcm.org) or 443-573-0925

# Additional Meal Information



Be aware of client's dietary restrictions and deliver correct food  
see example photos and Mobile Meals descriptions below:

**"HOT MEAL" & "COLD MEAL" -**  
black plastic tray from hot bag & black plastic tray from cooler AND larger cardboard tray from cooler

1 - Cold-Regular Regular

Extra Meal Delivered

1 - Hot-Regular Regular

Extra Meal Delivered



**"HOT MEAL" & "ACC TRAY" -**  
black plastic tray from hot bag & smaller cardboard tray from cooler, served with hot meal only (no cold black tray)

1 - Acc Tray Regular

Extra Meal Delivered



1 - Hot-Regular Regular

Extra Meal Delivered



**"NO PORK" -**  
red sticker (only when pork is being served)

1 - Cold-Regular No Pork

Extra Meal Delivered

1 - Hot-Regular No Pork

Extra Meal Delivered



**"TEXTURE MODIFIED" -**  
green sticker on meals and cardboard boxes

1 - Cold-Regular Texture Modified

Extra Meal Delivered

1 - Hot-Regular Texture Modified

Extra Meal Delivered



**"NO FISH" -**  
yellow sticker (only when fish is being served)

1 - Cold-Regular No Fish

Extra Meal Delivered

1 - Hot-Regular No Fish

Extra Meal Delivered



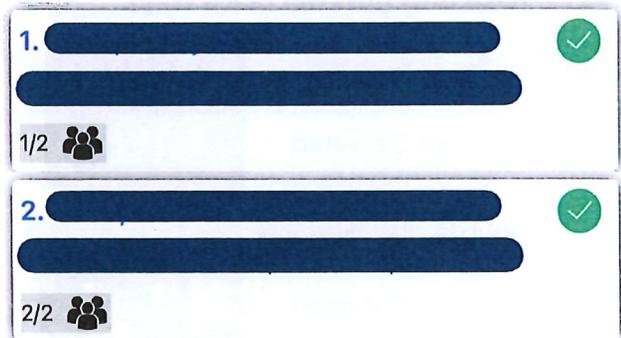
**CLIENT ENGAGEMENT TEAM:**  
**(for clients to call)**

**(410) 558-0923 (Press 2)**

# Mobile Meals - Phone Number Blocking



Search clients..



**2. From the Summary screen, click "Settings" on the top taskbar**



Maps App to Use:

Apple Maps

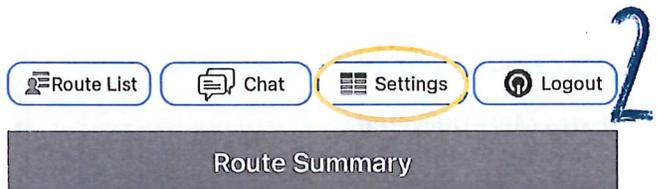
**3** Mask Phone Number:



SAVE

CANCEL

**1. Sign into your route as usual and click "Summary" on the top taskbar**



Meals	Beverages	
Acc Tray	Total 1	Delivered 1
Regular		1
Cold-Regular	Total 7	Delivered 7
Regular		7
Hot-Regular	Total 8	Delivered 8
Regular		8
<b>Total Meals:</b>	<b>16</b>	<b>16</b>

**3. From the Settings screen, click the slider next to "Mask Phone Number" so that it appears green and click SAVE**

