

FleetLink Map

previously known as

FleetWeb, FleetMap, FleetLink Track



User Guide

Contents

About This Document	4
What is FleetWeb?	4
Browser Support	4
Getting Started with FleetWeb	5
Accessing FleetWeb	5
The User Interface	6
Divisions Menu	10
Selecting a Division	11
FleetWeb and Windows Cookies	12
Fleet Status Menu	13
All Vehicles View	13
Vehicle View	18
Route View	30
Fleet Overview	37
Current Routes Status	38
Suppressing Automatic Data Refresh	40
Area Monitor	41
Replay Menu	45
About the Replay Controls	45
Route Activity	47
Vehicles Activity	50
Vehicle Videos Archive	53
Bin Monitor Menu	55
Searching and Filtering	55

Contents

Viewing Current Data.	58
Viewing Historical Data.	58
Showing NCCs.	59
Showing Breadcrumbs.	59
Creating a Customer Case in the FleetLink Route Management System (RMS).	60
Bin Monitor Only Installations.	61
Export Contract Group Data.	61
Trip Monitor Menu	65
Media Events.	65
Fleet Trails.	70
Settings and Language Preferences	72
Settings.	72
Language.	73
Service Events, Drive-bys and Matched NCCs	74
Service Event.	74
Drive-By.	74
Intelligent Assignment Confirmation - Matching NCCs Explained.	74

About This Document

This document is intended for Fleet Managers, Operations and Dispatch personnel using FleetWeb. It explains how to use FleetWeb to get an immediate and complete view of your fleet and its operations.

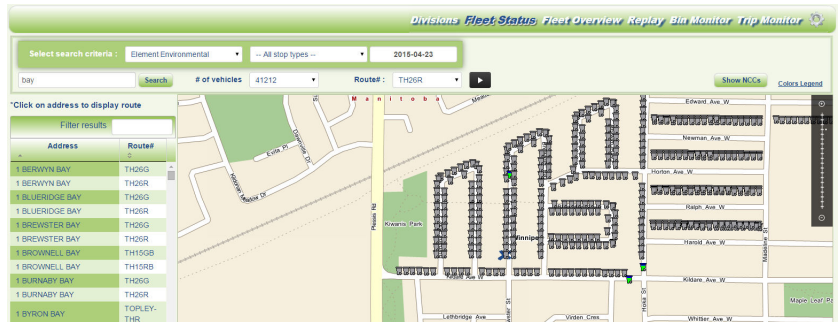
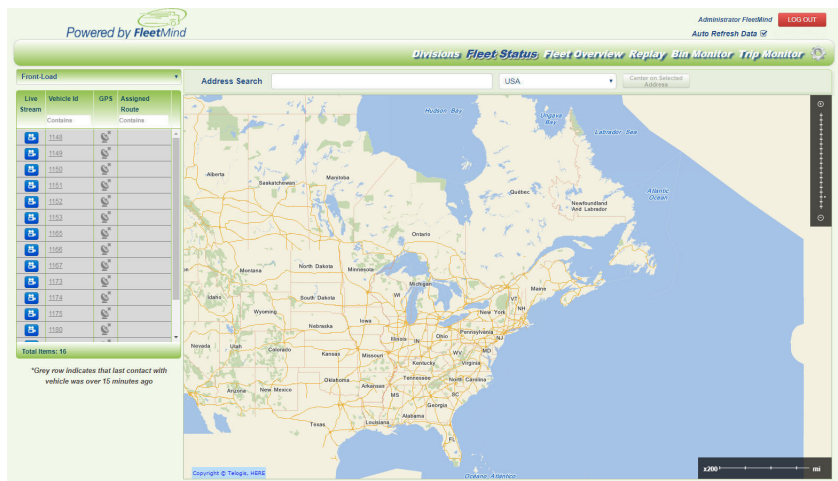
The information presented here is current with FleetWeb release V4.8

What is FleetWeb?

FleetWeb is a value-added, web-based solution that gives you a real-time view into your entire fleet's operations.

Using FleetWeb, you can:

- Monitor route progress.
- Get an up-to-the minute view of your fleet's activities by division, by route, and by vehicle.
- Determine last reported assignment, current vehicle location, and alarm locations.
- View the current completion status (percentage) of your routes.
- View overlapping routes.
- View Non-Customer-Related Calls (NCC), drive-bys, and stop-bys.
- View individual bin status, e.g., pending, missed, cancelled, confirmed.
- View historical reporting for insights on service verification.
- Replay vehicles and route activity at selectable speeds.
- Monitor Trip incidents for selected vehicles, via photos, manually recorded videos, and automatically recorded incident videos (for vehicles equipped with video cameras).
- View exceptions, e.g., blocked access to bin. Where vehicles are camera-equipped, display any pictures associated with a stop.
- Determine whether your drivers are using the FleetLink Mobile application properly: Are they confirming assignments at the customer location or at some point later in their route?




Browser Support

FleetWeb is optimized for Microsoft Internet Explorer v11 or greater.

Getting Started with FleetWeb

Accessing FleetWeb

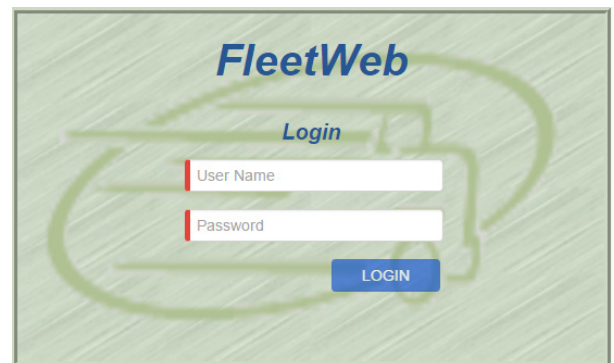
To get started using FleetWeb, simply open your browser and navigate to the URL provided by your computer system administrator, for example, <http://192.168.251.49/FleetwebNew/#/Vehicles/>.

 Your installation may require user authentication, a configurable option in FleetWeb.

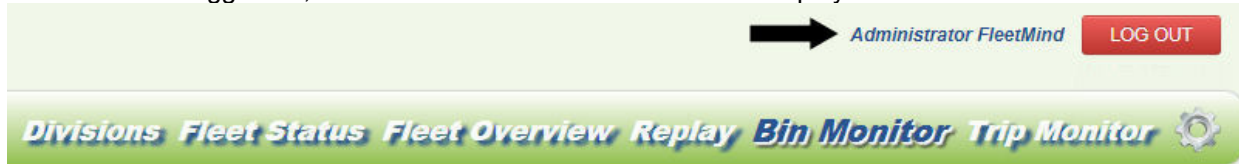
If so, enter the user name and password provided to you by your FleetWeb System Administrator.

Fleetweb's features are enabled/disabled based on the logged in user's roles and permissions within the Authentication & Authorization system.

Users with basic(guest) rights will not be able to see links to Route Sequence Analyzer (where implemented) or open a case in the FleetLink Route Management System.



Once a user is logged on, their user ID and a **LOG OUT** button display in the header area of the screen.




A session time limit for users can also be configured. Users are warned when their FleetWeb session is about to expire.



In order to keep working with FleetWeb, the user will have to log on again.

The FleetWeb user interface displays.

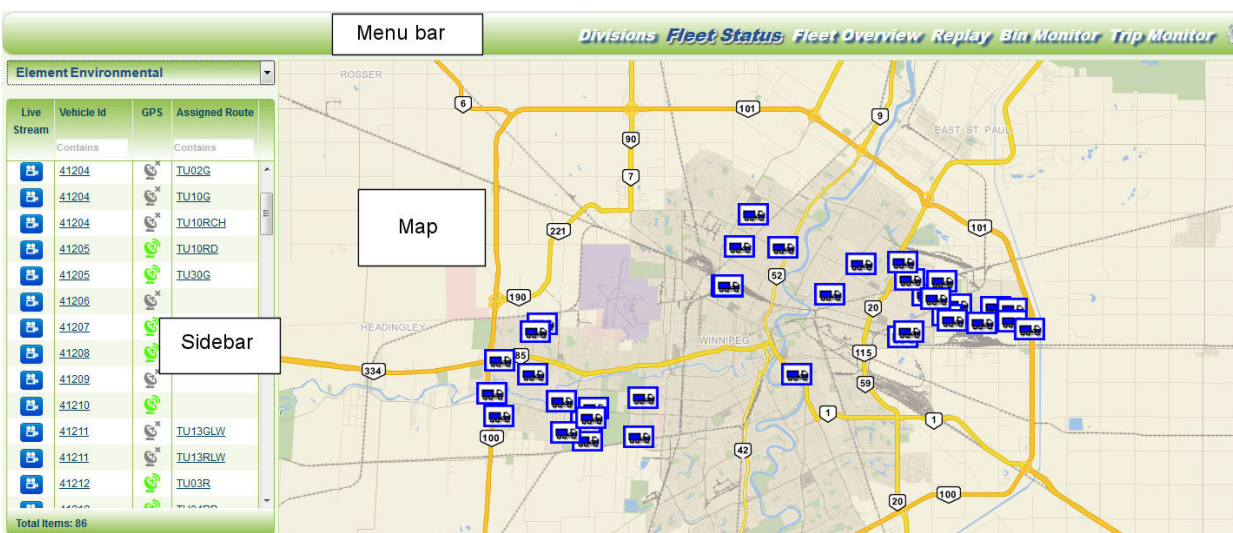


 The view shown in the above illustration is the [Divisions](#) view.

Your initial display will depend on whether this is the first time you are accessing FleetWeb:

- If you are accessing FleetWeb for the first time, the *Divisions* view will display, enabling you to choose the company division you wish to work with. See [Divisions](#).
- If you have accessed FleetWeb before, and a Division cookie was created and stored on your computer, you will see the *Vehicles* view. See [FleetWeb and Windows Cookies](#).

The User Interface



The FleetWeb user interface comprises the following areas:

1. **Main Menu Bar**

Located in the upper portion of the page, the Main Menu Bar enables you to choose the type of view you wish to see in the Map Display area.

The following view options are provided:

- a. **Divisions:** The [Divisions Menu](#) shows you all the divisions of your company and lets you select the one whose operations you wish to view.
- b. **Fleet Status:** The Fleet Status View shows you the real-time locations and activity of vehicles and routes of the selected division.



- c. **Fleet Overview:** The [Fleet Overview](#) (Current Routes Status) shows you all your routes for a selected division and for the current day, along with the percentage of route completion. Area Monitor displays the status of waste stops over a given date range.



- d. **Replay:** The [Replay Menu](#) feature enables you to "replay" the breadcrumb trail of a truck at a selectable speed and view the progress of the route and other events simultaneously. Multiple vehicles can be selected for replay.
- e. **Bin Monitor:** The [Bin Monitor Menu](#) shows you all the bins of the selected route and lets you see their status (pending, serviced, missed) change as the assignments get confirmed by vehicles. A historical view option is provided, enabling you to view servicing history for the past 10 days.
- f. **Trip Monitor:** The [Trip Monitor View](#) displays a list of vehicles that reported incidents, have manually recorded videos or photos on current day

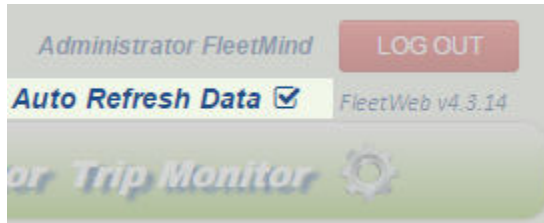
In addition, the Main Menu Bar includes:

- g. **Settings** icon.



Clicking this icon lets you configure your application settings and choose your preferred language.

- h. **Auto Refresh Data** check box (above the menu bar).



This control is shown only on pages that fetch new data at preset intervals (hidden on pages that do not refresh automatically).

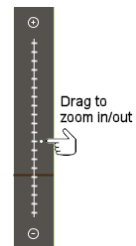
- i. All Vehicles view
- ii. Vehicle View
- iii. Route View
- iv. Fleet Overview (polygons)
This option is on by default. Uncheck the check box to prevent the screen from refreshing.

2. Map Display

Located in the lower portion of the page, the Map area is where you search for and view all retrieved information for your vehicles, routes, and bins.

Map controls:

- Using your mouse to drag the map pans the display in the drag direction.
- Double-clicking on a location on the map centers the map on that location.
- Dragging the zoom level slider up or down zooms the map in or out, respectively.
- ✔ You can also zoom the map in and out using the scroll wheel on your mouse.



3. Sidebar

Located to the left of the Map Display, the sidebar displays the list of vehicles in a given division with their assigned routes for the current date. When you select a different division from the Division pull-down menu in the sidebar (or from the Divisions View), the contents will refresh with a new list of vehicles/routes, always for the current date.

ⓘ In some “sub-views” of the Vehicles View, the sidebar will accommodate show/hide controls for elements on the map display.

Vehicle Activity

Front-Load ▾

2017-11-06

1148 ▾

▶

Center on vehicle Center on last serviced location

Breadcrumb trail and vehicle activities

Show Breadcrumb

Speed Limit (mph): No Limit ▾

Show stops with duration over :

Hide All Stops ▾

Show All Alarms

Show Incidents

Show Driver Activities

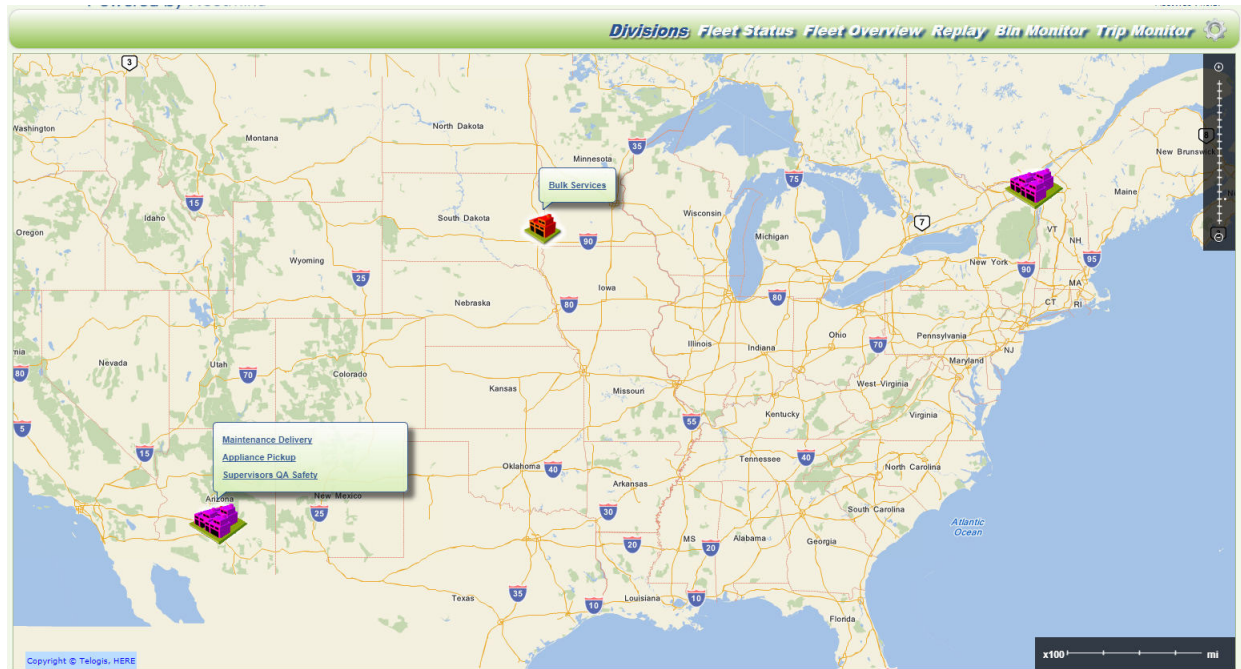
Show Photos

Show Manually Recorded Videos



Divisions Menu

Divisions Fleet Status Fleet Overview Replay Bin Monitor Trip Monitor

The Divisions view is the starting point in FleetWeb. It determines the context—and, hence, content—of the other views. From this screen, you can see all the divisions of your company and select the one whose activities you wish to view.



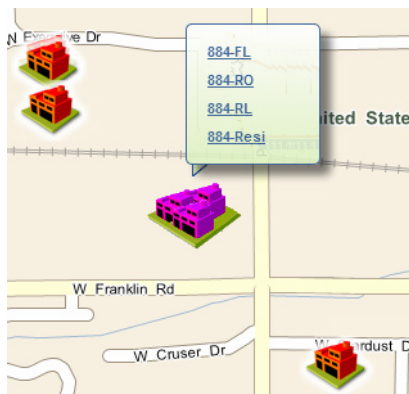
In an environment with multiple divisions, two types of icons are shown in the Divisions view:

- **Division icon**  , representing a single division.
- **Cluster icon**  , representing multiple divisions in the same location—or within very close proximity to each other (approx. 5km).
Why use Clusters? If division locations are identical (for example, one division for garbage collection and one for recycling within the same Geozone), the result would be a stack of division icons, making it impossible to select the division at the bottom of the stack.
 With Clusters, you can hover your mouse pointer over the icon, and select the desired division from the resulting pop-up balloon. If the cluster comprises an exceptionally great number of divisions, the balloon will have a scroll bar to accommodate selection.
 When you zoom in to a sufficient level of magnification, the individual division icons appear (unless, of course, they all have exactly the same coordinates), and the cluster icon remains visible.

Zoomed out



Zoomed in



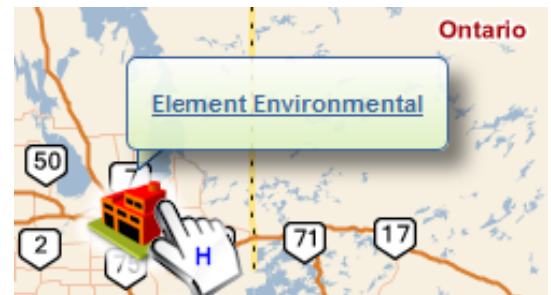
With Scroll Bar



Selecting a Division

For divisions:

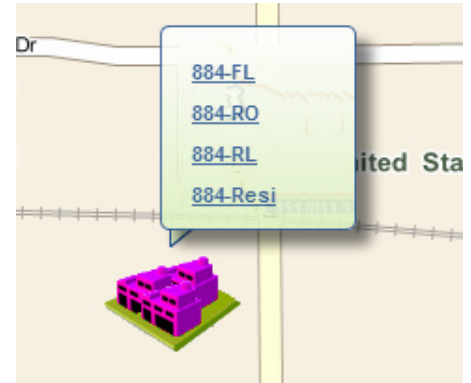
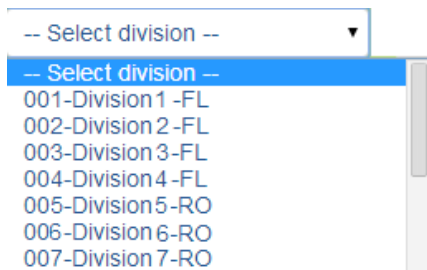
- Clicking on the **Division** icon displays a pop-up balloon with the name of the Division.
- Clicking on the highlighted Division within the balloon selects it and automatically directs you to the division's [Vehicle View](#).



For clusters:

- Clicking the Cluster icon displays a pop-up balloon with the name of all Divisions within the Cluster.
- Clicking on a highlighted Division within the balloon selects it and automatically directs you to the division's [Vehicle View](#).

✔ You can also change Divisions via combo boxes provided on the [Vehicle View](#), [Fleet Overview view](#), and [Bin Monitor view](#) pages.



FleetWeb and Windows Cookies

FleetWeb employs cookies in Microsoft Windows® to “remember” the last division viewed. A Division cookie is set on any page or view when you select a division from the list. For example, if *Division A* is the current division, and you select *Division B* in Vehicles View, *Division B* will be selected by default in other views (Fleet Overview, Bin Monitor, etc).


If you delete cookies on your computer, Fleetweb will open in Division view and, in-multiple-division environments, will require you to select a division.

Fleet Status Menu

The Fleet Status menu enables you to view fleet activity by vehicle and by route.

- **All Vehicles:** Displays a table of all trucks in a selected division. Selecting a vehicle from the list brings you to the Vehicle Activity screen, where you can specify further search criteria for that vehicle.
- **Vehicle View:** Brings you directly to the Vehicle Activity screen.
- **Route View:** Brings you directly to route view, where you can select a route and view its activity for a given date.



 For users accustomed to previous versions of FleetWeb, the Fleet Status menu is a navigational enhancement that provides more direct access to the data previously made available via the **Vehicles** menu.

All Vehicles View




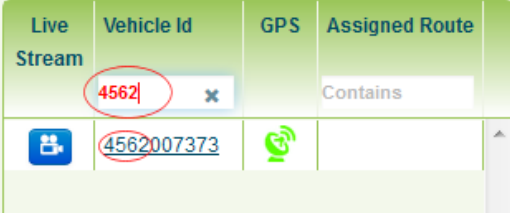
FleetWeb's *All Vehicles* View shows a map display of all the vehicles for the selected division. From this screen, you can navigate to further views that break down the information according to vehicle activity and assignment details. (See [Vehicle View](#) and [Route View](#) .)

 A screenshot of the FleetWeb All Vehicles View interface. The interface is titled "Powered by FleetMind" and includes a navigation bar with options: "Divisions", "Fleet Status", "Fleet Overview", "Replay", "Bin Monitor", and "Trip Monitor". Below the navigation bar is a sidebar menu with columns for "Live Stream", "Vehicle Id", "GPS", and "Assigned Route". The main area displays a map of a city with several vehicle icons (blue squares with a white truck icon) overlaid. A search bar and a "USA" dropdown are visible at the top of the map area. A scale bar and copyright information are at the bottom right of the map.

Live Stream	Vehicle Id	GPS	Assigned Route
Contains	Contains		
	1149		
	1149		
	1150		
	1151		
	1152		
	1153		
	1185		
	1186		
	1167		
	1173		
	1174		
	1175		
	1180		

Total Items: 16
*Grey row indicates that last contact with vehicle was over 15 minutes ago

To navigate this view, use the sidebar menu and the mouse to select the vehicle(s) of interest and view a greater level of detail.

Initial View of Vehicles Page	
<p>Divisions Filter menu Choosing a division from the list will limit routes available for display to those in the selected division.</p> <p>This drop-down list is provided on 4 pages:</p> <ul style="list-style-type: none"> • Vehicles • Fleet Overview • Trip Monitor / Fleet Trails • Bin Monitor 	 <p> This menu is a configurable option which must be enabled in FleetWeb's web.config file, and may not be applicable to your installation. For the feature to be available, the FleetLink Route Management System (RMS) must also be installed.</p>
<p>Address Search Typing the street address auto-populates the drop-down list with suggestions. Selecting an address will put a pushpin on the map and center the map on it's location, enabling you to easily find the closest vehicle to that location. The Center on Selected Address button re-centers on the selected address if the map was panned elsewhere.</p>	
<p>A summary panel located below the sidebar menu displays the total number of vehicles.</p>	<p>Total Items: 75</p>
<p>Typing a text string into the Filter field returns all matches found in either the Vehicle or Route# field as you type.</p>	

Hovering your mouse pointer over a Vehicle/Route row in the menu centers the map on the highlighted vehicle.



= Waste Truck



= Sweeper Truck



= Graffiti Removal

(See [Street Sweeper Vehicles](#))

NOTES:

- 1) The vehicle will be highlighted with a yellow outline only if its last message sent contains valid GPS coordinates*.
- 2) A blank Route# field indicates that the vehicle has no assigned route for the current day.

Live Stream	Vehicle Id	GPS	Assigned Route
	Contains		Contains
	71230		
	QA-XM		
	71205		H-T-11
	71218		
	71234		
	41218		
	71229		
	4862006726		
	QATruck3		

Clicking a truck icon on the map displays a pop-up balloon showing the Vehicle ID, time-stamp of its last reported position, current weight (when available), speed, and coordinates.

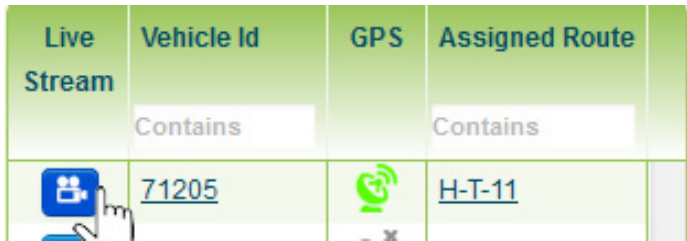




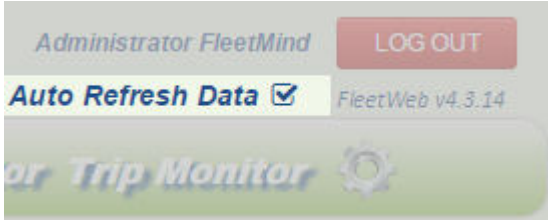



The Live Stream button is only present when the video streaming feature for DVR-equipped vehicles is enabled.








Clicking on the highlighted Vehicle ID in the sidebar menu or in the pop-up balloon on the map directs you to a [Vehicle View](#) of the vehicle's current route on the map.

Live Stream	Vehicle Id	GPS	Assigned Route
	<input type="text" value="71225"/>		Contains
	71225		

- OR -

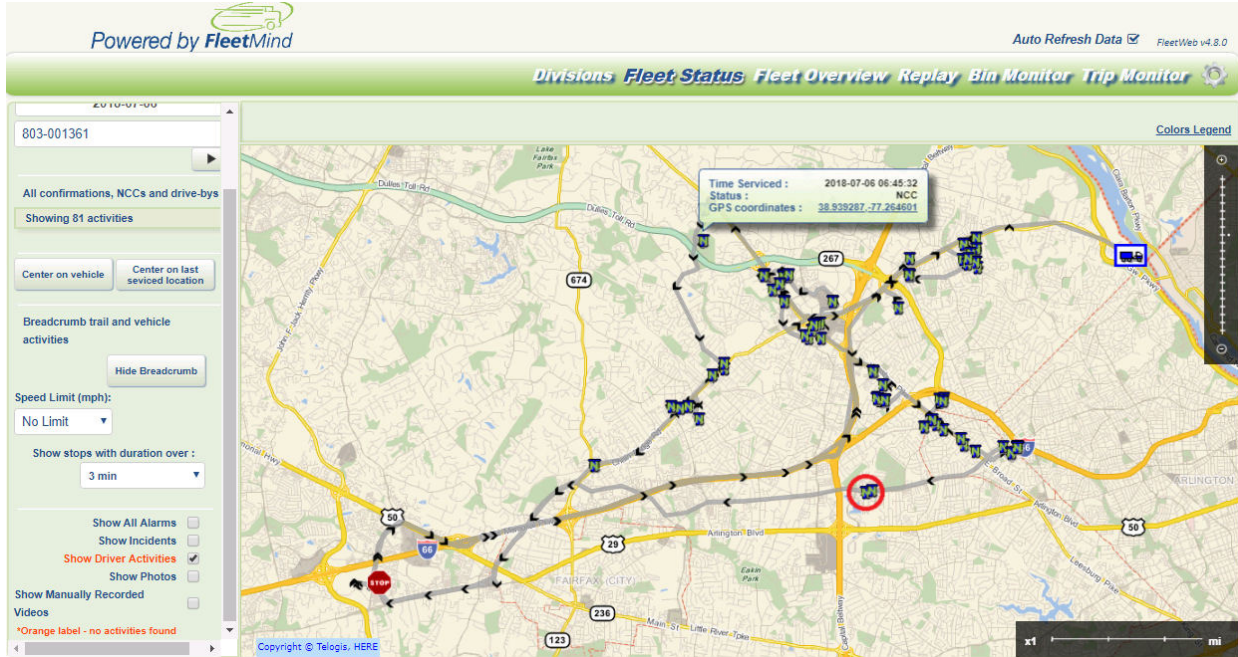
<p>Clicking on a Live Stream icon in the table pops up a Live Streaming window for the vehicle, where you can select a camera feed.</p>	
<p>The satellite icons in the GPS column indicate whether the last message (keepAlive or vd) from the vehicle contained valid. Green for valid, gray for invalid.</p> <p> Vehicles without a valid GPS signal are not shown on the map, however, they can still be selected from the table for video streaming.</p>	
<p>Auto Refresh Data check box (above the menu bar).</p> <p>This control is shown only on pages that fetch new data at preset intervals:</p> <ol style="list-style-type: none"> 1. All Vehicles view 2. Vehicle View 3. Route View 4. Fleet Overview (polygons) <p> Progress indicator is shown during refresh.</p>  <p>(The check box is hidden on pages that do not refresh automatically.) This option is on by default. Uncheck the check box to prevent the screen from refreshing.</p>	
<p> Note that Route numbers appear only once in the menus, while there may be multiple Vehicle IDs, as a vehicle will likely be assigned to several different routes.</p>	



Clicking on the highlighted Route# in the sidebar menu directs you to a [Route View](#), where you can see all assignments for the selected route and vehicle activities and confirmations.


Live Stream	Vehicle Id	GPS	Assigned Route
	Contains		Contains
	QA-XM		
	71205		H-T-11 
			

Vehicle View






When you select a vehicle on the [All Vehicles view](#) (from the sidebar menu or the pop-up balloon), you are directed to a detailed view showing vehicle activities and alarms.



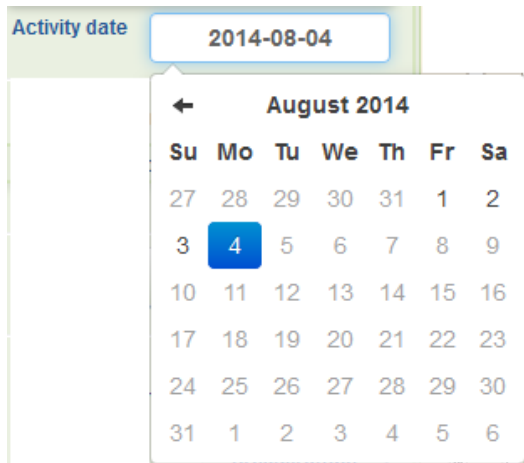
- A red circle on the map indicates the coordinates of the latest-serviced bin .
- A blue rectangle on the map indicates the coordinates of the vehicle .

 This is a vehicle-centric view, i.e., the activities represented here are associated with one vehicle, but may be associated with several different routes.

For route-level detail, you must select an entry from the **Route#** column of the sidebar menu on the initial screen of the Vehicles View.

Live Stream	Vehicle Id	GPS	Assigned Route
	Contains		Contains
	QA-XM		
	71205		H-T-11 

By default, activities for the current date are shown. To view activities for a specific date (historical data), select a date from the calendar menu in the sidebar.



Map-centering buttons let you select the center of the map display according to your requirements:



- To see the vehicle’s current (last-reported) position, select **Center on vehicle**.
- To examine route progress, select **Center on last serviced location**.

Activities are represented on the map by bin icons of various colors that indicate their status. You can view the colors and their meaning by clicking the **Colors Legend** link in the upper right-hand corner of the Map area.

Container shapes

- Residential route
- Commercial route
- Industrial route

Container colors

Selected route	Assigned vehicle (other routes)
Pending	Confirmed - other route
Confirmed	Matched NCC - other route
Confirmed - matched NCC	Not out - other route
Not out	Exception - other route
Exception	NCC
Missed	
Cancelled	
Completed, Status unknown - contact support	

latest serviced assignment

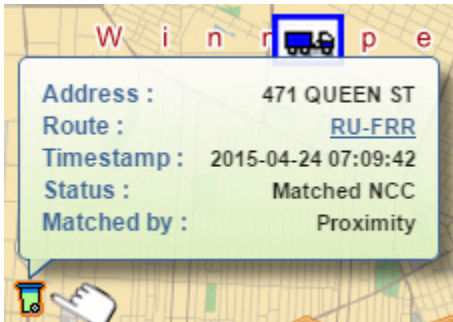
selected address (Bin Monitor)

Miscellaneous

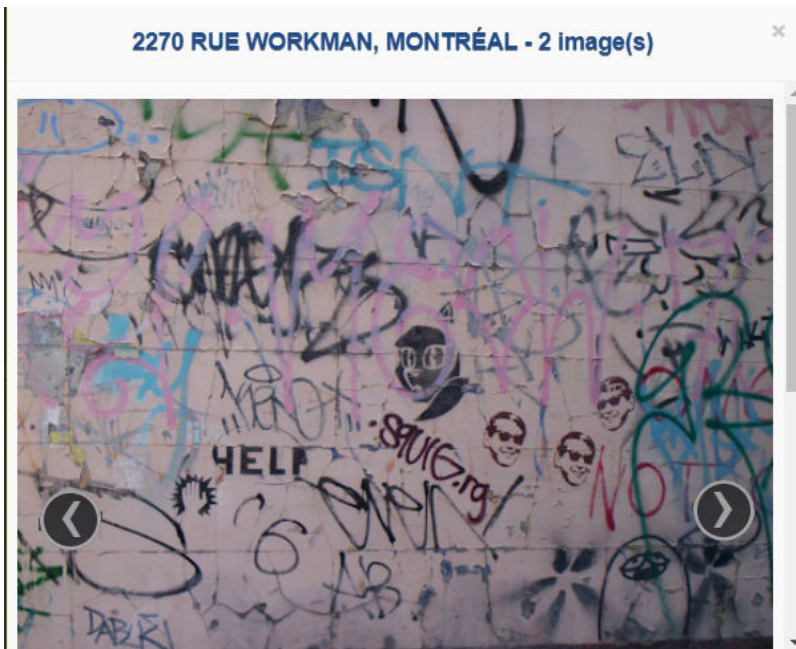
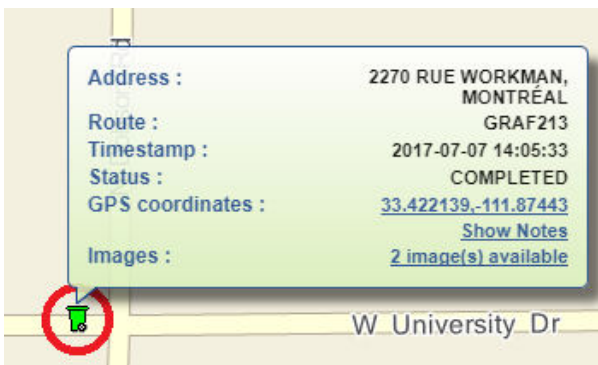
- Alarm
- Vehicle's stop
- Driver's activity

For more details on assignment status definitions, see [Service Events, Drive-bys and Matched NCCs](#).


Clicking a bin icon on the map displays a pop-up balloon showing the route number, time stamp, and the completion status of the assignment.

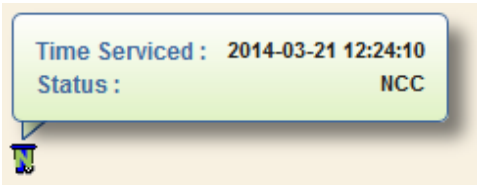


For Graffiti Removal routes, the pop-up balloon provides links to Driver notes and pictures.



Clicking on the highlighted **Route** link directs you to the Route View - Assignment Info screen for that route.

 Bins with **NCC** (Non-Customer-Correlated) completion status do not display a route link.



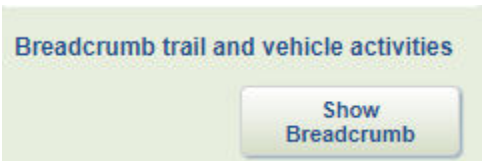
Route Tracker (Breadcrumbs)


The **Route Tracker** feature enables you to view the exact route taken by a vehicle by displaying a time-stamped breadcrumb* trail on the map.

*Breadcrumbs are navigation icons that reveal the vehicle's location and offer a way to trace the path taken.

To display the breadcrumb trail:

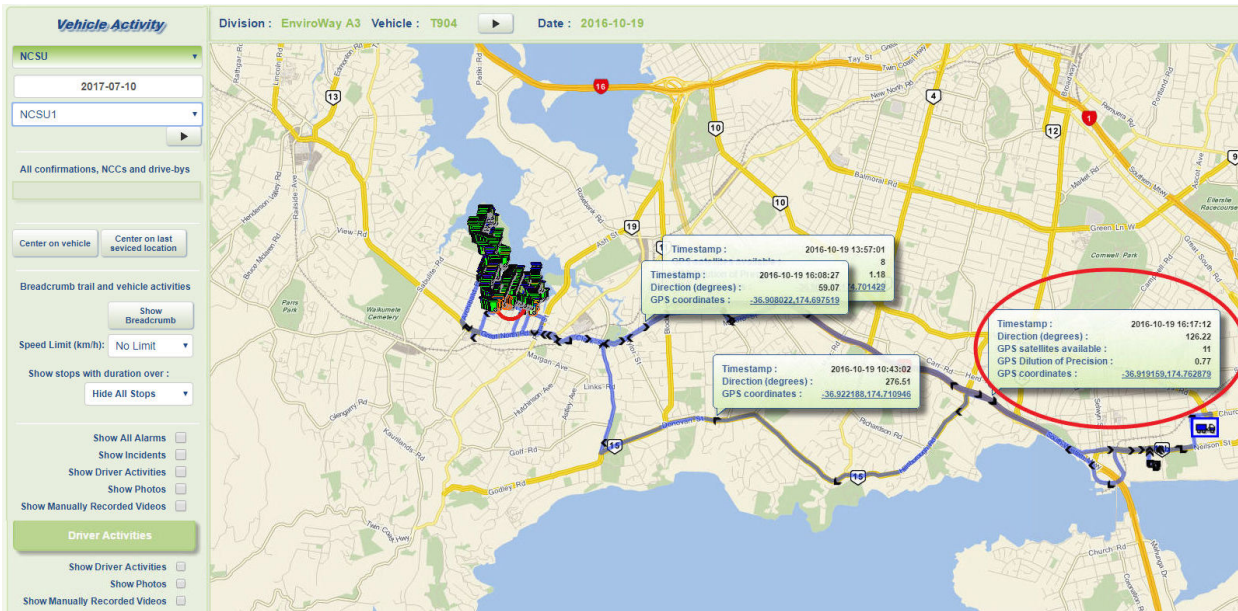
- Click the **Show Breadcrumbs** button.



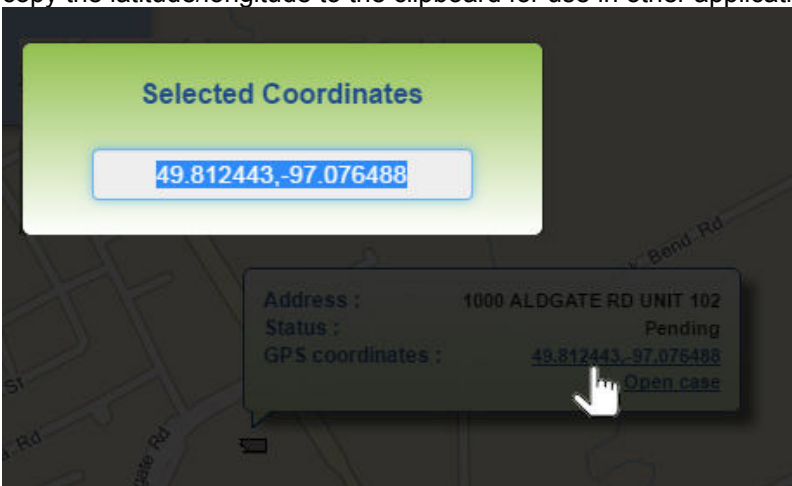
Clicking on a breadcrumb (represented by a chevron icon ) displays a pop-up balloon showing:

- time stamp
- vehicle direction
- number of available GPS satellites*
- GPS dilution of precision*
- GPS coordinates.


*Data not always available in breadcrumbs.




To assist with copy/paste functionality, clicking on the GPS coordinates within the balloon pops up a dialog where you can copy the latitude/longitude to the clipboard for use in other applications.



 You cannot select/copy the coordinates directly from the balloon.

You can suppress the breadcrumb display by clicking **Hide Breadcrumbs** .

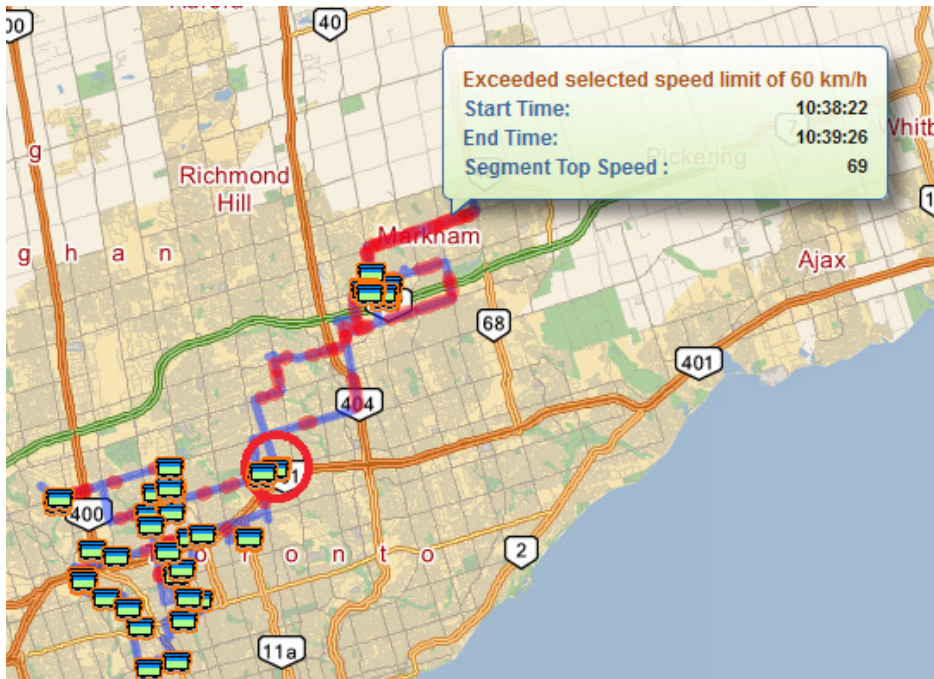
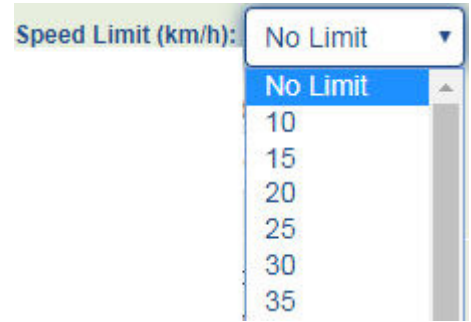
 By default, activity for the current day is displayed. You can show activity for a previous day by making a selection from the calendar menu.


When viewing historical data, the vehicle icon is not shown and automatic data refresh is disabled. Returning to the current date restores default behavior, with data refresh occurring every 30 seconds.

Speed Limit

The Speed Limit combo box enables you to select speed values from 10-120 km/h. Once a value is selected, the breadcrumbs trail will show all street segments where the vehicle exceeded that speed in red.

Hovering over the red segment will show the balloon with segment's info: start and end times and top speed reached in that segment.




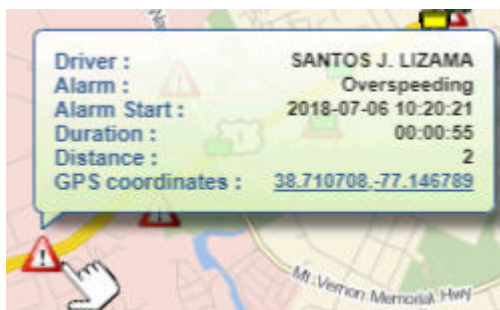
 Units of measurement for the Speed Limit menu can be configured in kilometers or miles per hour.

Alarms and Incidents


In order for FleetWeb to display vehicle alarms, the alarms must be defined and configured in the FleetLink Command Center (FLE CC).



Selecting the **Show All Alarms** check box displays red triangle icons  on the map indicating where driver alarms, if any, were triggered.



Hovering your mouse pointer over an alarm icon on the map displays a pop-up balloon showing the driver's name, nature of the alarm, time stamp, and alarm duration.

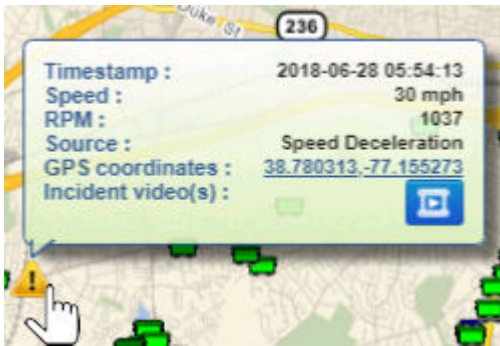
 If driver's name is not in the database, the field will be blank.

If the vehicle has not generated any alarms, the following message displays for approximately 5 seconds in the header of the map area.

No Alarms sent by vehicle 41201 today.

Similarly, by selecting **Show Incidents**, you can see where any incidents occurred.

Incidents are denoted by yellow triangle icons on the map.



Replay

In the sidebar of the page, you will find play buttons that initiate the Replay feature.

When in Vehicle View, you can replay the activities of the selected vehicle by pressing the **Play** button adjacent to the Vehicle ID.



See [Replay Menu](#) for details.



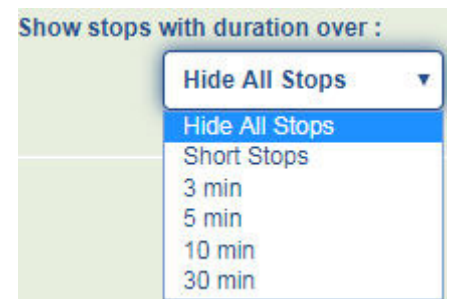
Vehicle Stops

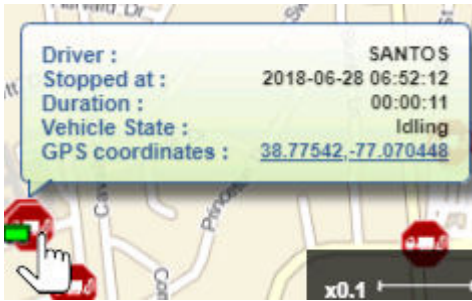
The Vehicle Stops feature enables you to view all vehicle stops that exceeded a specified time span. Users can select minimum stop duration from a drop down list. By default stops are not shown.

Two different icons are used to represent stops:


- idling stop 
- stop with engine off 

Clicking a stop icon displays a pop-up balloon showing the driver ID (when known), a time stamp, duration and engine status.





If stops are displayed on the map, new information is retrieved automatically every 30 seconds.












 The Show Stops feature is also accessible via the [Vehicle Activity Replay](#) page.




Driver Activities

Show Driver Activities

The Driver Activities feature enables you to view instances where a driver has logged driver activities.

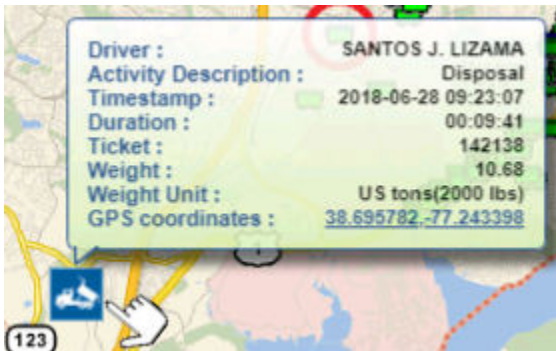
The following 13 driver activities provided in WasteApp are supported:

Activity	Icon
Gate crossing	
Break	
Meal	
Waiting	
Mechanical Inspection	
Refueling	
Breakdown	
Garage	
Yard work	
Log on*	
Log off*	


Route select*	
Route done*	
Administrative	

*Denotes activities for which messages are sent automatically—not selected by driver via the Activities menu.

Clicking an activity icon displays a pop-up balloon showing the driver ID (when known), a time stamp, duration and activity description.




If driver activities are displayed, they will be refreshed automatically every 30 seconds.

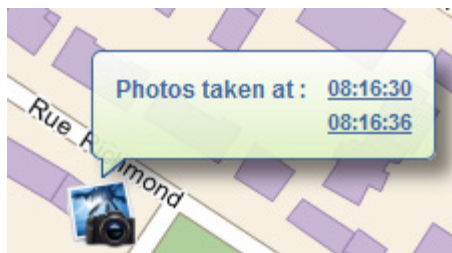
 The Driver Activities feature is also accessible via the [Vehicle Activity Replay](#) page.

Show Photos

Show Photos

Selecting the **Show Photos** check box displays icons indicating instances where the driver has taken pictures.


- Clicking a camera icon  displays a pop-up balloon showing time stamps for photos taken at those coordinates.



- Clicking a time stamp link within the balloon displays the photo in another window.



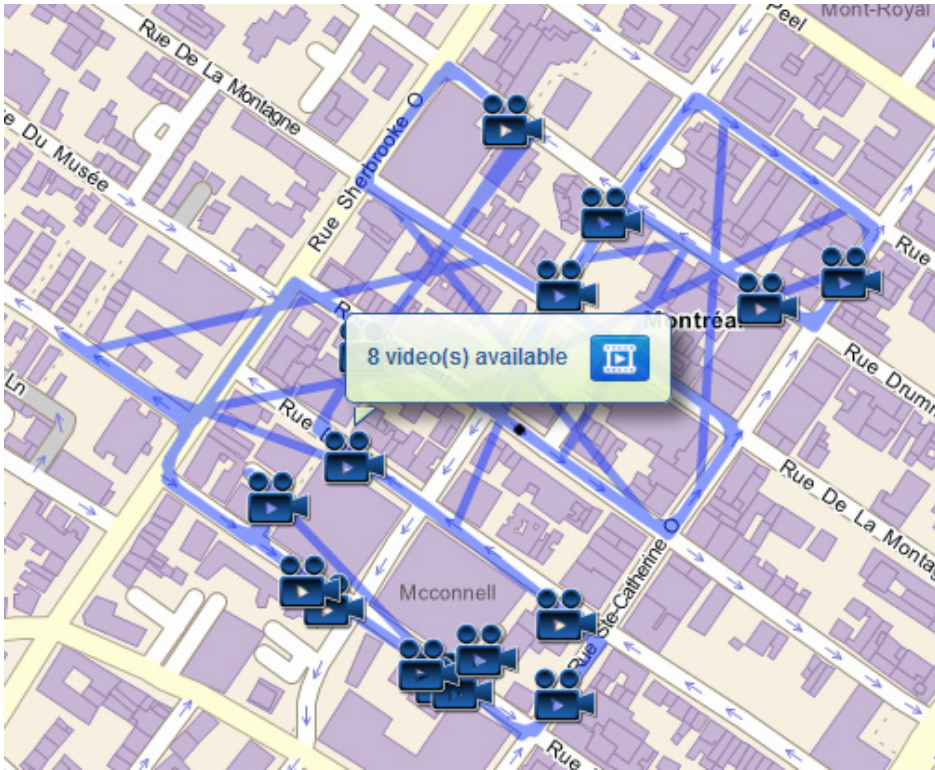
Previous and **Next** action buttons are provided to enable you to page through photos for all time stamps.


 The display will progress automatically through all photos after displaying each one for approximately 3 seconds.

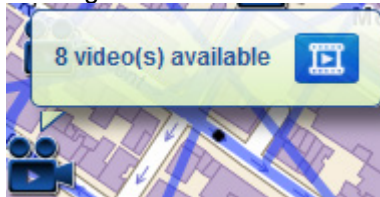
Show Manually Recorded Videos


Show Manually Recorded Videos

Selecting the **Show Manually Recorded Videos** check box displays icons indicating instances where the driver has initiated a manual video recording.



- Clicking on a video camera icon  displays a pop-up balloon showing the number of videos available.



- Clicking the film strip icon  within the balloon opens the video player window, where you can select and play the video of interest.



Street Sweeper Vehicles in Vehicle View

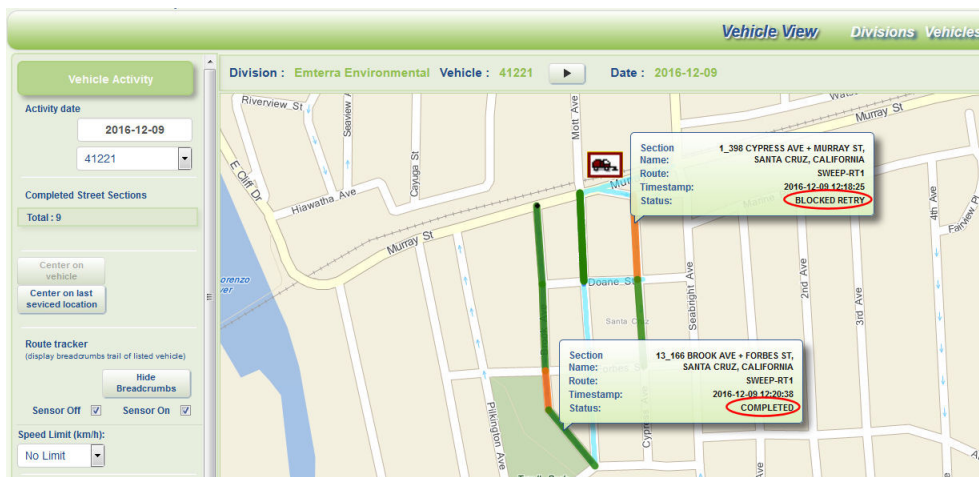
The same concepts employed for waste collection vehicles in FleetWeb are applicable to Street Sweeper vehicles, however the visual presentation of information varies.



The icons representing Street Sweepers are different, as shown in the following main screen of Vehicle view. Clicking on an truck icon enables you to access detailed vehicle view and view live video streaming.

In Vehicle Activity and Alarms view, route progress is shown in color-coded street sections instead of bin/flag/circle assignment icons:

- Light blue = truck's path (breadcrumbs)
- Green = completed
- Orange = exception

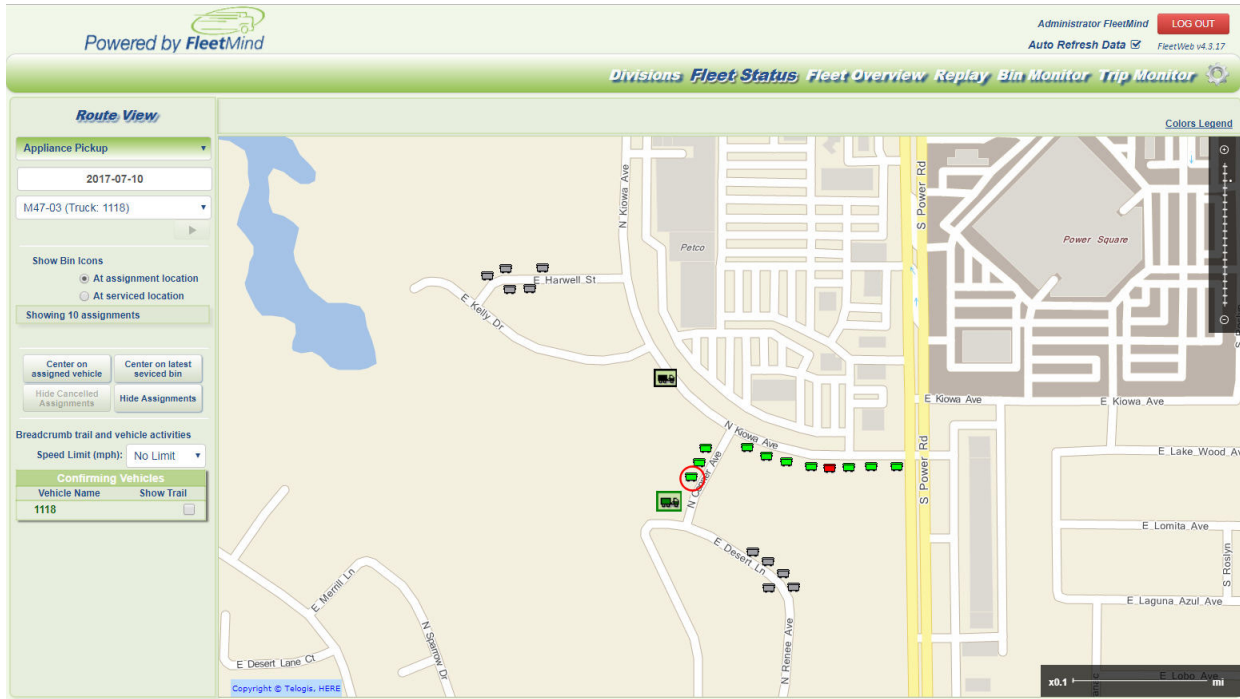


You can replay the activities of the selected vehicle by pressing the **Play** button in the header area of the screen. As the replay progresses, the street segments change color to indicate their completion status.


See [Route Replay](#) for details.

Route View


When you select a **Route #** on the [All Vehicles](#) View, you are directed to a detailed view showing assignment information for the route.



The Route view shows the activity of the vehicle assigned to the route—the Vehicle ID displayed in the header area of the map

- A red circle on the map indicates the coordinates of the latest-serviced bin .
- A **green** truck icon on the map indicates the coordinates of the assigned vehicle. Any other vehicles operating on the route are represented by (slightly smaller) **black** truck icons.



 It is possible to see the latest confirmation (red circle) around a gray bin (pending assignment). This can occur when there are multiple bin icons in exactly same location and gray icon is on top. When you check “At serviced location”, confirmations will move to the actual confirmation coordinates, while pending bins will remain in their assigned location.

Zooming or panning the map to include assignments not shown in the initial view will cause the summary message to update.

A maximum of 2500 assignments can be shown in a single view.

The **Show Bin Icons** radio buttons let you customize your view of the assignments.

Show Bin Icons

- At assignment location
 At serviced location

- **At assignment location** simply shows the bins at the coordinates (latitude/longitude) of the customer location, in other words, the *expected* location as defined in your route system and FleetLink Mobile's assignments database.
- **At serviced location** shows the bins *at the coordinates where they were actually serviced*. Choosing this option provides a more meaningful view, as it can give you insight into driver behavior.

⚠ IMPORTANT: In order to derive the greatest benefits from the FleetLink Mobile solution, driver cooperation is a key requirement.

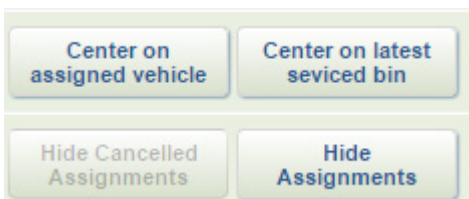
Drivers are encouraged to use *Automatic Confirmation* mode in WasteApp whenever possible, ensuring that service is confirmed at the customer location when an RFID tag is read, thus ensuring the most meaningful data for later analysis.

However, should a driver use *Manual Confirmation* mode, the assignment must be confirmed manually at the customer location—not later on at the driver's leisure—in order to achieve meaningful results.

If the *actual* (confirmed) location of the bin differs from the *expected* location by a matter of only feet, then there is likely little or no cause for concern. However, if there is a significant variance (measurable in city blocks, miles, or kilometers), then it is safe to assume that the driver is not complying with recommended practices, thereby diminishing the quality of the data collected.

As with the [Vehicle View](#) screen, assignments are represented on the map by bin icons of various colors that indicate their status.

In addition to providing the same map-centering options, the Assignment Info view provides a **Hide Assignments** button which, when selected, suppresses the display of bin icons to reduce the visual clutter on the map display.



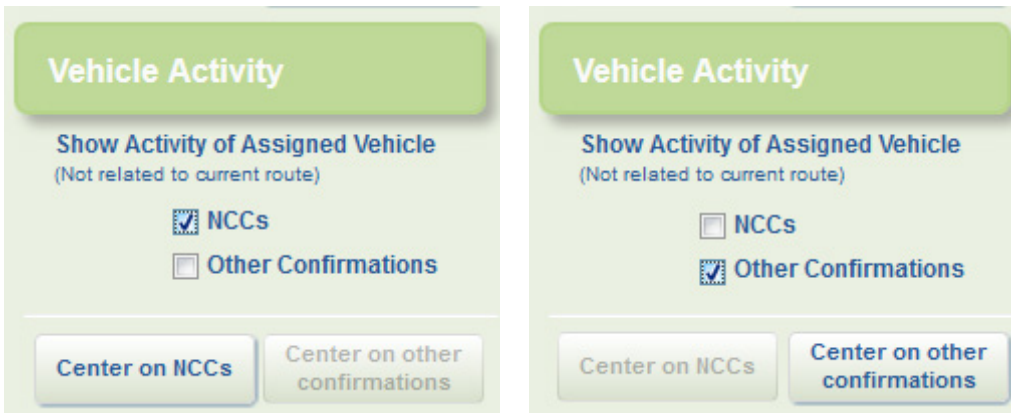
You can also show/hide cancelled assignments on Route View.

An assignment is considered as cancelled if there is a cancelled time-stamp and no confirmation. Icons for cancelled assignments are placed on separate layer. Clicking the button will toggle the layer visibility.

The **Hide Cancelled Assignments** button is disabled by default, and is only enabled if the route contains cancelled assignments.

The **Vehicle Activity** area of the sidebar lets you customize your view further by showing **NCC** calls or **Other Confirmations**.

- **Show NCCs** displays all non-customer-correlated calls.
- **Show Other Confirmations** displays all confirmations and NCCs by the vehicle on routes other than the one currently in view.



Definition

NCC stands for **Non-Customer Correlated** notification. It indicates a lift/pickup action that the mobile device cannot match to any assignments dispatched to the vehicle. NCCs can be triggered by mobiles reading an RFID tag not corresponding to any assignment, a lift action by the vehicle while there are no active assignments on screen, or a Stop-By-based lift detection.

NCC-s are matched to assignments on the server side through RFID-match or proximity-match where possible.

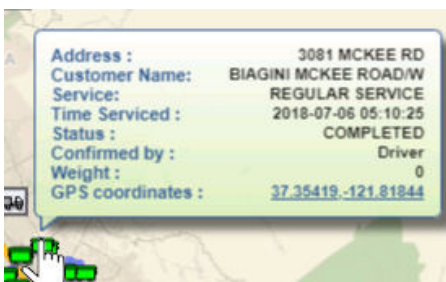
Like confirmations, NCC-s are important data points for reporting.

When you select either of these check boxes, the corresponding centering option button is displayed in the space below.

If there are no calls of the selected type to display, the buttons display only momentarily, and a message is shown in the header area.



Clicking a bin displays a pop-up balloon showing information for the assignment.



Route Tracker

As in the Vehicle Activity and Alarms view, the **Route Tracker** feature is provided in this view. See [Route Tracker \(Breadcrumbs\)](#) for details.

In Route View, this feature is provided in the form of a menu that lets you select any confirming vehicle on the route. The assigned vehicle is always listed, even if that vehicle is not confirming any assignments, and its ID is displayed in green.

Hovering over a Vehicle Name will center the map on that vehicle, or display an error message if the vehicle's last coordinates are not valid. In addition, the vehicle's icon on the map is enlarged to highlight its position.

Each vehicle row has a check box. By checking the box, the vehicle's breadcrumb trail displays on the map. Only one trail can be displayed at a time.

Route tracker (display breadcrumbs trail of listed vehicle)	
Confirming Vehicles	
Vehicle Name	Show Trail
41202	<input type="checkbox"/>
41201	<input type="checkbox"/>
41206	<input type="checkbox"/>
41210	<input type="checkbox"/>
41215	<input type="checkbox"/>
41220	<input type="checkbox"/>
71223	<input type="checkbox"/>

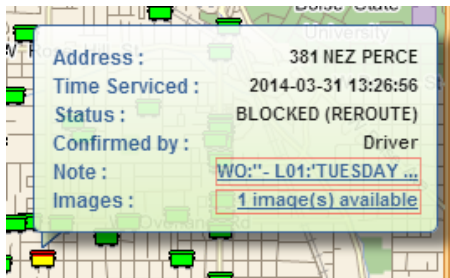
Speed Limit

The Speed Limit is also provided in Route View. See [Speed Limit](#) in *Vehicle View - Vehicle Activity and Alarms* section.

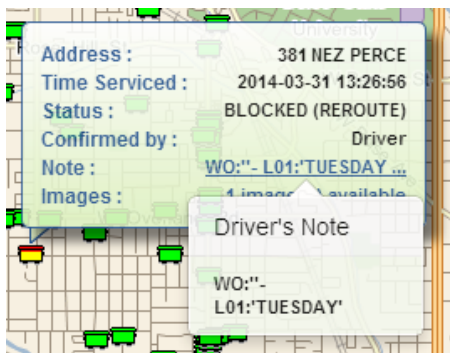
Driver Notes and Pictures

FleetLink Mobile provides the capability for drivers to enter notes for assignments and to take pictures to support their messages to the back-office. This feature can be particularly useful for Exceptions, assisting Dispatch or Operations personnel with verification of service and providing supporting evidence when dealing with customer complaints.

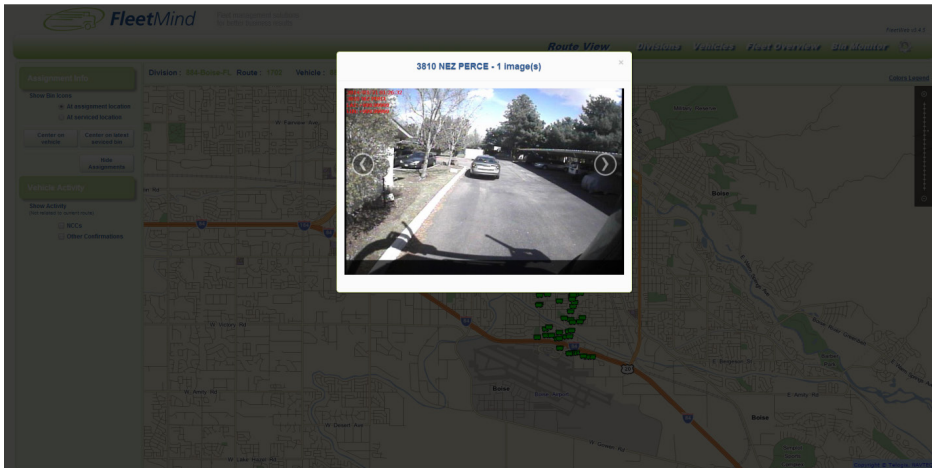
These driver notes and pictures can be viewed in FleetWeb, and are accessible, where applicable, via additional links in the pop-up balloons used in Route view.



Clicking the **Note** link displays a pop-up balloon containing the driver notes.



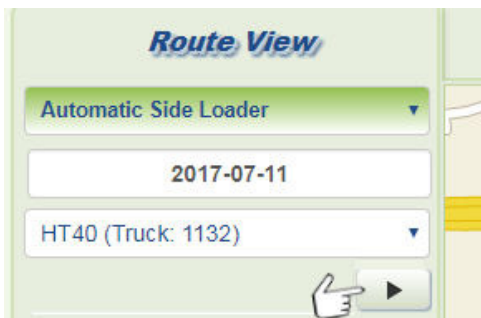
Clicking the **Images** link displays the picture in the FleetWeb user interface.



The picture is time-stamped, and provides the customer address and coordinates. Where multiple pictures are available, an image carousel feature is used, enabling you to move forward and backward through the images.

Replay in Route View

In the sidebar of the page, you will find a play button that initiates the Replay feature.



When in Route View, you can:

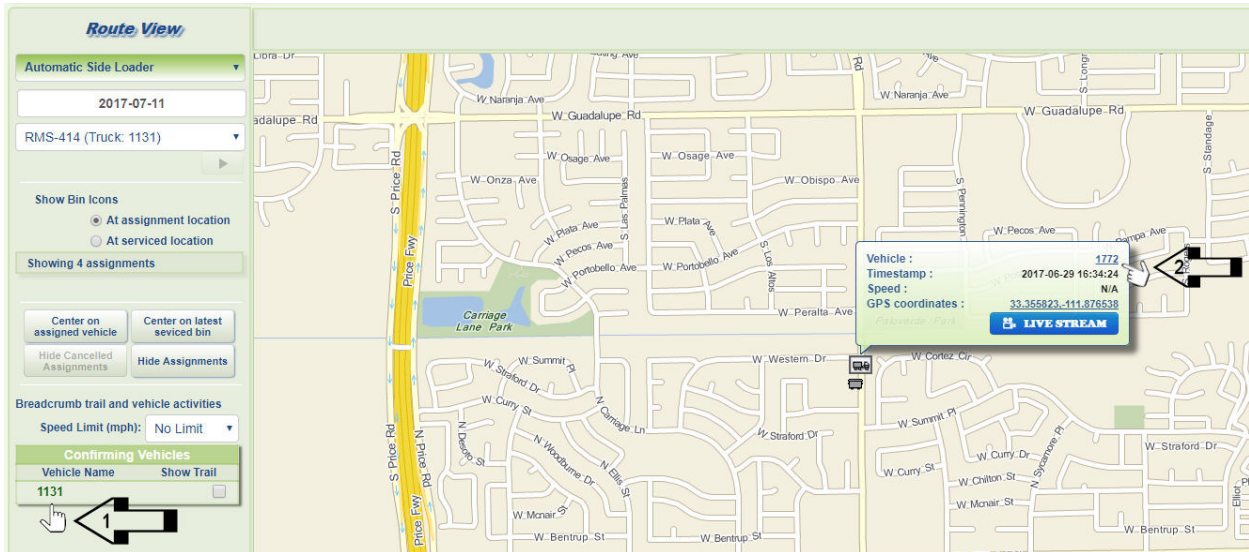
- Replay the activities of a route by selecting the Play button adjacent to the **Route** name
- Replay the activities of the selected vehicle by pressing the Play button adjacent to the **Assigned Vehicle ID**.

See [Route Replay](#) for details.

Navigating Back to Vehicle View

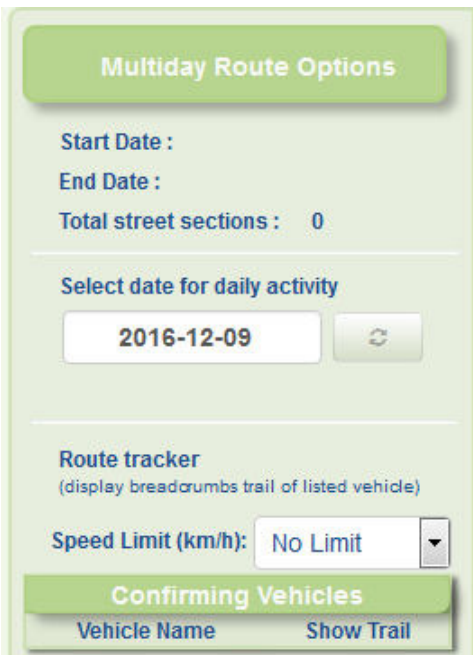
From this view, you can navigate back to [Vehicle View](#) by doing any of the following:

1. Clicking a **Vehicle ID** in the list of confirming vehicles in the sidebar.
2. Clicking a **Vehicle ID** in a pop-up bin balloon on the map.

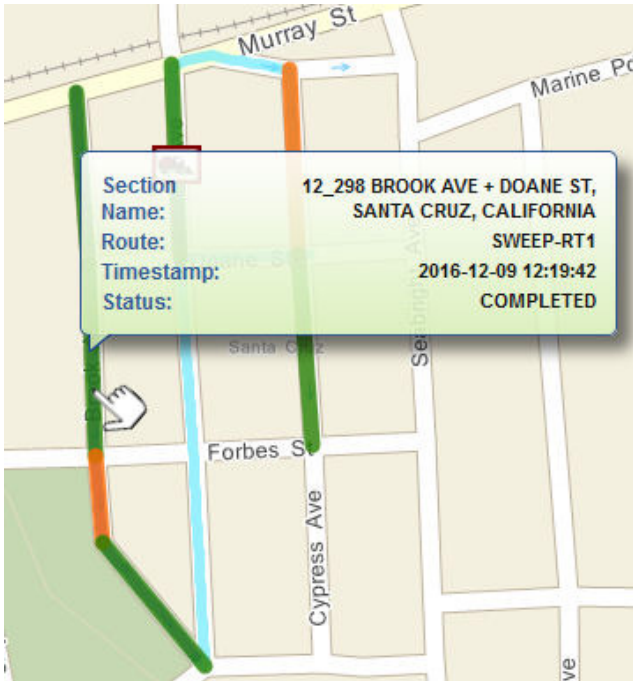


Street Sweeper Routes in Route View

For Street Sweeper routes, the sidebar contains a limited set of controls, as bin icons and NCCs are not applicable.



Clicking on a street section displays its identifying information, time stamp, and completion status.



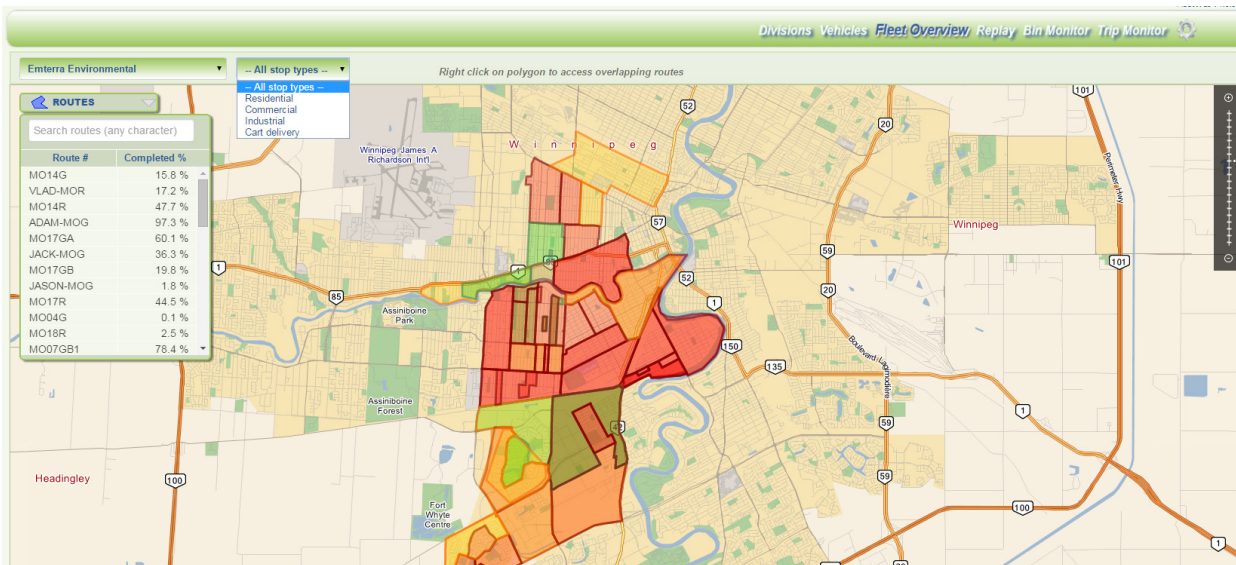
Fleet Overview



The Fleet Overview menu enables you to view the status of your routes and stops.

- [Current Routes Status](#): Displays a table of all trucks in a selected division. Selecting a vehicle from the list brings you to the Vehicle Activity screen, where you can specify further search criteria for that vehicle.
- [Area Monitor](#): Shows latest status of all stops in a selected division within a given date range.

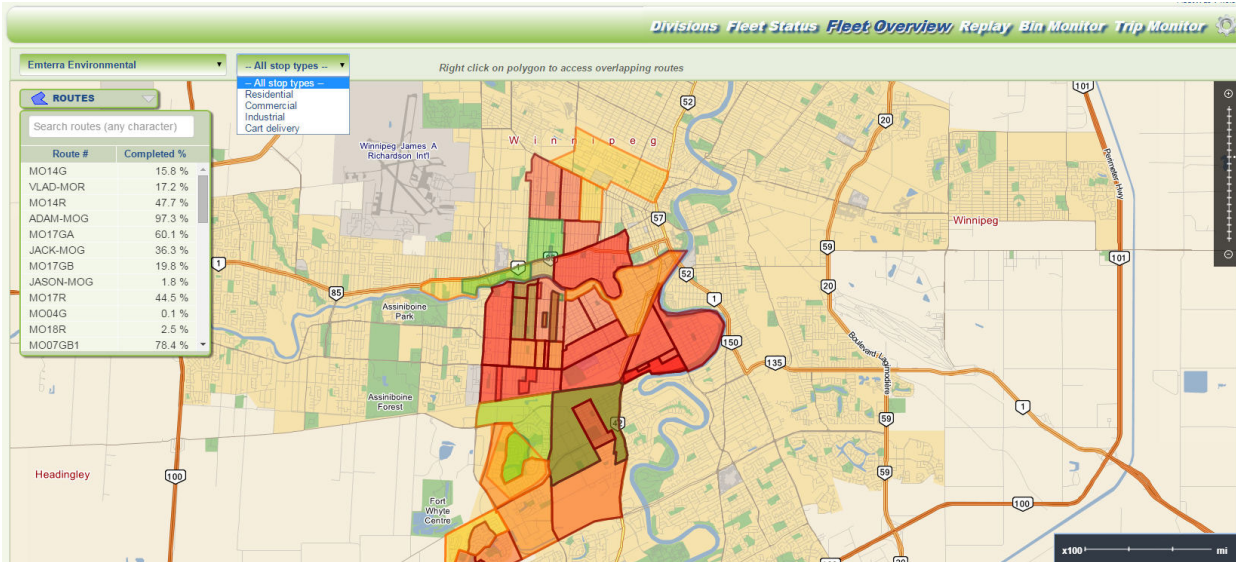
FleetWeb’s Fleet Overview gives you a real-time, at-a-glance view of the completion status of all your routes for a selected division.



From the Fleet Overview’s main screen, you can filter your view according to stop type (line of business) and navigate to [Vehicle View](#) to view vehicle activity and assignment details.

Current Routes Status

FleetWeb’s Current Routes Status view gives you a real-time, at-a-glance view of the completion status of all your routes for a selected division.



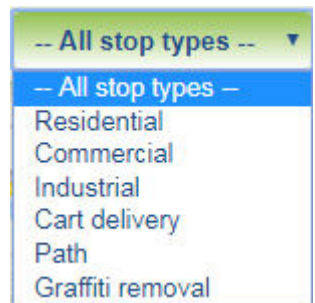
From the Current Routes Status screen, you can filter your view according to stop type (line of business) and navigate to [Vehicle View](#) to view vehicle activity and assignment details.

Filtering Stop Types

By default, FleetWeb shows all stop types in the initial view of the Fleet Overview screen. You can choose the type of assignments you wish to view according to their line of business: *Commercial*, *Residential*, *Industrial*, and *Cart Delivery* by making your selection from the **Stop Types** pull-down menu in the header area of the page.

When you select a Stop Type, only polygons for routes that have at least one assignment of the selected type display on the map.

For a mixed route—e.g., a route containing both Residential and Commercial stops—the polygon will display when either menu option is selected.



Filtering Operating Departments

The Operating Department Filter menu enables you to choose an operating department from the list and limit routes available for display to those in the selected department.



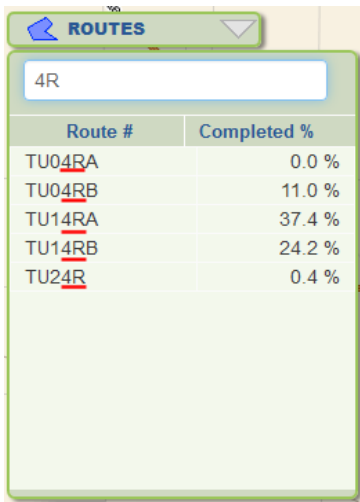
This menu is a configurable option which must be enabled in FleetWeb’s web.config file, and may not be applicable to your installation. For the feature to be available, the FleetLink Route Management System (RMS) must also be installed.



Filtering Routes

The collapsible **Route** menu, located in the sidebar, lets you locate a specific route quickly. Typing a text string into the

Filter text field returns all matches found in the **Route#** field as you type.



Viewing Route Completion Status

Routes are depicted on the map as polygons. Different colors provide an instant indication of the route's completion status:

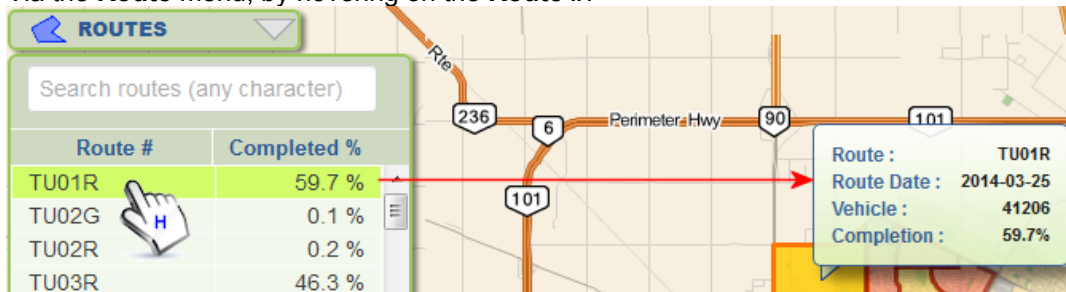
- **Green:** Greater than or equal to 70% complete.
- **Red:** Less than 35% complete.
- **Yellow:** Between 35% and 70% complete.

You can also view route completion status by checking the value in the **Complete %** column of the Route menu.

Additional Quick Views

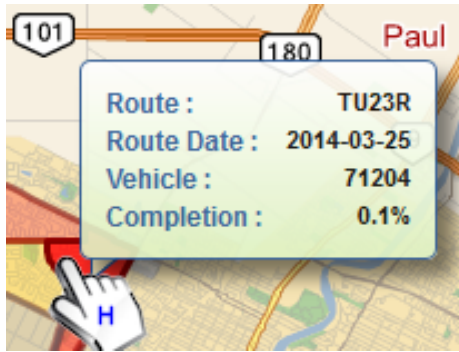
The Current Routes Status view also provides the following additional features to let you locate your routes and view their completion status quickly:

1. Via the **Route** menu, by hovering on the **Route #**.



In addition, the map centers on the corresponding polygon on the map and the polygon, normally semi-opaque, is highlighted with increased opacity.

2. Via the map, by hovering on the route's polygon.

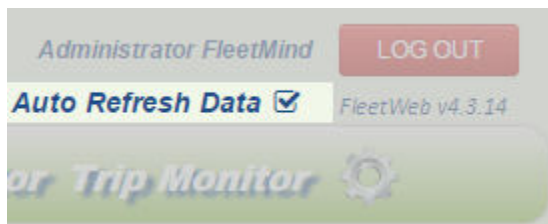


Suppressing Automatic Data Refresh

Current Routes Status and other views in FleetWeb provide automatic refresh of data at preset intervals, during which the following progress indicator displays.



Should you wish to inhibit this feature, uncheck the **Auto Refresh Data** check box just above the menu bar in the upper-right corner of the user interface.



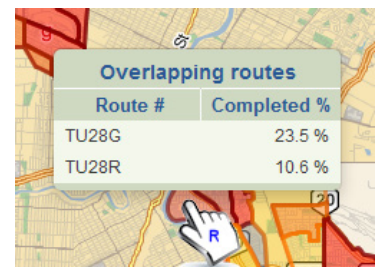
Viewing Overlapping Routes

The Current Routes Status view lets you view your overlapping routes on the map.

Overlapping routes may occur due to the existence of two identical (or nearly identical) routes that occupy the same coordinates, for example, one for garbage collection and one for recycling.

To determine whether a polygon represents overlapping routes:

- Right-click on the polygon on the map. A pop-up balloon indicates any overlapping routes and their percentage of completion.




Viewing Greater Detail

Current Routes Status is a summary and overview.

To view more detailed information for a route, do one of the following:

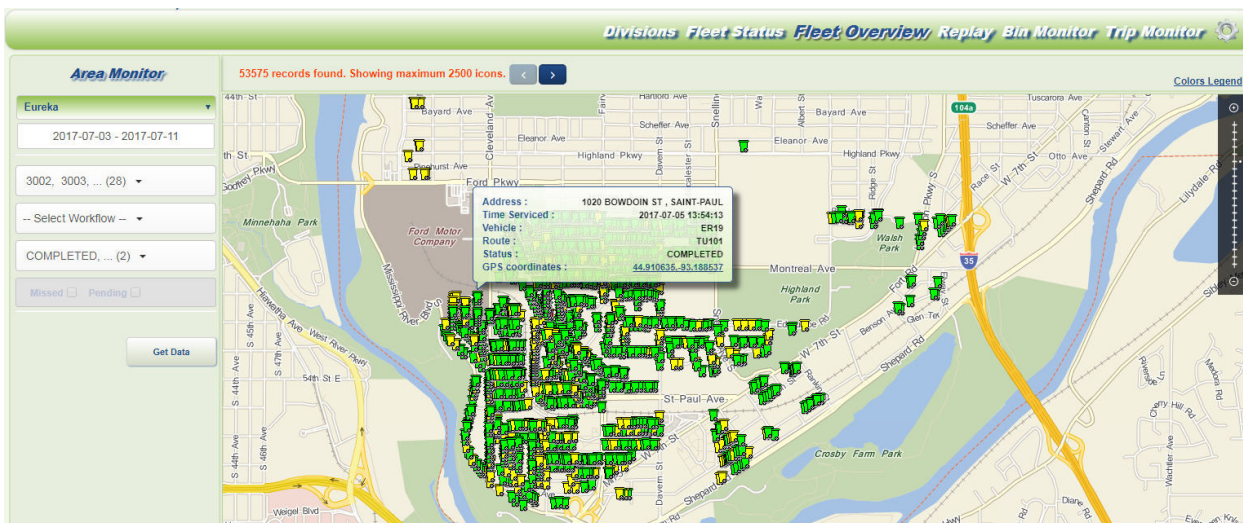
1. Select it from the route menu in the sidebar.
2. Right-click on a polygon on the map, and select the route ID in the resulting pop-up balloon.
3. Double-click on a polygon on the map.

 When using this option, keep in mind that overlapping routes will result in stacked polygons. Double-clicking will show you the uppermost route in the stack. See [Viewing Overlapping Routes](#).

You will be directed immediately to the [Route View](#), where you can view detailed assignment info and vehicle activity.

Area Monitor

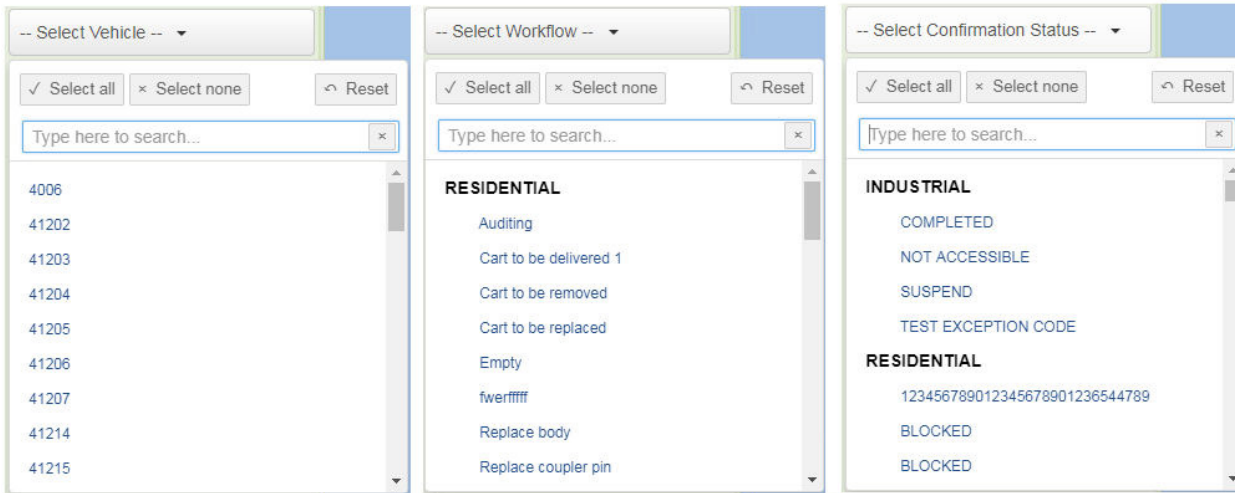
Area Monitor view displays the status of all waste stops in the selected division over a user-specified date range.



Data is sorted by latitude to group icons in close clusters.

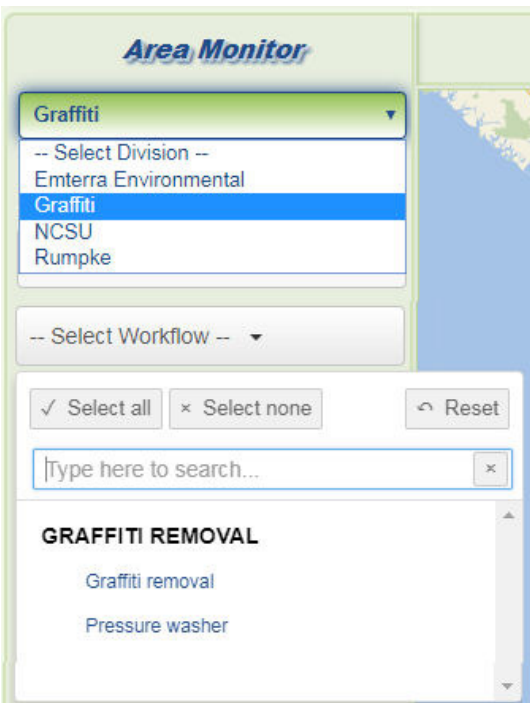
The user can filter search results by selecting any of the options available in the drop-down lists:

- vehicles
 - one or multiple workflows
 - status
- If nothing is selected search will return all assignments found in the division within date range .



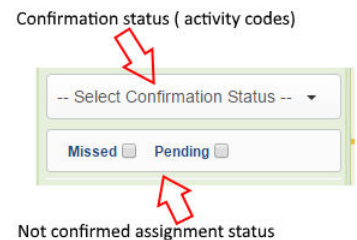
No vehicle icons or breadcrumbs are shown in this view.

Drop down lists for workflows and statuses are automatically filtered by vehicle types in a given division. For example, if the division has only graffiti trucks the drop downs will only have graffiti type workflows and statuses.



Filtering by Status

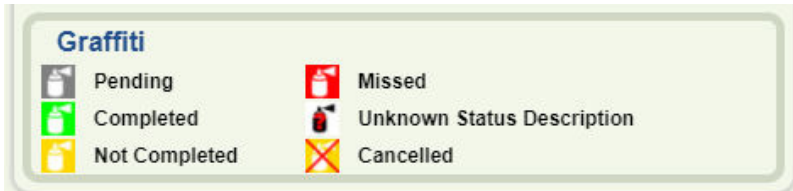
User can choose either confirmation (activity codes from master list) or assignment (pending/missed) status .
 Selecting an item from one group will disable the other group.



Graffiti Assignments

Four colors used for graffiti stops :

1. Green - completed (any activity code with completion Y)
2. Yellow - not completed (any activity code with completion N)
3. Gray - Pending
4. Red - Missed



Workflows are retrieved from Route Management System (RMS) database.
If the RMS is not deployed, then default values (as per WasteApp specifications) are used.

For graffiti stops following information is shown in the pop-up balloon:

- work order id
- artist
- date
- status
- duration (sum of duration for same extended reference in case of suspended jobs)
- link for images (where applicable)



Paging Through Search Results

Due to the large number stops, a maximum 2500 icons are shown on the map.




The user can display the next/previous 2500 batch using buttons on top of the map.

Replay Menu



FleetWeb offers a Replay feature that enables you to select a vehicle or route and “replay” its activities, showing confirmations as they are done via the changing colors of the bin icons on the map.

Controls are provided for starting, stopping, pausing, and selecting the replay speed of route progress.

 You can replay the activities of an entire route or those of a single vehicle.

The Route Replay feature is also accessible via dedicated **Play** buttons on both the [Vehicle View](#) and [Route View](#) pages.



About the Replay Controls

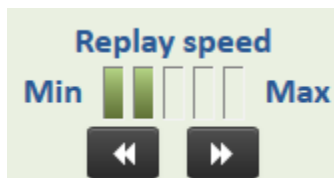
During playback all controls except the speed controls are disabled.

When replay is **paused**, you can:

- Add more vehicles by selecting their check boxes in the table.
- Adjust the playback time by dragging the progress bar handle. (See [Progress Bar](#).)

Vehicle Name	Show Trail
41203	<input checked="" type="checkbox"/>

Speed Controls



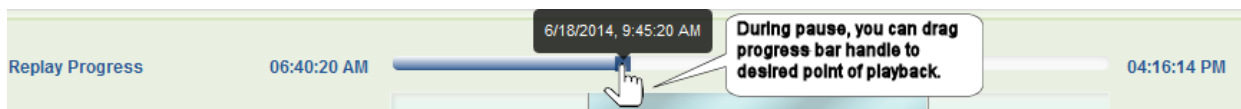
Speed of replay can be adjusted using speed controls. Increasing or decreasing speed will change the interval of time advancement



Speed setting is indicated by 5 bars:

- 1 bar: minimum speed - 1-second interval.
- 2 bars: normal speed - 15-second interval.
- 3 bars: 30-second interval.
- 4 bars: 1-minute interval.
- 5 bars: maximum speed - 5 minute-interval.

Progress Bar

The progress bar shows progress of the route in the timeline and can be dragged to desired point when replay is paused.





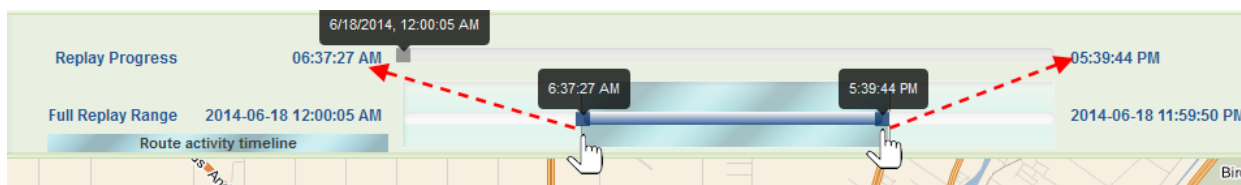
If you press **Stop**  instead of **Pause**  , the route is automatically reset to the beginning.

Route Activity Timeline

The timeline shows the full replay range of the route.

Full route range is based on earliest and latest time stamp of the listed vehicles' positions and confirmations.

- The solid part of the timeline shows non-route-related activity. 
- The gradient part shows the range of route activity, i.e., the range where confirmations are done. 



You can select the replay range (only before the route is played) by dragging the handles on the timeline.

Route Activity

To replay a route:

1. Select **Replay > Route Activity**.

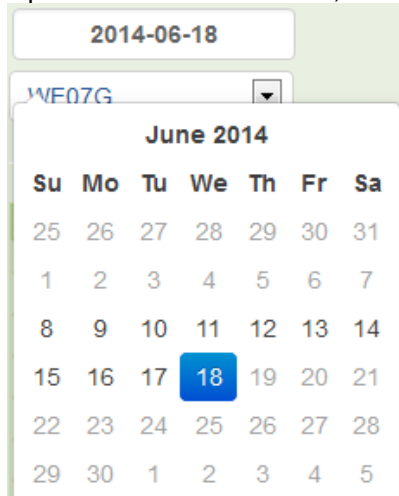



The Route Replay screen displays.

2. Select a route from the **Route** pull-down menu in the sidebar.



3. Optional: For historical data, select a date from the calendar menu.




 Dates for which there is no data are grayed out and unselectable.

When a route is selected, all participating vehicles are listed in the table (with the assigned vehicle in the first row) and route timelines are calculated.

- To select the vehicles to be shown, use the corresponding check box(es) in the sidebar. Trails for all selected vehicles will be shown on different colors on the map.

Confirming Vehicles	
Vehicle Name	Show Trail
71213	<input checked="" type="checkbox"/>
71214	<input checked="" type="checkbox"/>
71220	<input checked="" type="checkbox"/>
71221	<input type="checkbox"/>

- Press the **Play** button.  FleetWeb prepares the route data for replay, and after a few seconds, replay commences.



Preparing route ...

During replay you will see the trails of all selected vehicles (if they have serviced the same route) in the colors indicated by the color legend in the Confirming Vehicles table. As confirmations are done, the colors of the bin icons will change accordingly.

Container shapes

- Residential route
- Commercial route
- Industrial route

Container colors

Selected route	Assigned vehicle (other routes)
Pending	Confirmed - other route
Confirmed	Matched NCC - other route
Confirmed - matched NCC	Not out - other route
Not out	Exception - other route
Exception	NCC
Missed	
Cancelled	
Completed, Status unknown - contact support	

latest serviced assignment
X selected address (Bin Monitor)

For more details on assignment status definitions, see [Service Events, Drive-bys and Matched NCCs](#).

Street Sweeping Routes in Route Replay

FleetWeb supports route activity replay for Street Sweeper trucks. The same controls as for waste collection trucks are provided.

Vehicles Activity

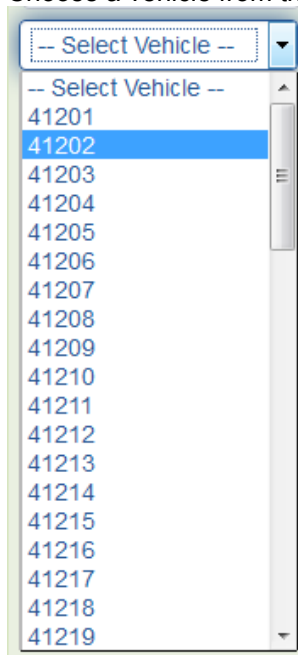
To replay activities of a selected vehicle:

1. Select **Replay > Vehicle Activity**.




The Route Replay screen displays.

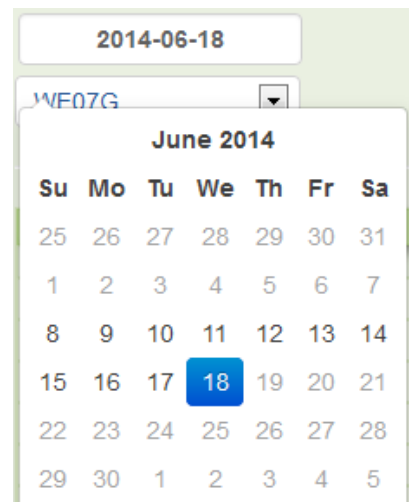
2. Choose a vehicle from the **Select Vehicle** menu.



3. Optional: For historical data, select a date from the calendar menu.

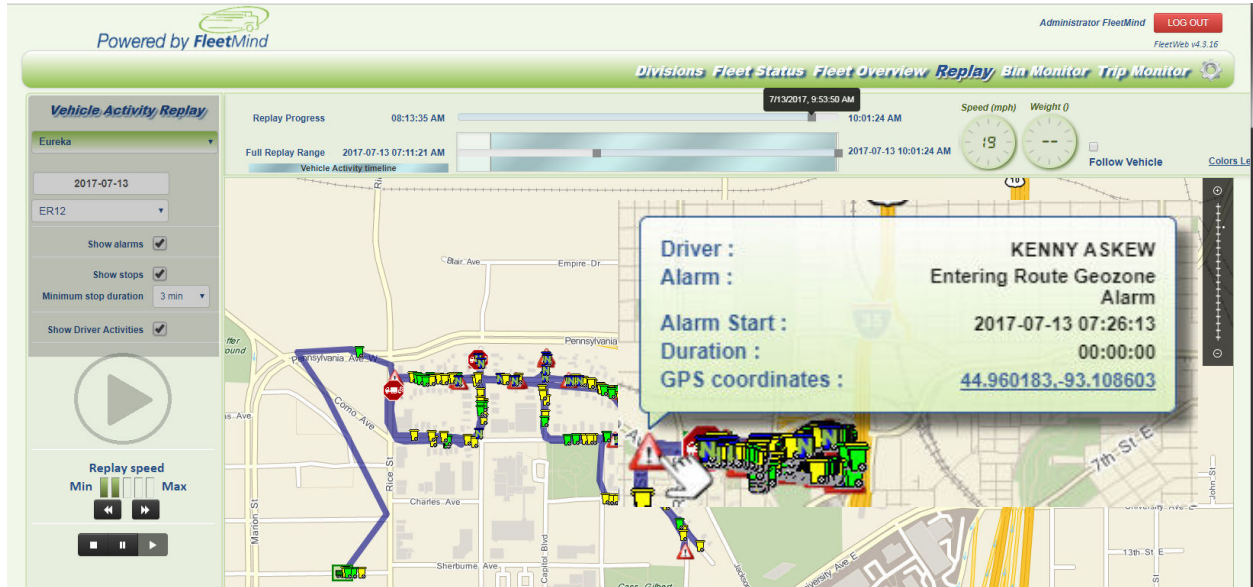
 Dates for which there is no data are grayed out and unselectable.

4. Press the **Play** button.  FleetWeb prepares the route data for replay, and after a few seconds, replay commences.






Preparing route ...

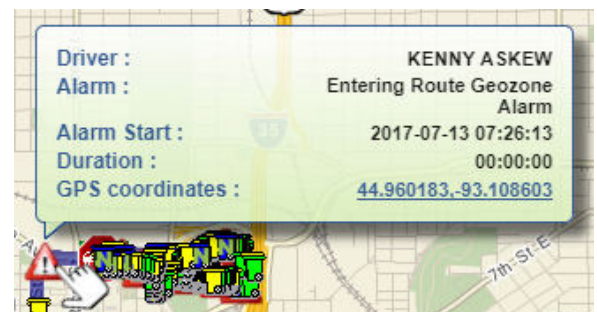


A speedometer widget located in the header area of the screen updates dynamically, indicating the vehicle's speed as it progresses through the route.
 A weight gauge widget displays the vehicle's current weight.

Show Alarms

Selecting the **Show All Alarms** check box displays red triangle icons  on the map indicating where driver alarms, if any, were triggered.

Clicking on an alarm icon on the map displays a pop-up balloon showing the driver's name, nature of the alarm, time stamp, alarm duration, and coordinates.



Show Stops

Selecting this check box initiates the Vehicle Stops feature, which enables you to view all vehicle stops that exceeded a specified time span.

Refer to [Fleet Status - Vehicle View](#) for details.



Driver Activities

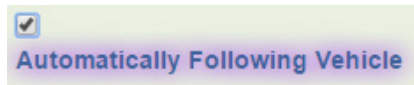
Selecting this check box initiates the Driver Activities feature, which enables you to view instances where a driver has logged driver activities.



Refer to [Fleet Status - Vehicle View](#) for details.

Follow Vehicle

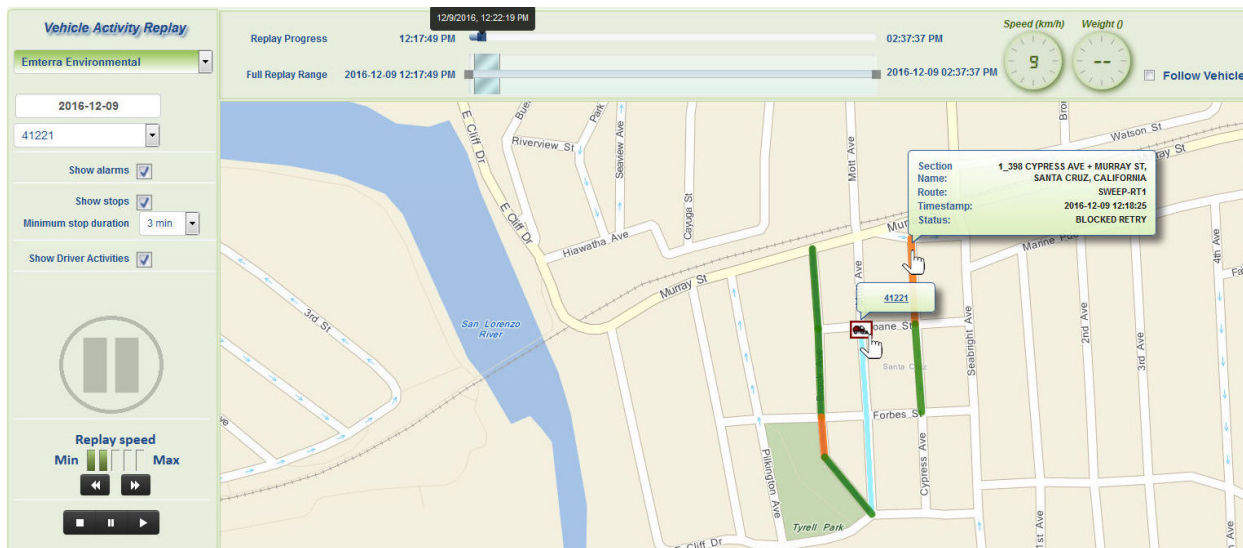
This option, available in Vehicle Replay Mode only, ensures that the map display remains centered on the selected vehicle during replay, i.e., the map will pan to keep vehicle in the view port.



The check box will uncheck automatically when the user zooms the map.

Street Sweeper Trucks Routes in Vehicle Activity Replay

FleetWeb supports vehicle activity replay for Street Sweeper trucks. The same controls as for waste collection trucks are provided.



Vehicle Videos Archive

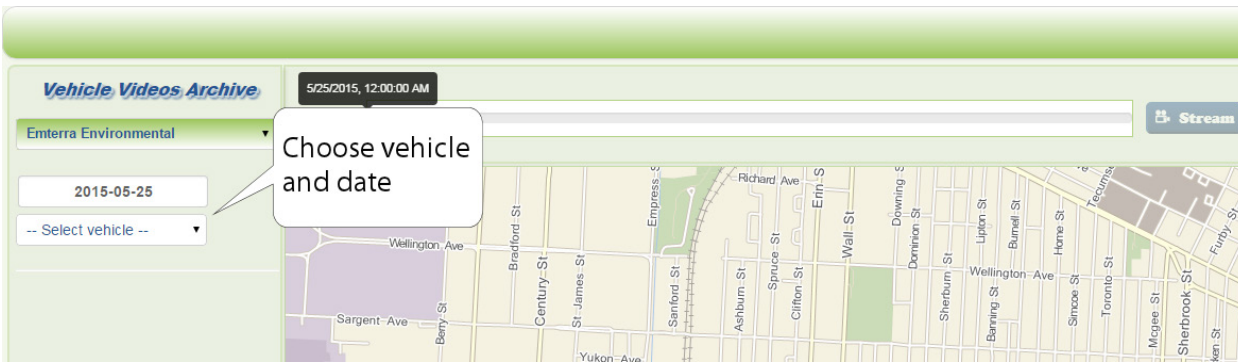


Replaying Archived Videos

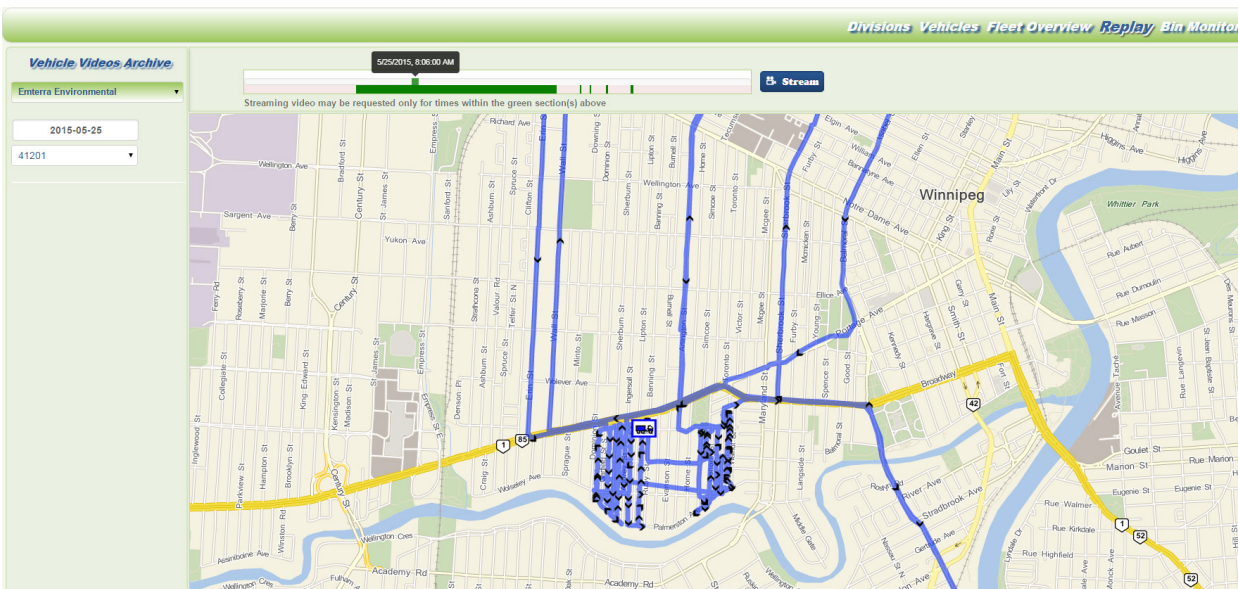
 Not available in all installations—DVR-equipped fleets only.

As of software release v4.0.12, FleetWeb is integrated with the FleetLink DVR system, an optional feature that enables live video streaming as well as streaming of archived videos from DVR-equipped vehicles.


When you choose **Replay > Vehicle Videos Archive**, a new view, *Vehicle Videos Archive* displays.



Selecting a date and a vehicle from the menus in the sidebar refreshes the view with historical data.

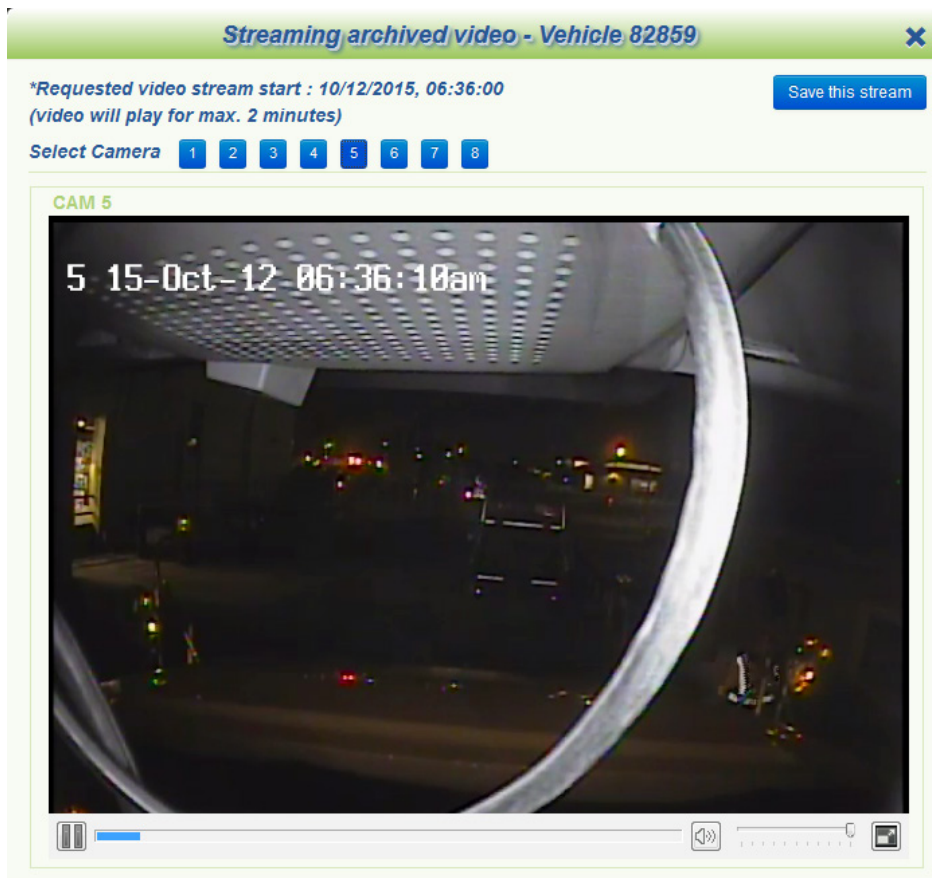


Green segments on the timeline slider indicate periods when the FleetLink DVR was on and streaming, and a breadcrumb trail is displayed on the map.

 By default, the slider is empty and the **Stream** button is disabled.

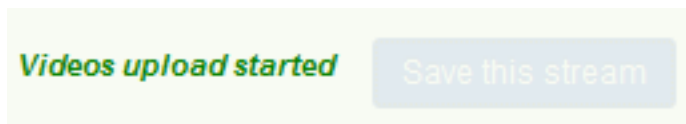
Selecting a time within the green timeline segment will place vehicle icon on the map where the vehicle was at the selected time, and will enable **Stream** button.

When you select the Stream button, a pop-up window displays where you can select a video stream (camera) and play the archived video.



You can upload videos for all cameras by selecting the **Save this Stream** button.

The upload begins, and a progress bar is displayed.



Bin Monitor Menu

FleetWeb's Bin Monitor view enables you to view servicing data—both current and historical—for all the bins in your route system.


By clicking a bin icon the map, you can view:

- Customer location address.
- Date and time of service.
- Completion status (e.g., completed, missed, driven by-not out).
- Confirmation method (e.g., by Driver, by RFID, by Proximity).
- Confirming vehicle ID.

The screenshot displays the Bin Monitor interface. At the top, there are navigation tabs: Divisions, Fleet Status, Fleet Overview, Replay, Bin Monitor (selected), and Trip Monitor. Below the tabs, there are search filters for location (Eureka), stop types (-- All stop types --), and date (2017-07-13). A search bar contains the text "Enter street address here" and a search button. A dropdown menu shows "TH104 (Truck: ER7)". There are also checkboxes for "Show NCCs (0)" and "Show Breadcrumb", and a date range "2017-11-01 00:00:00 - 2017-11-01 23:59:59". A "Colors Legend" link is visible. The main area is a map showing a grid of streets and bin locations. Two pop-up balloons are visible, each displaying service details for a specific bin. The first balloon is for "570 WHEELOCK PKWY E" with a time of 07:36:37, status "COMPLETED", confirmed by "ER7", and GPS coordinates "44.8654, -83.07285". The second balloon is for "680 HYACINTH AVE E" with a time of 10:24:16, status "Driven by - not out", and GPS coordinates "44.878759, -83.071815". Both balloons have an "Open case" link. A sidebar on the left shows a table with columns "Address" and "Route", and a "Total Items: 0" indicator. The map includes a scale bar for 0.1 miles and a copyright notice for Telogis, HERE.

In addition, where your FleetMind installation includes the FleetLink Route Management System, you can open a customer case using the **Open case** link in the pop-up balloon.

See [Creating a Customer Case in the FleetLink Route Management System \(RMS\)](#)

 For demonstration purposes, the above figure shows the Bin Monitor view populated with route information after a search has been conducted.

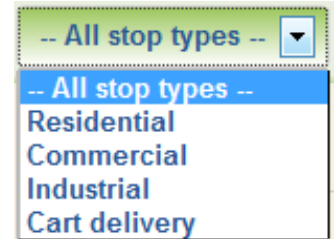
The initial view of the Bin Monitor will actually be a blank (unpopulated with data) map of the territory in your division(s) until you have specified your search criteria.

Searching and Filtering

Bin Monitor view provides many search and filter features to enable you to locate the information you require.

Filtering by Stop Type

You can choose the type of assignments you wish to view according to their line of business: *Commercial*, *Residential*, *Industrial*, and *Cart Delivery* by making your selection from the **Stop Types** pull-down menu in the header area of the page.



i This filter is used in conjunction with street address searches. For example, if you perform a street address search using the search function in the sidebar, AND a Stop Type filter is selected, then only stop types for the selected line of business will be returned in the results.

Filtering Operating Departments

The Operating Department Filter menu enables you to choose an operating department from the list and limit routes available for display to those in the selected department.

! This menu is a configurable option which must be enabled in FleetWeb's web.config file, and may not be applicable to your installation. For the feature to be available, the FleetLink Route Management System (RMS) must also be installed.

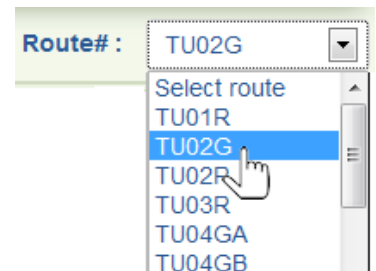


Filtering by Route#

The **Route#** pull-down menu lets you filter your search results by route number.

To make a selection:

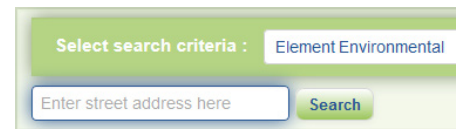
- Select a route from the menu. The **Vehicle** menu automatically selects the vehicle for the route, and the map displays the associated results.




Searching by Street Address

The Street Address search feature lets you filter your search results by the street address of a customer location.

You can enter a complete address of a known location, or simply a civic number or street name. FleetWeb will return all results, including partial matches.



To search by street address:

1. Type a search string into the text field.
2. Click **Search** . Your search returns all addresses containing the search string.

*Search for assignment by address or select route to display all bins

magnolia

*Click on address to display route

Address	Route
Contains	Contains
✓ 1003 MAGNOLIA AVE E	TH108
✓ 1003 MAGNOLIA AVE E	TH108
✓ 1004 MAGNOLIA AVE E	TH108
✓ 1009 MAGNOLIA AVE E	TH108
✓ 1012 MAGNOLIA AVE E	TH108
✓ 1013 MAGNOLIA AVE E	TH108
✓ 1016 MAGNOLIA AVE E	TH108
✓ 1017 MAGNOLIA AVE E	TH108
✓ 1020 MAGNOLIA AVE E	TH108
✓ 1021 MAGNOLIA AVE E	TH108
✓ 1028 MAGNOLIA AVE E	TH108
✓ 1029 MAGNOLIA AVE E	TH108
✓ 1032 MAGNOLIA AVE E	TH108
✓ 1033 MAGNOLIA AVE E	TH108

Total Items: 314

3. Checking an address in the list displays the route on the map, with the selected address highlighted by an “X” icon.

Address	Route
Contains	Contains
✓ 1003 MAGNOLIA AVE E	TH108
✓ 1003 MAGNOLIA AVE E	TH108
✓ 1004 MAGNOLIA AVE E	TH108
✓ 1009 MAGNOLIA AVE E	TH108
✓ 1012 MAGNOLIA AVE E	TH108
✓ 1013 MAGNOLIA AVE E	TH108
✓ 1016 MAGNOLIA AVE E	TH108
✓ 1017 MAGNOLIA AVE E	TH108
✓ 1020 MAGNOLIA AVE E	TH108
✓ 1021 MAGNOLIA AVE E	TH108
✓ 1028 MAGNOLIA AVE E	TH108
✓ 1029 MAGNOLIA AVE E	TH108
✓ 1032 MAGNOLIA AVE E	TH108
✓ 1033 MAGNOLIA AVE E	TH108

REMINDER !

Remember that the Bin Monitor view provides data for the current day (or, in the case of a historical query, one selected day from the calendar menu). Therefore, searching by street address on two different days will not necessarily return the same results.

Viewing Current Data

Bins are represented on the map by icons of various colors that indicate their status. You can view the colors and their meaning by clicking the **Colors Legend** link in the upper right-hand corner of the Map area.

Container shapes

- Residential route
- Commercial route
- Industrial route

Container colors

Selected route	Assigned vehicle (other routes)
Pending	Confirmed - other route
Confirmed	Matched NCC - other route
Confirmed - matched NCC	Not out - other route
Not out	Exception - other route
Exception	NCC
Missed	
Cancelled	
Completed, Status unknown - contact support	

○ latest serviced assignment ✕ selected address (Bin Monitor)

For more details on assignment status definitions, see [Service Events, Drive-bys and Matched NCCs](#).

Clicking a bin icon on the map displays a pop-up balloon showing information for the assignment.

Clicking on the highlighted **Confirming Vehicle** link within the pop-up balloon directs you to the [Vehicle View](#) screen for that route.

Viewing Historical Data

FleetWeb stores 10 days of servicing data, which you can access via the Bin Monitor view.

To access historical data:

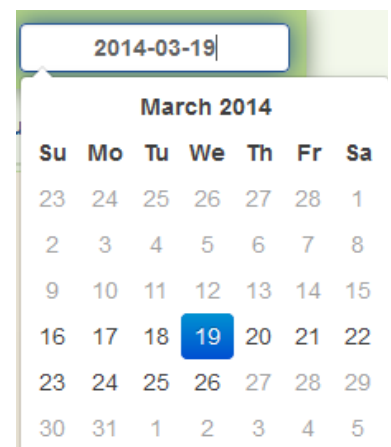
1. First, select a date from the calendar menu located in the header area of the map display.

Dates for which data is available are displayed in **bold face** on the menu; all other dates are grayed out and non-selectable.

Any selections you made previously in the search and filter menus (i.e., **Division, Stop Types, Vehicle, Route#**) and sidebar menu are cleared.

2. You must now specify new search-and-filter criteria. (See [Searching and Filtering](#).)

Once your search has returned results, you can view historical data for the chosen day and perform operations just as you would for current data. See [Viewing Current Data](#).



Showing NCCs

Definition

NCC stands for **Non-Customer Correlated** notification. It indicates a lift/pickup action that the mobile device cannot match to any assignments dispatched to the vehicle. NCCs can be triggered by mobiles reading an RFID tag not corresponding to any assignment, a lift action by the vehicle while there are no active assignments on screen, or a Stop-By-based lift detection.

NCC-s are matched to assignments on the server side through RFID-match or proximity-match where possible.

Like confirmations, NCC-s are important data points for reporting.

The **Show NCCs** check box, located in the right-hand side of the header, enables you to see all Non-Customer-Correlated calls for the selected vehicle.



Three types of NCCs, represented by different bin icons (see [Color Legend](#)), display on the map:

- Confirmed - matched NCC
- Matched NCC - other route
- NCC

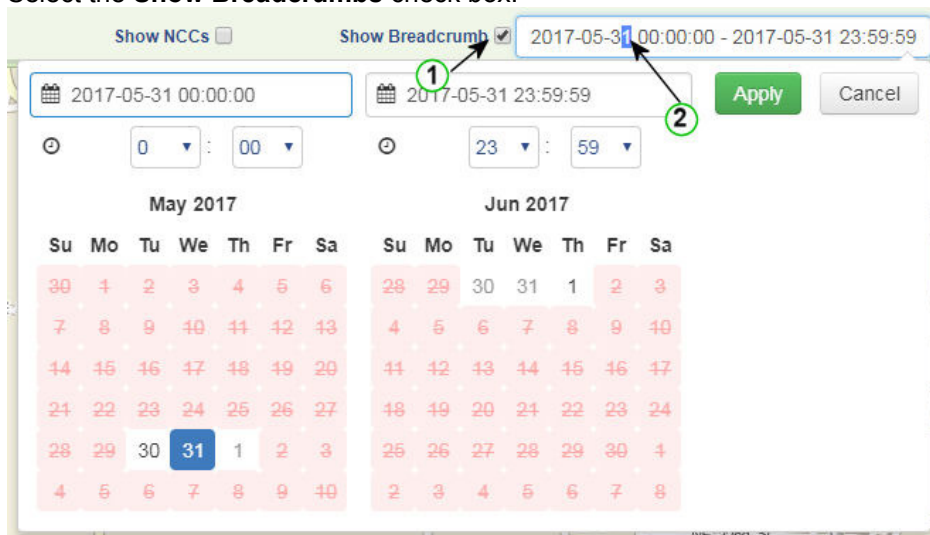


Hovering your mouse pointer over an NCC bin icon displays a time stamp and status of the call.

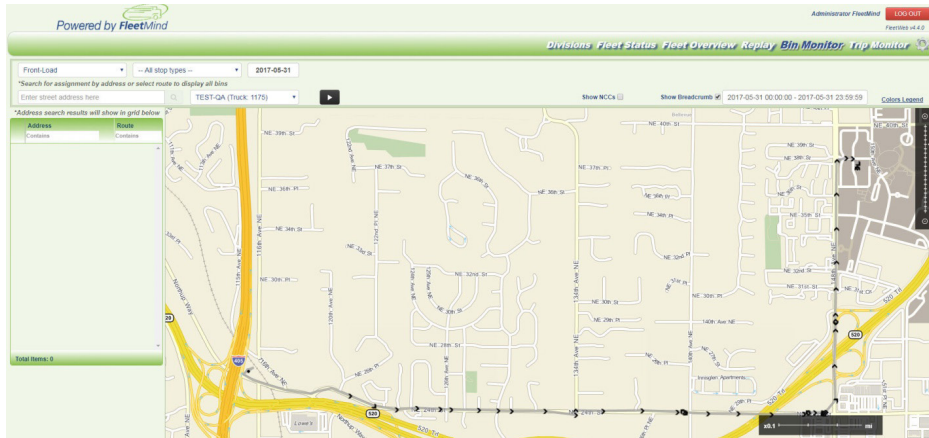
Showing Breadcrumbs

You can select an alternate view that shows the vehicle's trail on the map in the form of breadcrumbs.

1. Select the **Show Breadcrumbs** check box.




By default, the trail for the present day is shown.



- To select a different time/date range, click in the date picker fields to display the calendar menus, and then make your selections.

Creating a Customer Case in the FleetLink Route Management System (RMS)

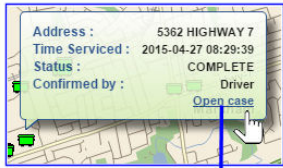
 This is a feature of the Route Management System (available as of FleetWeb release v3.10.4), and may not be applicable to your installation.

If you installation has this option, the URL to the RMS must be specified in the `web.config` file and linking must be enabled at the time of deployment for this feature to be available.

For further details, refer to FleetLink Route Management System documentation.

Clicking on a bin icon on the map displays a pop-up balloon showing information for the assignment, which will include an **Open Case** link.

Selecting this link will open the Route Management System in a separate browser tab, allowing you to create a new Customer Case.



Add Customer Case

Case Information

Case ID:

Customer ID:

Address: Is Multi-family

Container: Route:

Driver: Service Date:

Comments:

Source:

Status:

Service Area:

Case Reason:

Send email:

As html As text

Case Type:

Case Action:

Assigned To:

Description if Reason is 'Other':

Case History

Bin Monitor Only Installations

Bin Monitor Only deployments of FleetWeb are light-duty, streamlined versions of FleetWeb that comprise only the Bin Monitor functionality, i.e., the other menus/views are not provided.

 Parameter values in FleetWeb's `web.config` file determine whether the application is deployed as *Bin Monitor Only*.

In such installations, the Bin Monitor screen features an extra control: *Export Contract Group Data*.

Export Contract Group Data

When configured with specific settings, FleetWeb provides a feature that enables you to provide limited access to your customers, via a dedicated portal, to their data only so that they can perform their own service verification. All data for other contracts is neither displayed nor accessible.

The figures below show the difference—using the same data—between full-access FleetWeb and the limited customer-access view.

Regular FleetWeb View

Divisions Fleet Status Fleet Overview Replay Bin Monitor Trip Monitor

Fairfax - 803 -- All stop types -- 2018-07-05

*Search for assignment by address or select route to display all bins

Enter street address here 4136 (Truck: 803-001354) Show NCCs Show Breadcrumb 2018-07-05 00:00:00 - 2018-07-05 23:59:59 Colors Legend

*Address search results will show in grid below

Address	Route
Contains	Contains

Limited Access FleetWeb View

Export Contract Group Data

Fairfax - 803 -- All stop types -- 2018-07-05

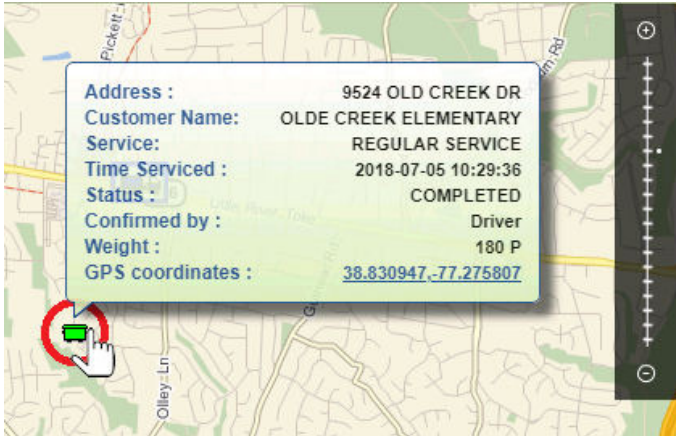
*Search for assignment by address or select route to display all bins

Enter street address here 4136 (Truck: 803-001354) Show NCCs Show Breadcrumb 2018-07-05 00:00:00 - 2018-07-05 23:59:59 Colors Legend

*Address search results will show in grid below

Address	Route
Contains	Contains

As with full-access users, customers can click on their containers and view lift details in a pop-up balloon.



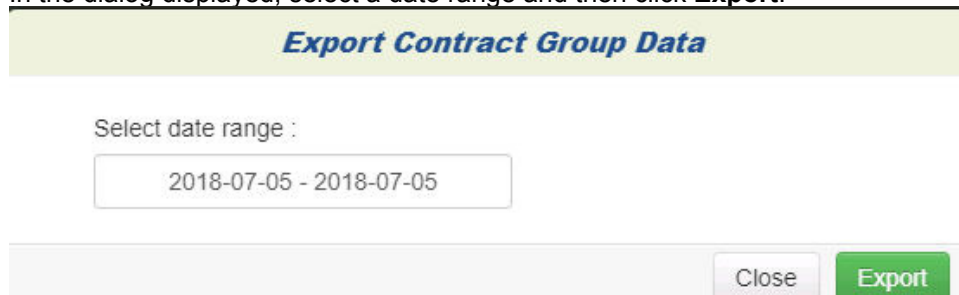
In the header of the page is an **Export Contract Group Data** button



Pressing this button enables you to export the data to a comma-separated-value (CSV) file.

To export the Contract Group Data:

1. Select the **Export Contract Group Data** button.
2. In the dialog displayed, select a date range and then click **Export**.



The data is exported to a CSV file whose filename displays in the downloads area of your browser.

The screenshot shows the Bin Monitor application interface. At the top, there are filters for 'Fairfax - 803', '-- All stop types --', and the date '2018-07-05'. Below these is a search bar with the address '4136 (Truck: 803-001354)' and buttons for 'Show NCCs' and 'Show Breadcrumb'. A map displays the location of the address. A Notepad window is overlaid on the map, showing the following CSV data:

1	Division Name	Route Date	Route Id	Customer Id	Customer Name	Address	Contract Group Id	Service Date	Status	Service Name	Container Size	Unit	Expected Lat/Lon	Confirmed Lat/Lon	Distance (ft)	Confirmation Note	
2	Fairfax - 803	2018-07-02	1136	51246	LANIER MIDDLE SCHOOL	*3801 JERMANTOWN RD , FAIRFAX*	1003	6/30/2018 7:51:19 AM	Missed	REGULAR SERVICE	"	"	"	"	"	"	"
3	Fairfax - 803	2018-07-02	1742	51146	GREAT FALLS ELEMENTAR	*701 WALKER RD , GREAT FALLS*	1003	6/30/2018 7:51:37 AM	Missed	REGULAR SERVICE	"	"	"	"	"	"	"
4	Fairfax - 803	2018-07-02	1742	51369	LANGLEY HIGH	*6520 GEORGETOWN FIRE , MCLEAN*	1003	6/30/2018 7:51:38 AM	Missed	REGULAR SERVICE	"	"	"	"	"	"	"
5	Fairfax - 803	2018-07-02	1742	51145	FRANKLIN SHERMAN ELEM	*6633 BRANNER ST , MC LEAN*	1003	6/30/2018 7:51:38 AM	Missed	REGULAR SERVICE	"	"	"	"	"	"	"
6	Fairfax - 803	2018-07-02	1742	51363	MCLEAN HIGH SCHOOL	*1633 DAVIDSON RD , MCLEAN*	1003	6/30/2018 7:51:38 AM	Missed	REGULAR SERVICE	"	"	"	"	"	"	"
7	Fairfax - 803	2018-07-02	1742	51363	MCLEAN HIGH SCHOOL	*1633 DAVIDSON RD , MCLEAN*	1003	6/30/2018 7:51:38 AM	Missed	REGULAR SERVICE	"	"	"	"	"	"	"

The exported data will comprise everything belonging to the contract group for the specified time range.

The CSV file can be viewed using a text editor such as Notepad or a spreadsheet application like Excel.

⚠️ Only assignments with municipal contract matching pre-configured values will be exported.

This option is available for “Bin Monitor only “ deployments, and is restricted to municipal contracts.

Trip Monitor Menu

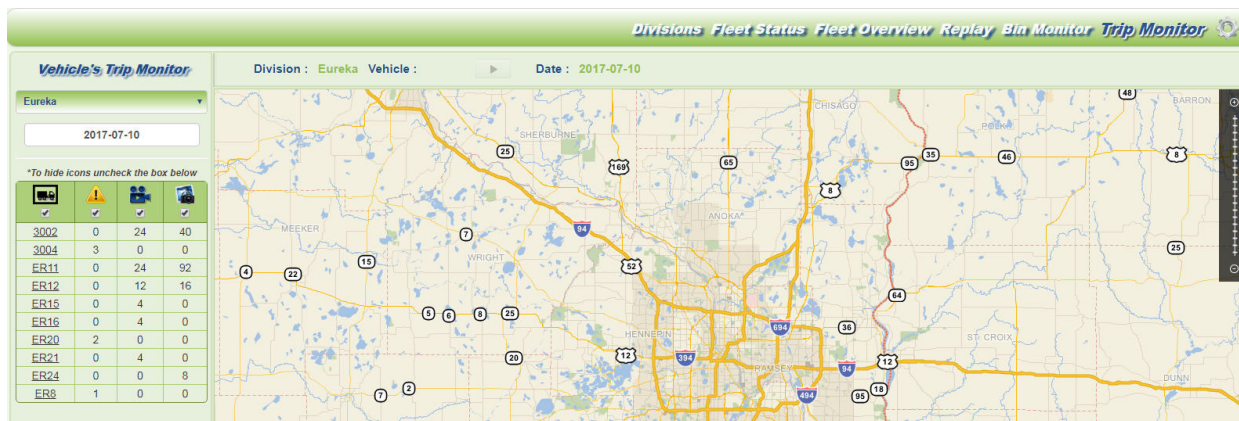
The Trip Monitor View displays a list of vehicles that have reported incidents, and/or have manually recorded videos or taken photos.

Two views are provided:

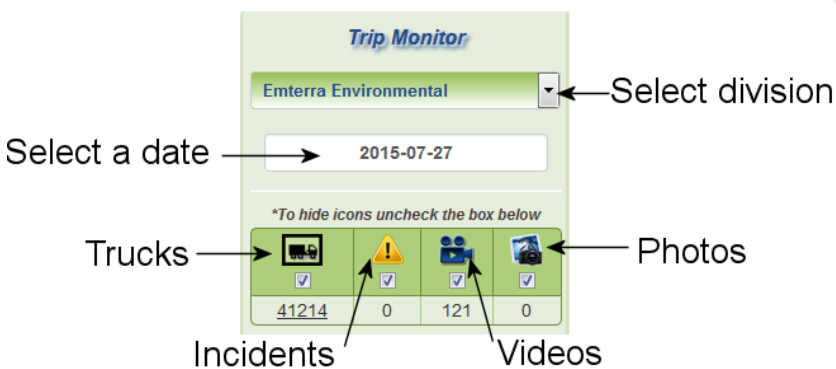
- [Media Events](#), for individual vehicles
- [Fleet Trails](#), showing multiple routes (assignments) or vehicle breadcrumbs



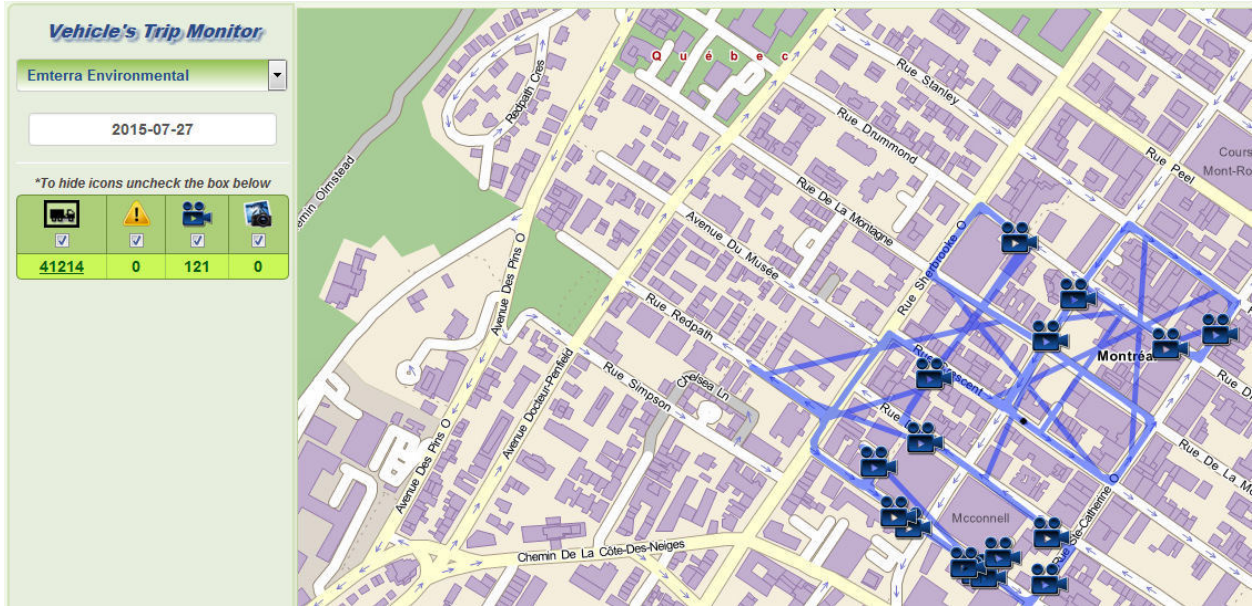
Media Events



On initial load, if division is selected, a table of vehicles that have reported incidents, have manually recorded videos or photos on the current day displays in the sidebar.




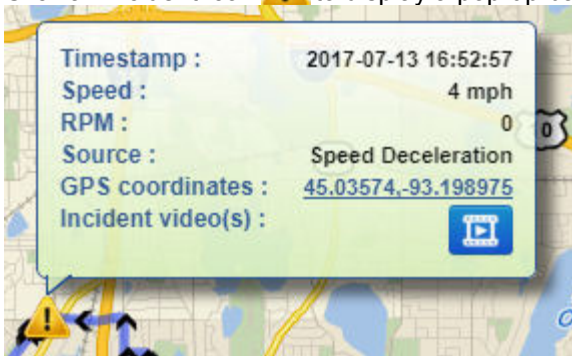
- The count of each event/activity is displayed for every vehicle.
- The table header contains check boxes that can be used to show/hide information on the map.
- Changing the date using the calendar menu retrieves a new list of vehicles for the selected day.
- Clicking on a vehicle name will show a breadcrumbs trail with direction arrows on the map as well as icons for each event. Video and photo icons can be dragged to expose icons that may be hidden underneath.




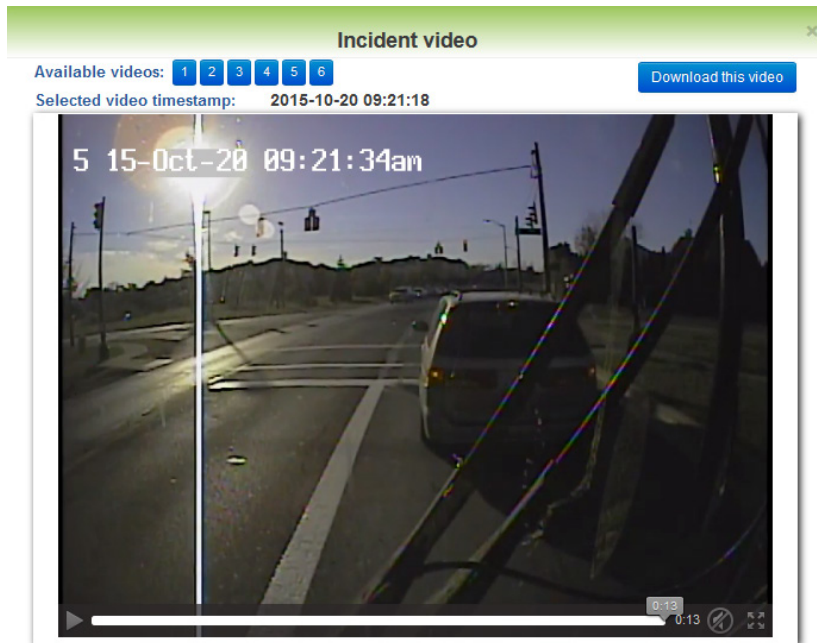
When consecutive events are recorded within very close proximity to each other, the map may display “stacked” icons. Video and photo icons can be dragged to expose and access icons that may be hidden below.

Incidents

1. Click an incident icon  to display a pop-up balloon with details.

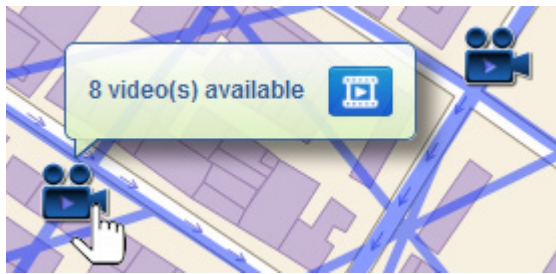



2. Click the film strip icon  within the pop-up balloon to display a new window listing available videos.
3. Select an available video.



Manually Recorded Videos

1. Click a video camera icon  to display a pop-up balloon with details.

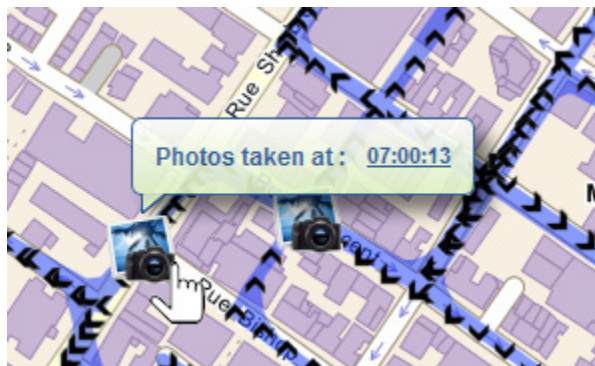



2. Click the film strip icon  within the pop-up balloon to display a new window listing available videos.
3. Select an available video.



Photos

1. Click a camera icon  to display a pop-up balloon with details.



2. Click the film strip icon  within the pop-up balloon to display a new window listing available photos.
3. Select an available photo.



Use the **Previous** and **Next** buttons   to navigate among the available photographs.

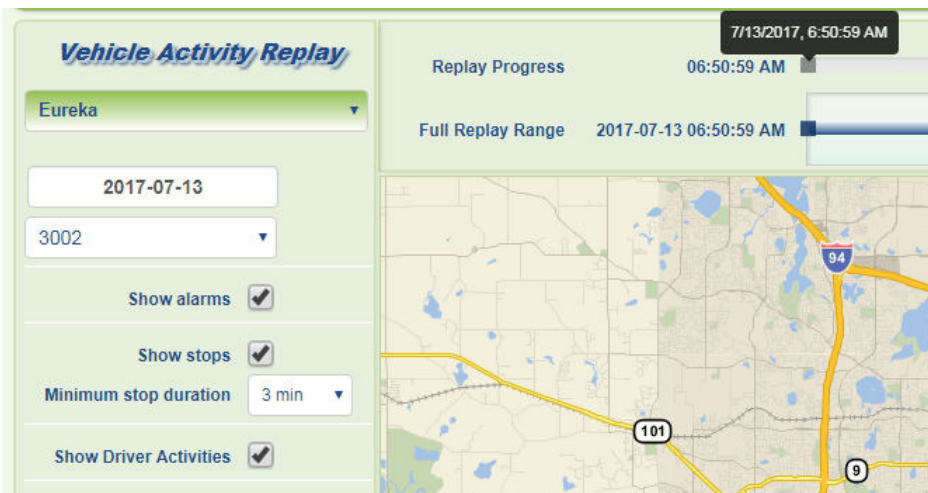
Replay

You can replay the vehicle's activity from the Trip Monitor screen.

- Select the replay button adjacent to the vehicle ID in the header.

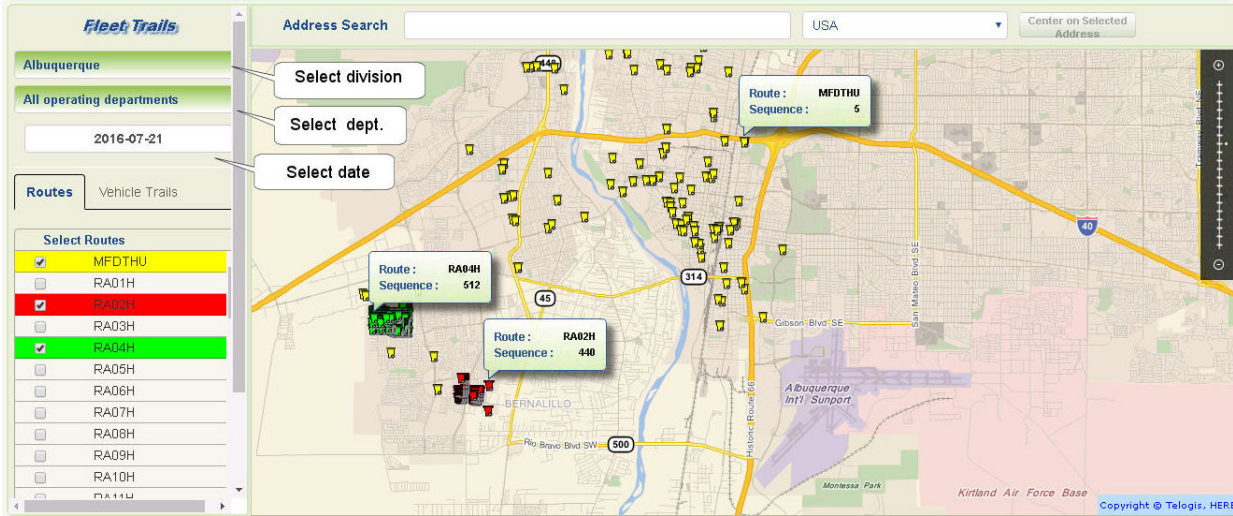


You are redirected to the Vehicle Activity Replay screen.



Fleet Trails

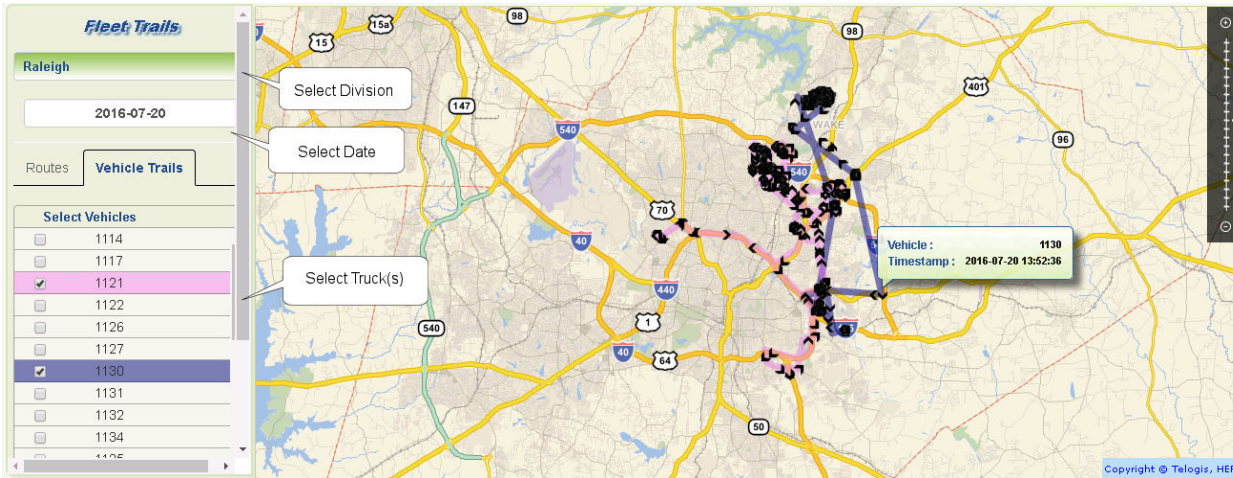
The Fleet Trails menu option displays a tabbed interface that enables you to choose between showing multiple routes (assignments) or vehicle breadcrumbs.



Fleet Trails - Routes Tab Selected

Each route or breadcrumb trail will have a different color indicated in the selection table. There are 10 predefined colors that are reused if selection is more than 10 (thus, routes 1 and 11 will have same color). Assignments are represented by bin icons, with balloons showing route and sequence only.

Vehicle Trails have direction arrows with balloons showing vehicle name and time stamp.




Fleet Trails - Vehicle Trails Tab Selected

Filtering Operating Departments

The Operating Department Filter menu enables you to choose an operating department from the list and limit routes available for display to those in the selected department.

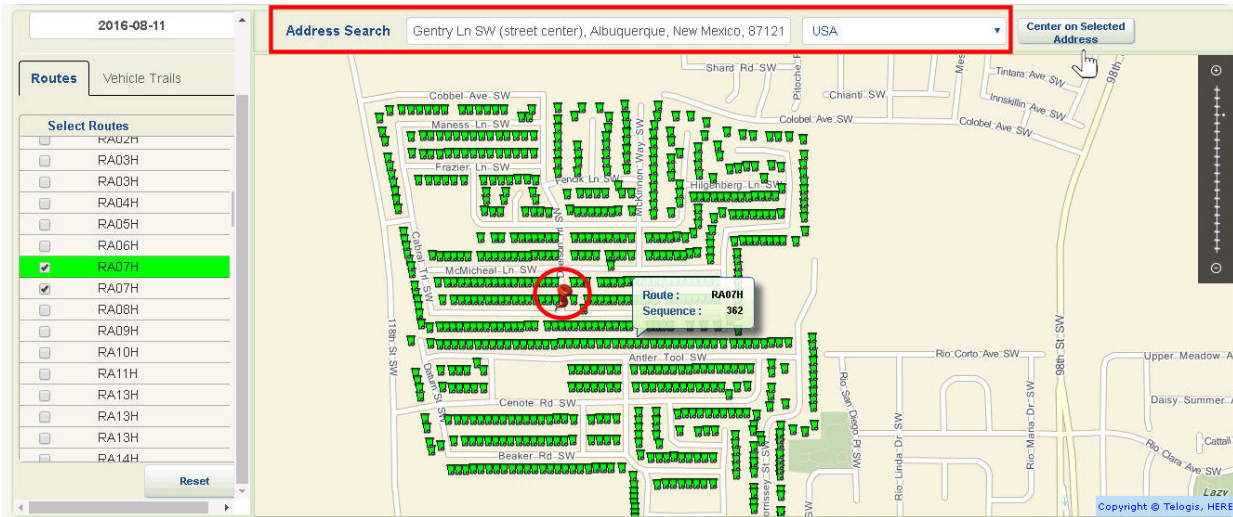


 This menu is a configurable option which must be enabled in FleetWeb's web.config file, and may not be applicable to your installation. For the feature to be available, the FleetLink Route Management System (RMS) must also be installed.


Address Search

Typing the street address into this field auto-populates the drop-down list with suggestions. Selecting an address will put a pushpin on the map and center the map on its location, enabling you to easily find the closest vehicle or route to that location

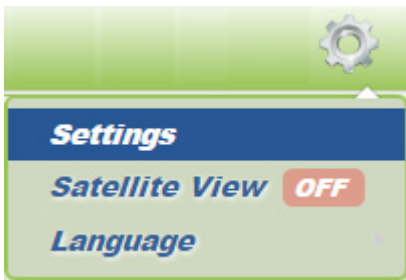
The **Center on Selected Address** button re-centers on the selected address if the map was panned elsewhere.



Settings and Language Preferences

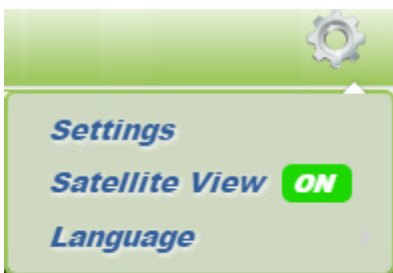
Settings and Language Preferences are accessible via the “gear” icon  on the right-hand side of the menu bar.

Settings

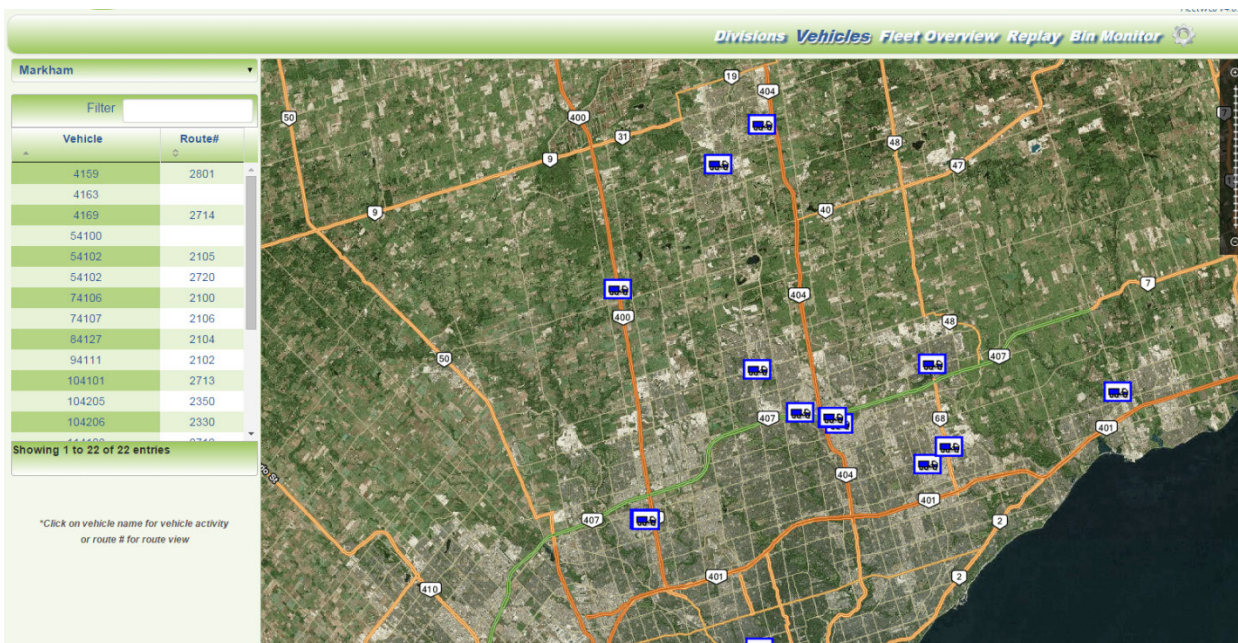


The **Settings** menu option enables you to configure FleetWeb’s application settings.

Satellite View




The **Satellite View** menu option enables you to switch between map view and aerial view for all maps.



Language



The Language menu option enables you to choose the language used on the FleetWeb user interface.

 The default language for the FleetWeb user interface is English. Other languages may be configured by the Fleet-Mind Deployment Team according to your specific requirements.

Service Events, Drive-bys and Matched NCCs

The terms *Service Event*, *Drive-By*, and *Matched NCC* are important concepts that are used frequently in FleetMind platform's reporting products.

They serve as basis for a number of reports reflecting the productivity of various routes.

Service Event

The following occurrences are counted as **Service Events**:

- Positive Confirmations (with Activity Code being first in sequence activity codes in the master list).
- Confirmations with Exceptions where CompetitionStatus = Y, except those with Activity Code being second in the sequence of codes in the master list (e.g., Not Out)
- Matched NCCs.

Service events reflect the number of lifts, not just the assignments.

So a multi-lift assignment with 3 lifts should be counted as 3 service events.

If for the same assignment lift there exist multiple confirmations or a mix of confirmations and matched NCCs, all these count as only one service event and are reported as such.

Drive-By

The following occurrences are counted as **Drive-Bys**:

- Positive Confirmations (with Activity Code being first in sequence activity codes in the master list)
- Confirmations with Exceptions where CompetitionStatus = Y, including those with Activity Code being second in the sequence of codes in the master list (e.g., Not Out)
- Matched NCCs
- DrivenByNotOut progress notifications


Drive-Bys reflect the number of lifts, not just the assignments.

Thus, a confirmed multi-lift assignment with 3 lifts should be counted as 3 drive-bys.

If for the same assignment lift there exist multiple confirmations or a mix of confirmations, matched NCC and DrivenBy-NotOut PRN, all these count as only one service event and are reported as such.

Intelligent Assignment Confirmation - Matching NCCs Explained

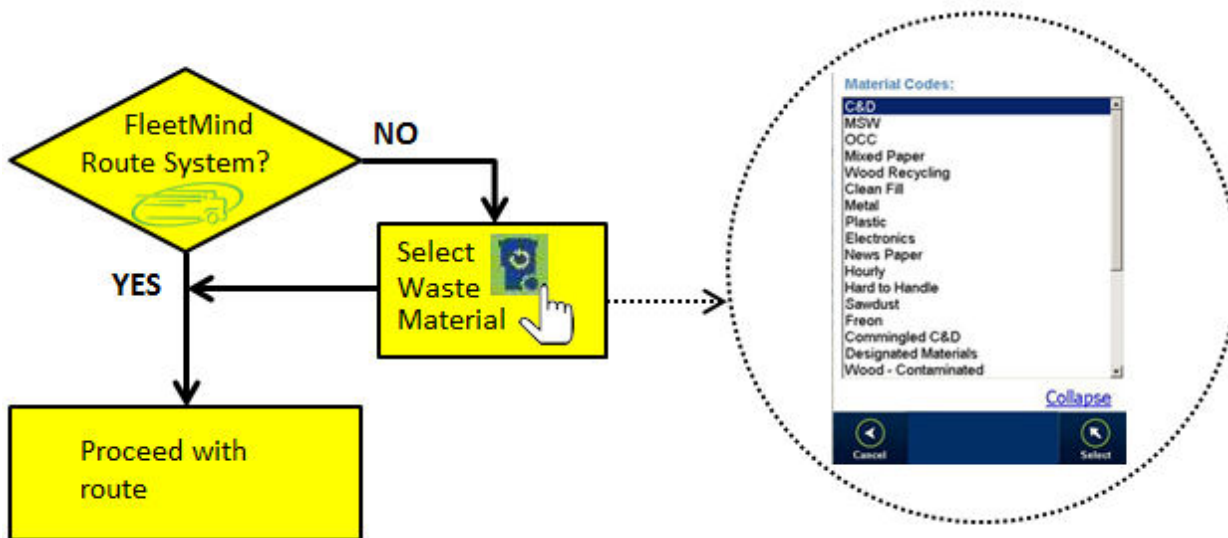
In addition to assignment confirmation by RFID and by Proximity, FleetLink Mobile is capable of intelligent call confirmation through its matching NCC (Non Customer-Correlated Call) features. Regardless of whether you are using the FleetLink Route Management System (RMS) or a third-party routing application, FleetLink can match NCCs for purposes of call confirmation.

 For all NCC matching described here, the maximum distance between expected and actual lift coordinates is 50 meters.

Mobile Side

When the FleetLink Route Management System (RMS) is integrated as part of your solution, there is automatically a mapping between the routes and the type of waste material associated with those routes, facilitating the collection and reporting of meaningful data, as well as subsequent NCC matching. When other (third-party) route management systems are employed, this mapping is absent, hence the information is not evident to FleetMind software.

For cases where the Fleetlink RMS is not integrated, WasteApp provides a mechanism on the Mobile side to capture the material information via manual entry by the driver—the **Select Material** button. 



The driver can make a waste material selection at any time, and *must* do so whenever selecting a new route. In addition, the feature can be configured to force the driver to make a selection before he can continue interaction with the Mobile.

Server Side

For FleetLink RMS-integrated Systems

The route and its permitted materials are known and are used during NCC matching to ensure that NCCs are not matched using material that is not allowed for that route.

For Other Route Systems

The route and the material allowed for that route must be known. In the event that an assignment for an unknown route is encountered, a default material is used for NCC.

NCC Matching rules

The following rules are processed **in the specified order**.
An NCC is matched if:

1. The NCC matches a stop on the vehicle's **currently selected route**.
2. The NCC matches a stop on **any route assigned to the vehicle** AND the **material** assigned to that route matches the material currently selected by the driver.

3. The NCC matches a stop on **any route in the vehicle's division** AND the **material** assigned to that route matches the material currently selected by the driver
4. The NCC matches a stop on **any route assigned to the vehicle** (regardless of material).
5. The NCC matches a stop on **any route in the vehicle's division** (regardless of material).

If all of these rules fail, then the NCC remains unmatched.