FleetLink Mobile

Driver Training Guide

Contents

Introduction

This document is intended for drivers, supervisors and route dispatch staff. It covers the elements of the FleetLink Mobile software application (WasteApp) and explains how the drivers should use it during their normal work days to execute their standard operating processes. Courses reflect the line of business for each driver so that they learn only the elements that are particular to their needs.

Quick Reference Cards are provided for ongoing reference in addition to this training guide.

Curriculum

The FleetLink Mobile Driver Training course covers the following workflows.

- General information about the FleetLink mobile unit
- How to log in each day
- How to complete the pre- and post-trip inspections
- How to use driving directions
- How to service route assignments
- How to record a disposal activity
- How to record non-productive activities
- How to switch between routes
- How to log out at end of day

Getting acquainted with your mobile unit

All driver interaction with the FleetLink Mobile system is done via an in-cab mobile unit that is connected to the FleetMind server. Let's review the features and functions of the mobile unit

Touch screen display

Touch screen display components:

A, **B**. Speakers

C. Hot keys

NOTE: Keys 1 through 3 are configurable; key 4 is for snapshots, key 5 is for videos.

D. Light sensor

The driver has the capability to manually select the brightness level of the display using the control button in the status bar.

NOTE: Use only fingers or stylus   ⓘ

- Use only your fingers or a touch-screen stylus pen.
- Never use sharp instruments such as a screwdriver or ball-point pen.
- Touch the screen only ONCE to perform an action; tapping repeatedly or too forcefully is not required.

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Adjusting the viewing angle

Your flat screen is attached to its mounting pedestal using a ball-and-socket swivel joint. To adjust the viewing angle:

1. Loosen the locking knob on the pedestal.

2. Adjust the screen to desired viewing angle.

3. Tighten the set screw to lock the screen in place. Do not over-tighten.

NOTE: Damage prevention   ⓘ

To prevent unnecessary wear or damage to the equipment, never grasp the screen and force it into position without first loosening the locking knob.
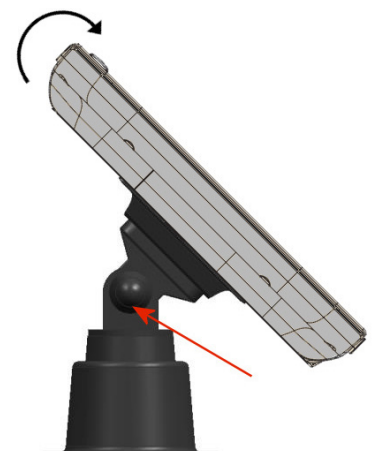
Starting up

WasteApp loads automatically when battery power is available, i.e., when kill switch is disengaged.
It takes approximately two minutes for the application to load before it is ready for use.

Status bar controls

1. Screen brightness

2. Mute notifications

3. Route ID

4. Percentage of route remaining

5. System status button

6. Select material button

7. Truck ID

8. Screen lock

9. Weight

10. System date/time

11. Configuration shortcut

1 Screen Brightness Auto mode

Brightness level 1

Brightness level 2

Screen dimmed.

2 *

Muted

Not muted

*For alarms and notifications

5 ✔ = OK.

⚠ = One or more problems.

🚫 = Disabled in configuration

11 Configuration

Vehicle Info
Gross Unladen Weight 59525 lb   Length 35 ft
Gross Weight Rating 66139 lb   Height 10 ft
Max Load 4409 lb   Width 8 ft

Language:
English

Volume:
- +

Microphone: ☐ Enable
- +

Video:
Default Reverse Mode Video: Backup

Language selection

The language options are offered via the driver-accessible configuration menu.

1. Tap the configuration icon ⚙.
   The **Configuration** panel is displayed.

2. In the **Language** pull-down menu tap a language you want to select.

3. Tap **Save**.
   Captioning of the user interface changes to the selected language.
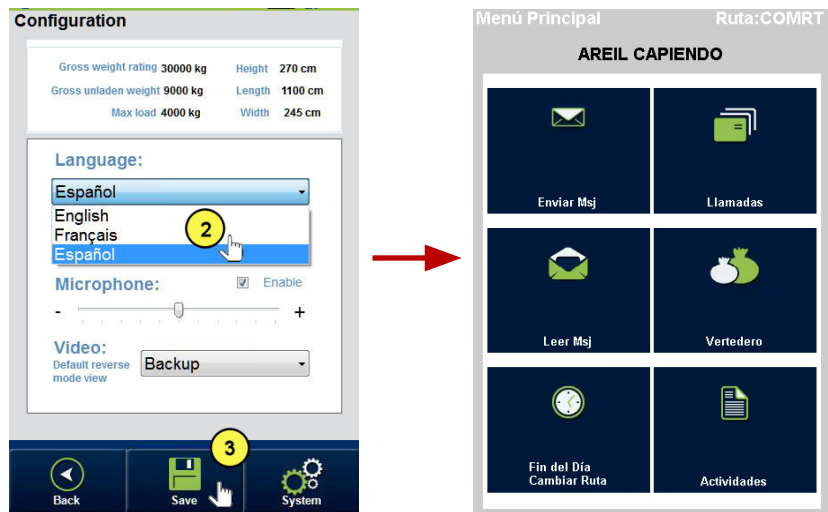
System status

To view the system status, tap the system status button (, , or) in the status bar. The **Vehicle Status** window that is displayed contains status panes with system information.
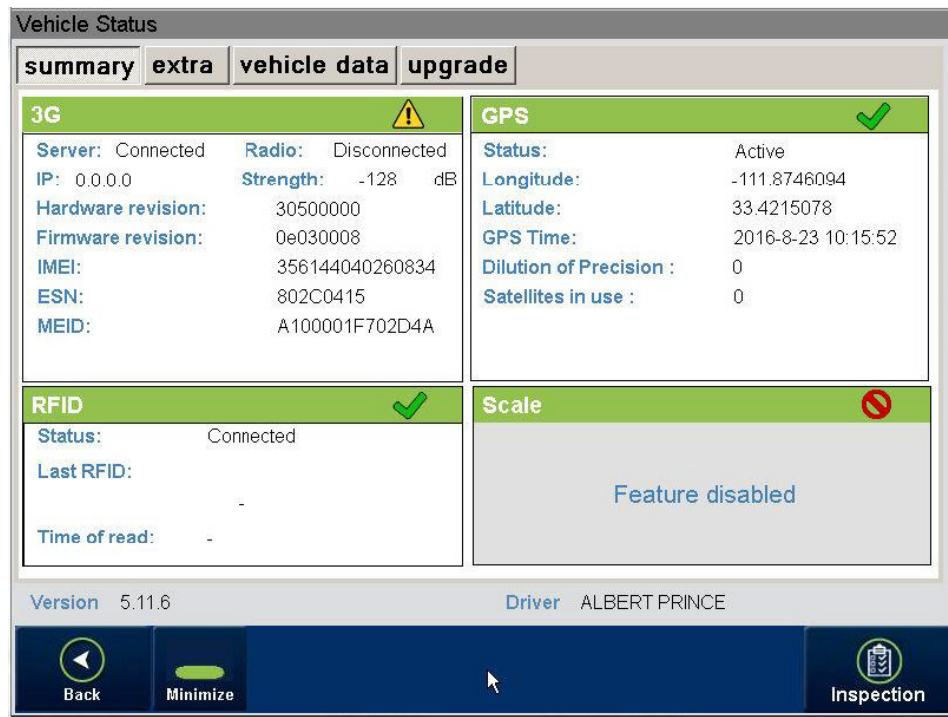
IMPORTANT! 3G not connected ⓘ

If 3G is not connected (⚠ icon indicates that there is no communication with the server), you will not receive any routes or assignments. Contact the office immediately for instructions.

Camera options

WasteApp provides the ability to capture still images as well as video footage. Video recording can be defined with a recording buffer of up to 15 seconds.
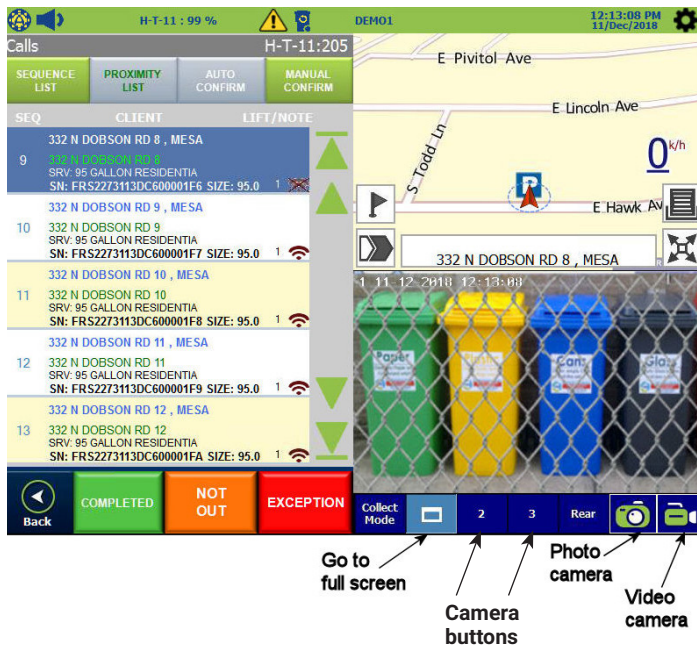
To capture a still image or a video:

1. Select the appropriate camera for the scene of interest by tapping one of the camera buttons at the bottom of the screen.

2. To capture an image, tap the camera button 📷 at the bottom of the screen. The camera you selected takes a snapshot.

    -OR-

    To capture a video, tap the video button 🎥 at the bottom of the screen. The camera you selected records a video.

> **NOTE:** ℹ️
>
> The driver cannot stop the recording manually by pressing the video button again.

Logging in and selecting a route

At the start of each day you must log in to the mobile unit and select the route you were assigned. To do so:

1. On the main screen in the **Logon** pane tap your name in the **Name** list to select it, and then tap **Logon.** The **Route list** panel is displayed.
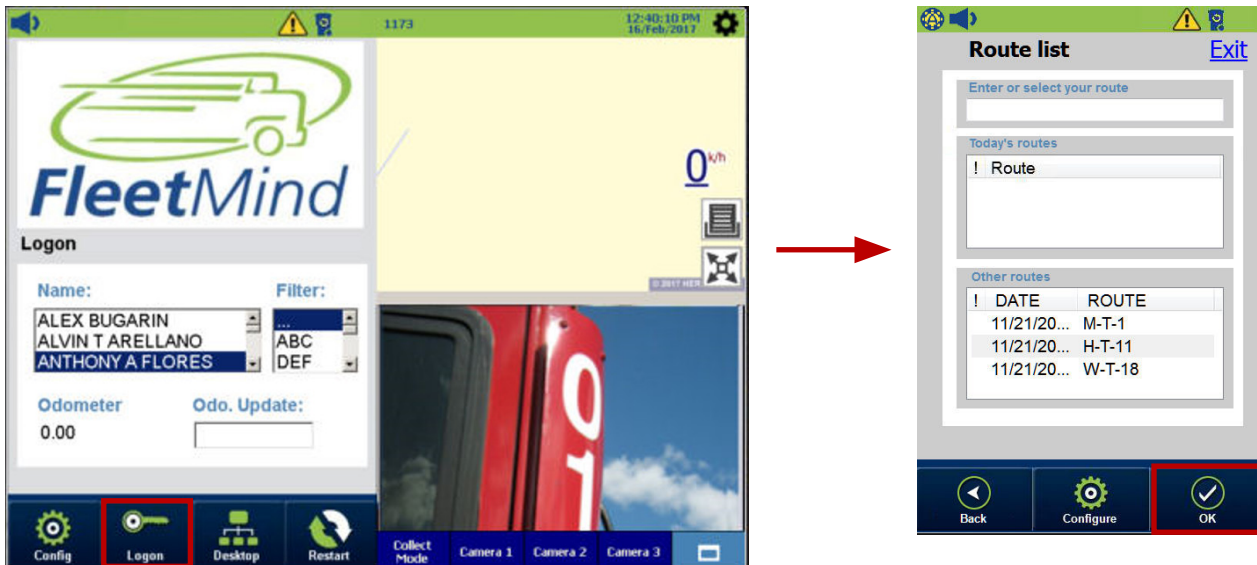
2. Under **Today's routes** tap a route to select it, and then tap **OK**. The main menu is displayed. From this menu you can select various operations to perform during your shift.
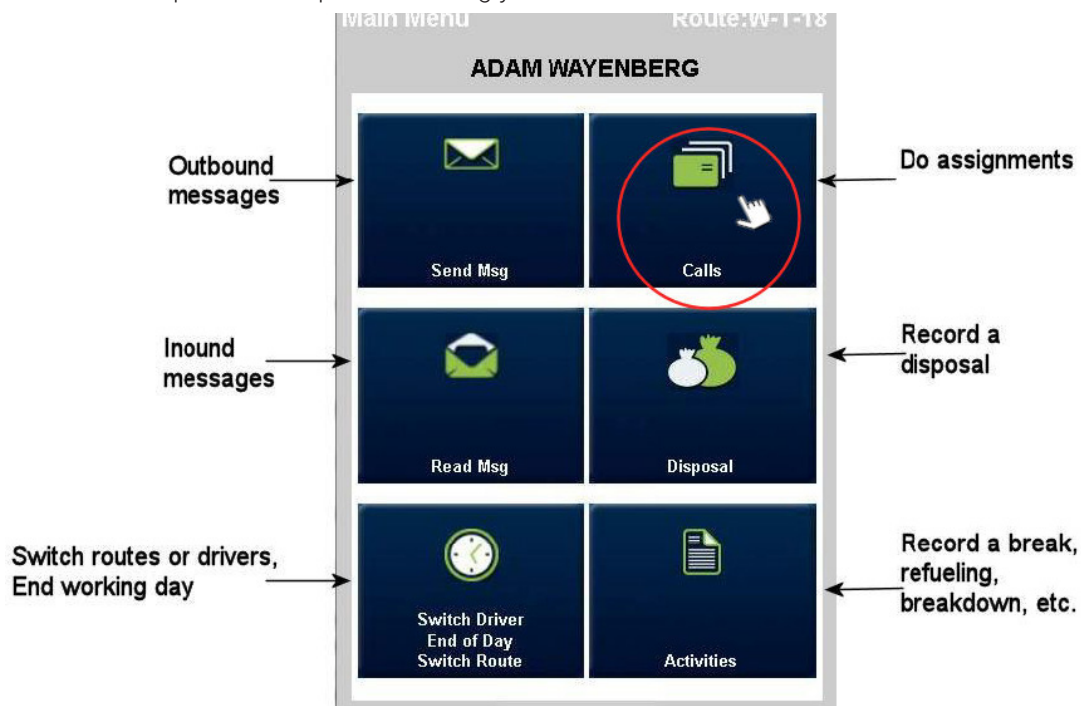
3. Tap the **Calls** button to start servicing the assignments. The list of stops on the selected route is displayed on the left-hand side of the screen.

Logging in driver helpers

After you have logged in and selected a route, you can log in your helpers if you have any on that day.
To do so, perform the following steps:

1. Tap the **Team Member** button in the main menu. The **Driver Helper Logon** pane is displayed.
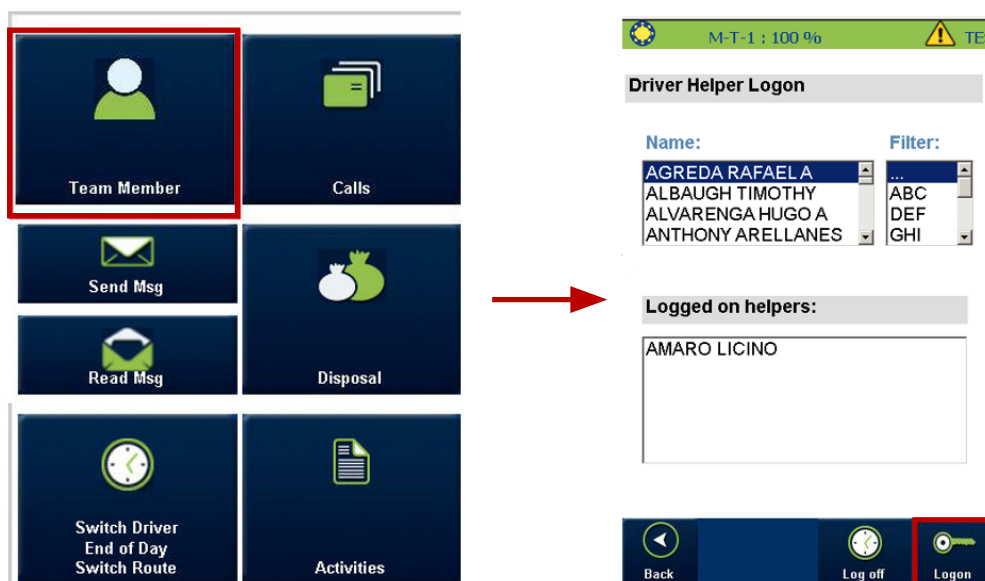
2. Tap the name of the helper to select it, and then tap **Logon**. The helper is logged in to the system.

Entering routes manually

If there are no routes on your list, you may have to add a route manually.
To do so, perform the following steps:

1. Tap inside the **Enter or Select your Route** field to display the virtual keyboard.
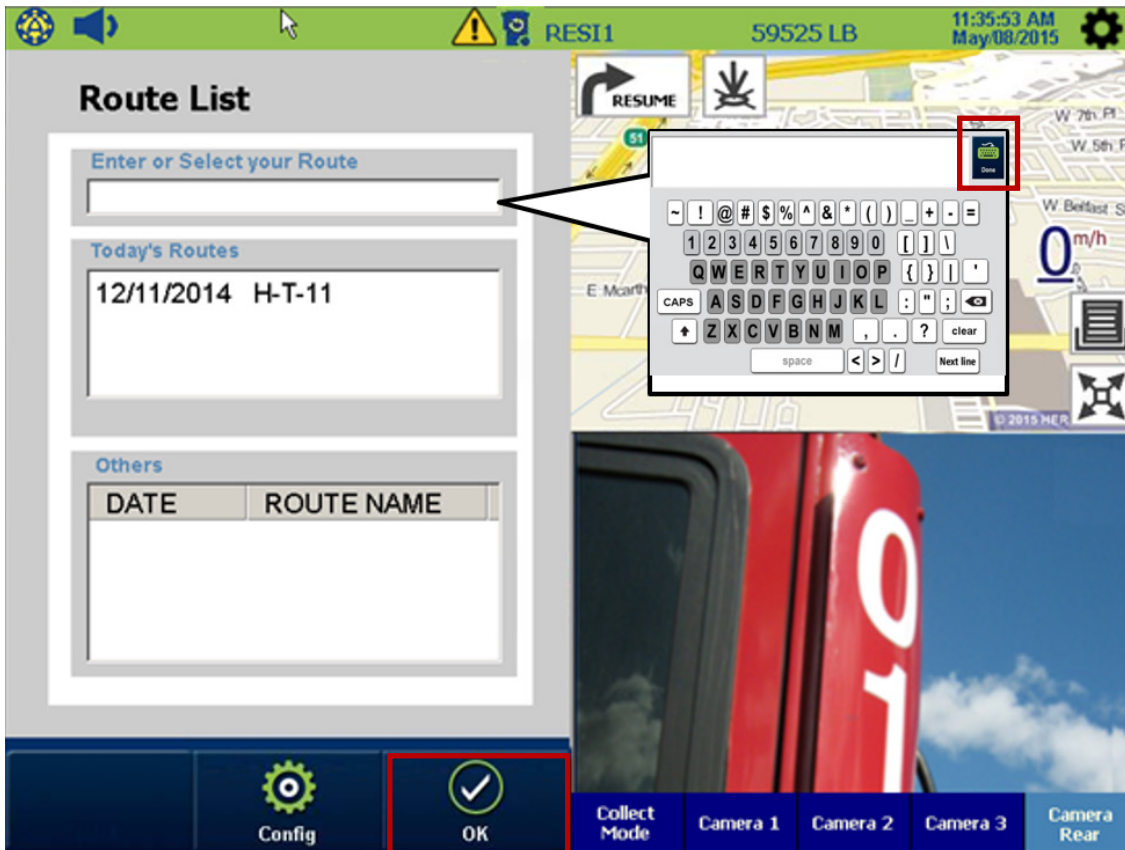
2. Enter the name of your route, and then tap the **Done** button above the keyboard to return to the **Route List** view.

3. Press the **OK** button when done. Once the route stops are received by the computer it will automatically populate the call list. Tap the **Calls** button in the main menu to start servicing the assignments.

Reviewing assignment notes

If an assignment has an associated note, it is automatically displayed every time the assignment is selected. Once you tap the **OK** button, the note is dismissed by the application and is no longer displayed.

The following three kinds of color-coded notes are supported:

- White - for regular priority messages.
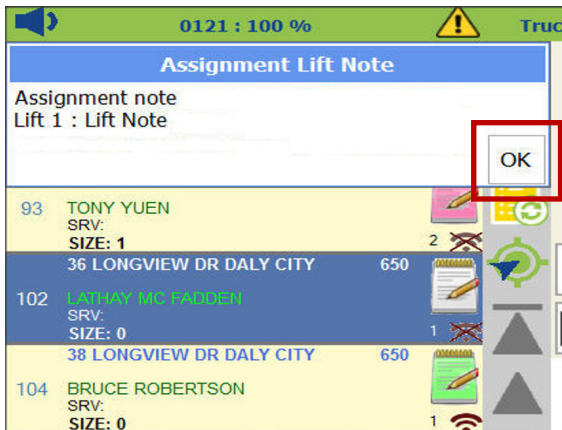
- Green - for medium priority messages. May be used for indicating customers with special needs.
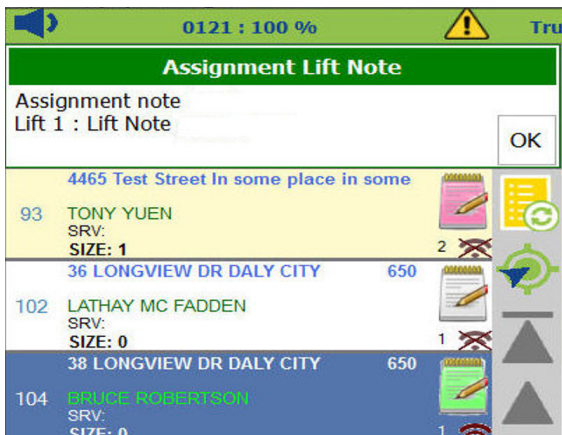
- Red - for high priority messages. May be used for problematic customers.

Completing a pre-trip inspection

Before leaving the yard to drive your route, it is extremely important to verify that all FleetLink Mobile systems are up and running. Additionally, if required, you may have to complete a pre-trip inspection before starting your daily assignments. The inspection includes a series of checks to ensure that your vehicle is ready for the day of work ahead.

To get your vehicle ready, perform the following steps:

1. Tap the system status button (, , or) on the status bar at the top of your screen to verify the FleetLink system readiness. The **Vehicle status** screen is displayed. Items marked with icon may require attention from your supervisor. Follow the process established at your organization to resolve them.
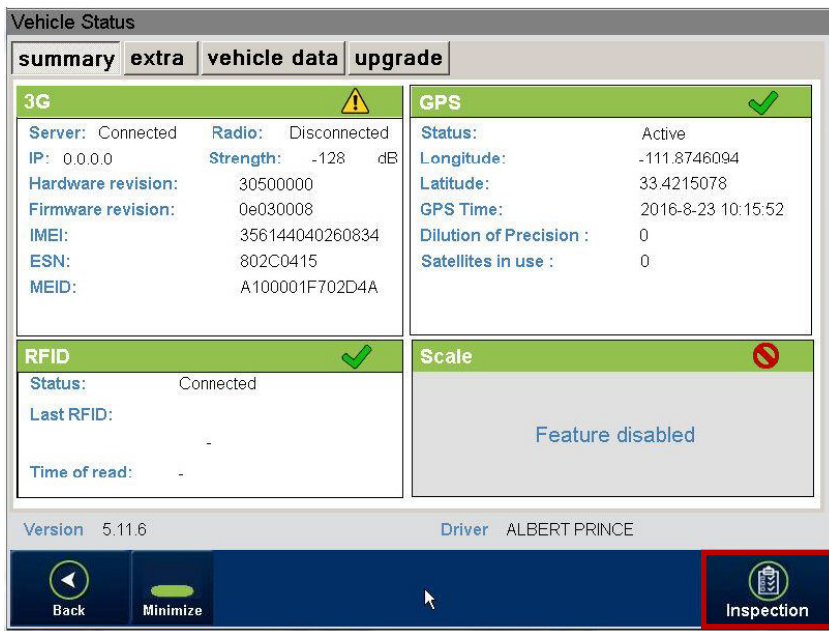
2. Tap the **Inspection** button. The **Inspection management** panel is displayed.
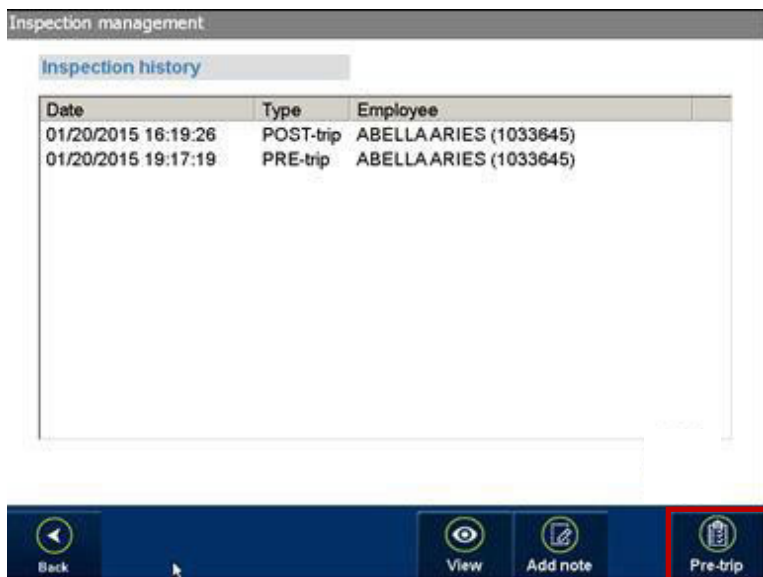
3. Tap the **Pre-trip** button at the bottom of the panel. The **New pre-trip inspection** panel is displayed.
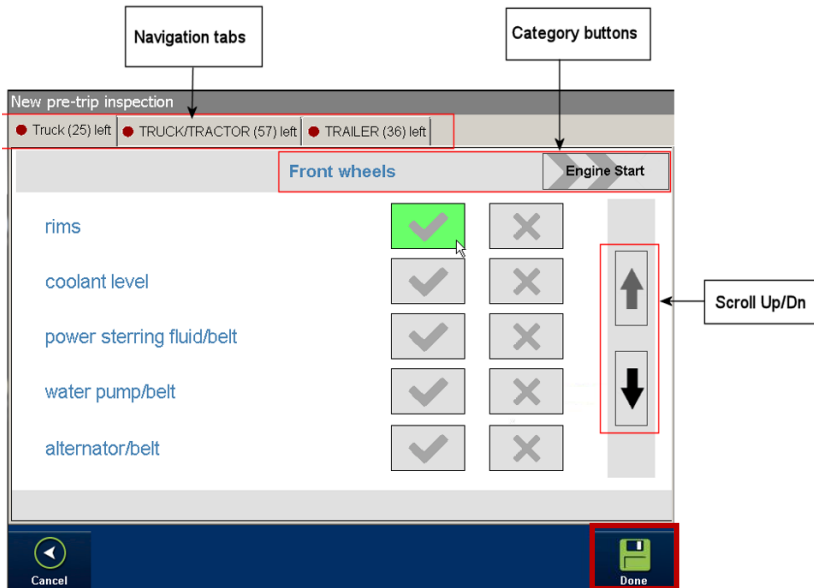
4. Use tabs, category buttons, and scrolling controls to navigate, and then select pass or fail for each list item.

5. Tap **Done** when finished. The signature panel is displayed.

6. Sign in the **Signature** box using your finger, fingernail, or stylus, and then tap **Complete**. Your pre-trip inspection report is created and becomes available in the **Inspection management** panel.

Viewing and annotating inspection reports

To view and annotate an inspection report, perform the following steps:

1. Navigate to the **Inspection management** panel and tap the report you want to view, and then tap the **View** button. The selected inspection report is displayed. Use controls for easier viewing.
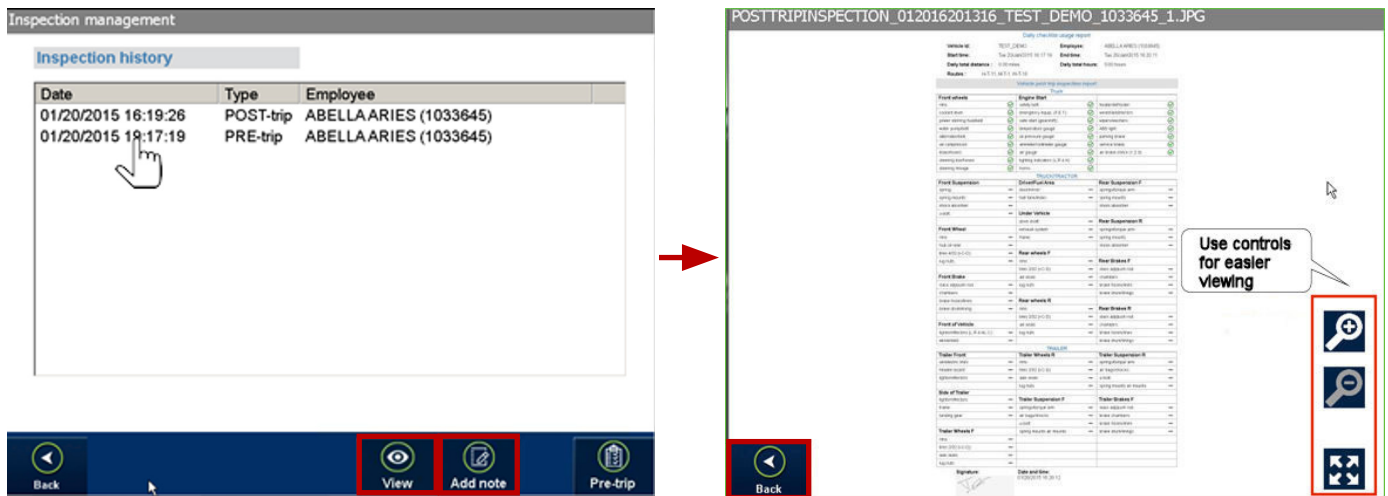
2. If you need to add notes to the report, tap the **Back** button to return to the **Inspection management** panel, select the report you need, and then tap the **Add notes** button. The **Add note** panel is displayed.
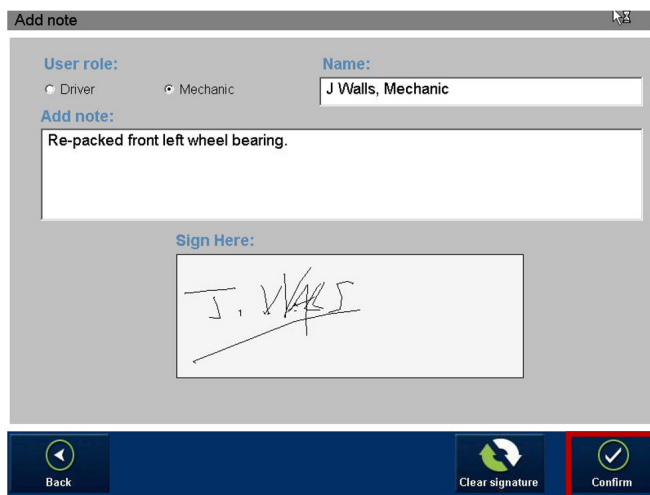
3. Tap either the **Driver** or **Mechanic** radio button to select your role, and then enter your name in the **Name** box, your comments in the **Add note** box, your signature in the **Sign Here** box, and then tap **Confirm**. The notes and your signature are added to the report.

Trailer Wheels R		brake drum/linings:	—	
rims:	—			
tires 2/32 (I-C-D):	—	**Trailer Brakes R**		
axle seals:	—	slack adj/push rod:	—	
lug nuts:	—	brake chambers:	—	
		brake hoses/lines:	—	
		brake drum/linings:	—	

Signature:

Date and time:
11/27/2015 13:59:10

Note by J Walls, Mechanic (Mechanic):	Signature (Fri 27/Nov/2015 16:08):
Re-packed front left wheel bearing.	J. WALS

Navigating routes

Your mobile unit can generate driving directions to make your work day more efficient.

About driving directions modes

Driving directions are available in two different modes: sequence and proximity.

- **Sequence** mode: assignments are sorted according to a defined sequence, for example, odd and even civic numbers.
    - SMART Assignment List Repositioning Mode (a feature available in Sequence mode), in which the assignment list "follows" the vehicle's position.
- **Proximity** mode: assignments are sorted according to linear distance (GPS coordinates).

To generate driving directions, perform the following steps:

1. Select a route and open the list of stops (see steps **1** through **4** of *Logging in and selecting a route*).

2. Select the driving directions mode by tapping either the **SEQUENCE LIST** or **PROXIMITY LIST** button above the list of stops.

3. Tap the driving directions button in the lower-left corner of the navigation pane. The application begins calculating and displaying directions in the navigation pane.

4. Select the full screen option for better visibility. The navigation pane fills the entire screen.
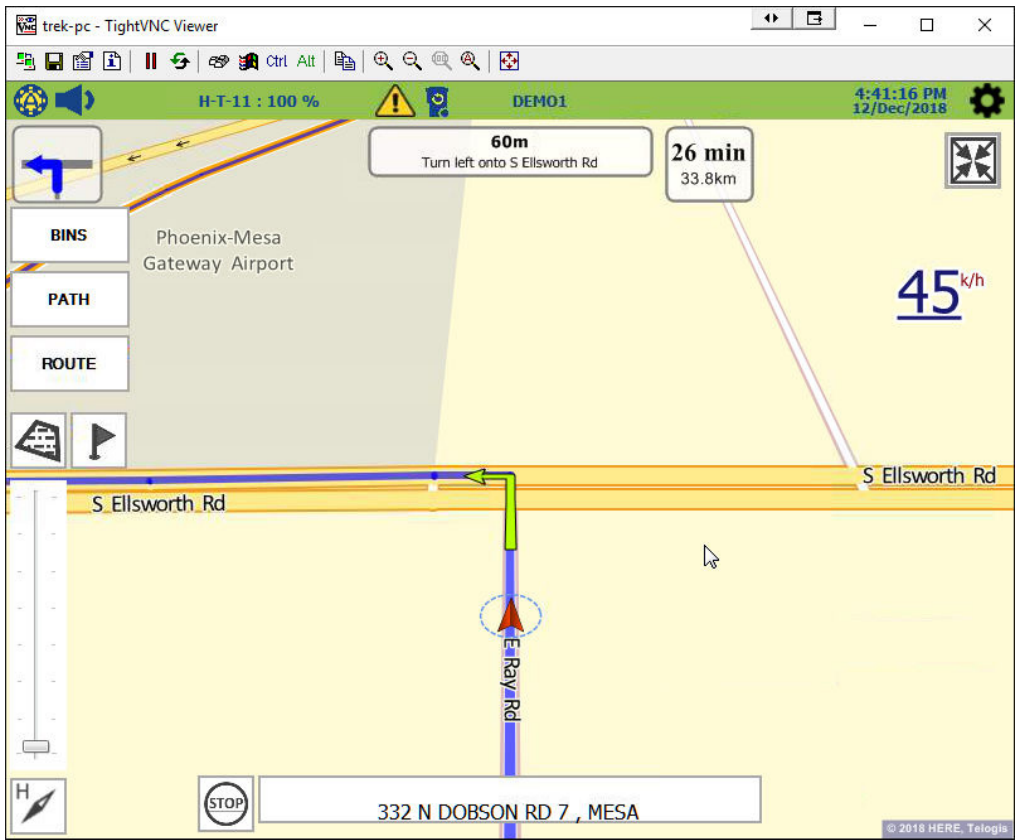
Servicing route assignments

Once you start working your route, you are required to confirm each of your assigned calls.

About assignment confirmation modes

There are two confirmation modes available in your application: automatic and manual.

- **Automatic**: In this mode, service is logged automatically and all pertinent data is recorded immediately, at the customer's location—not later in the driver's shift when memory and hastiness may have an adverse effect on data integrity.

- **Manual**: In this mode, drivers must manually confirm each call. In order to maintain data integrity, the driver MUST confirm calls at the client's location.

> **IMPORTANT!** Automatic mode is recommended   ⓘ
>
> We highly recommend that the automatic confirmation mode is used at all times.

Confirming calls automatically

To use automatic mode for confirming service calls, perform the following steps:

1. Select a route and open the list of stops (see steps **1** through **4** of *Logging in and selecting a route*).

2. Tap the **AUTOMATIC CONFIRM** button above the list of stops.
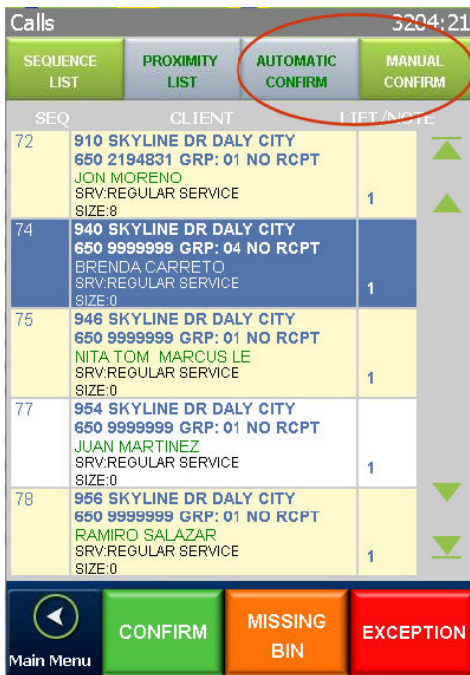
The system is ready for automatic call confirmation.

Confirming calls manually

In some situations calls may have to be confirmed manually.

To use manual mode for confirming service calls, perform the following steps:

1. Select a route and open the list of stops (see steps **1** through **4** of *Logging in and selecting a route*).

2. Tap the **MANUAL CONFIRM** button above the list of stops.

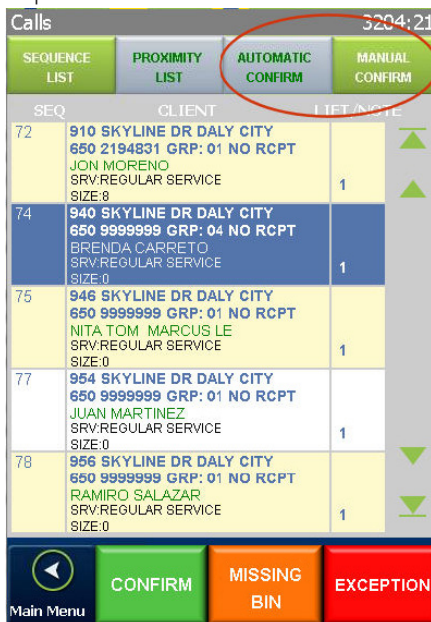The system is ready for manual call confirmation.

Confirming a call

*   To confirm a call highlighted in the list of calls, tap the **CONFIRM** action button below the list. The call is confirmed as completed and is removed immediately from the call list.
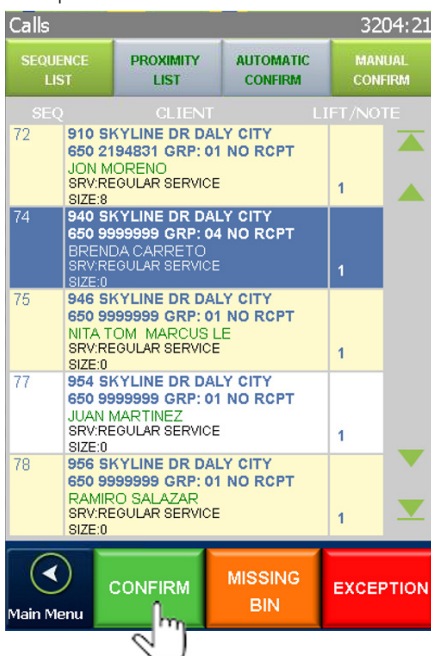
Recording exceptions

There will be situations when an exception has to be recorded, for example, when a customer has not placed their garbage cart at the curb, or when there are extra carts or bags that need to be picked up.

> **NOTE:** Recording an exception in automatic mode ⓘ
>
> When the angle/proximity switch is engaged and an RFID tag is read during the lift associated with the currently selected call, a countdown timer begins. During this countdown, you have the opportunity to record an exception, if necessary, by pressing the **EXCEPTION** button.

Recording a "Not out"

When you arrive at the call location and the garbage cart is not at the curb, you have to record a "Not out" exception.

To record [in manual mode]:

- Tap the **Not Out** action button and continue on your route. The assignment will be removed from your list of calls.

To record [in automatic mode]:

- Simply drive by the call location.
  The assignment will be automatically removed from your list of calls.
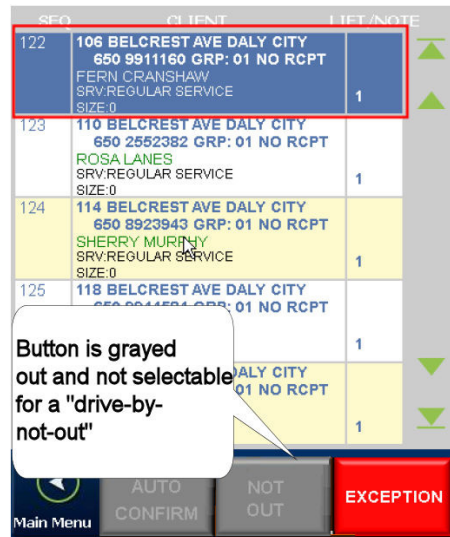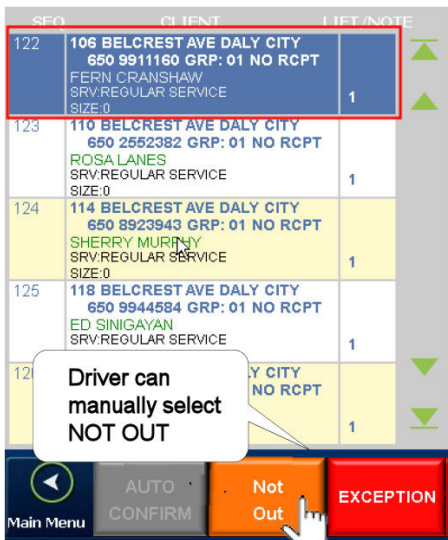
Recording exceptions

Various exceptions may be configured at your organization based on typical situations at your locale.
To record an exception, perform the following steps:

1. Arrive at an assignment, and then tap the **EXCEPTION** button.
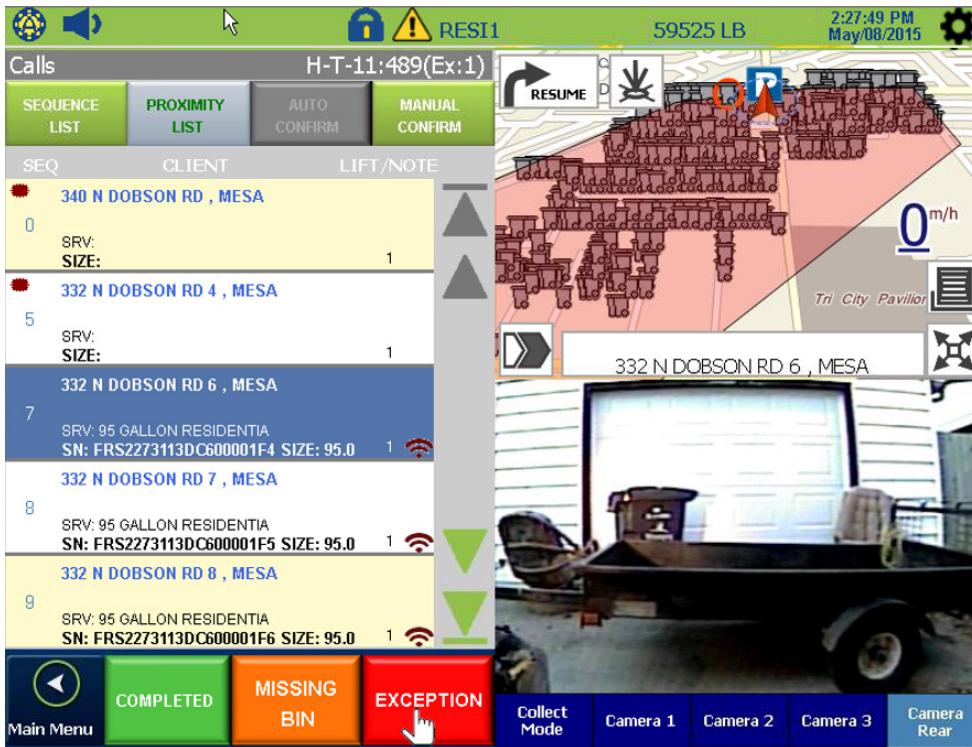
A pane with preconfigured exception options is displayed in place of the list of calls.

2. Tap a button with the type of exception that best describes the present situation at the customer site. If none of the preconfigured exceptions are applicable, tap the **OTHER** button.
A pane with the list of options for the selected exception is displayed in place of the map.

3. Tap an appropriate option on the list, and then tap the **Select** button. The note pane is displayed in place of the options list.
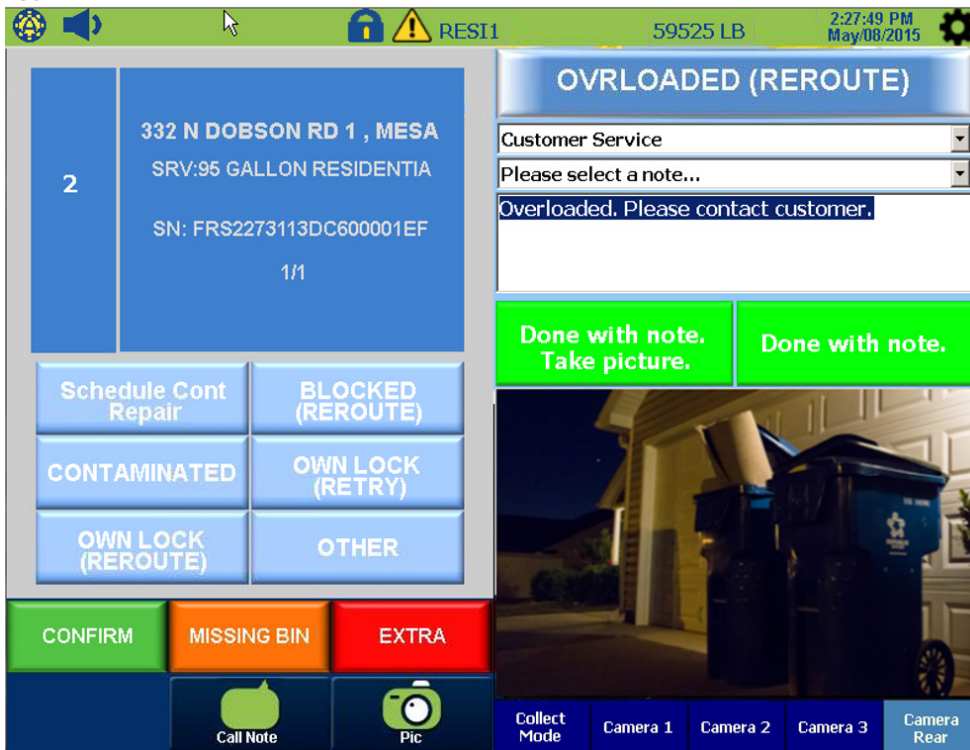
4. Select a recipient from the drop-down list, and then either select a preconfigured note from the drop-down list, or tap in the text field to type your own note.

5. Once finished, tap the **Done with note.** button or, if you want to add a snapshot of the site, tap the **Done with note. Take picture.** button. The camera snaps a picture, and you are returned to the list of calls.

   Depending on the configured completion codes at your organization, the assignment will be either removed from your list, or marked as incomplete.

Recording an "Extra"

If there are additional materials at the customer site that need to be picked up, you must record an "Extra".

IMPORTANT! Recording an extra   ⓘ

All "Extras" must be recorded FIRST—before confirming the regularly scheduled lift. Otherwise they will not be properly recorded, or will be associated with the wrong call.

To record an "Extra", perform the following steps:

1. Arrive at an assignment, tap the **EXCEPTION** button, and then tap the **EXTRA** button.
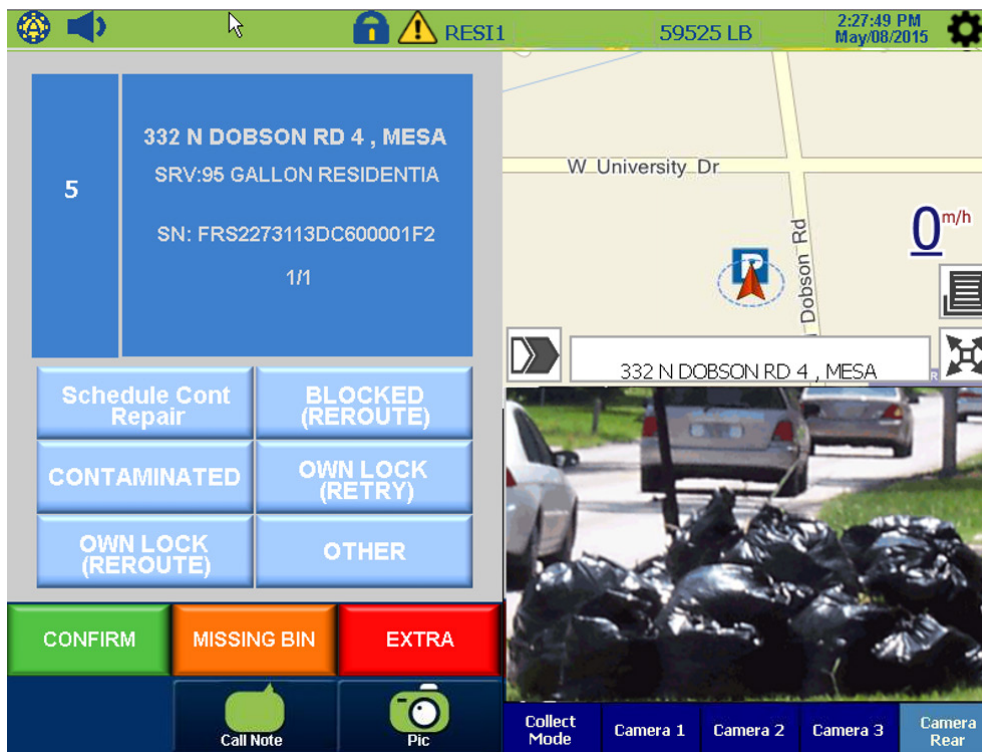
The map is replaced by the new pane.

2. Tap the **EXTRA BAG** option and then tap the **Conf** button.
   The **EXTRA BAG** pane is displayed.

3. Select a recipient from the drop-down list, and then either select a preconfigured note from the drop-down list, or tap in the text field to type your own note.

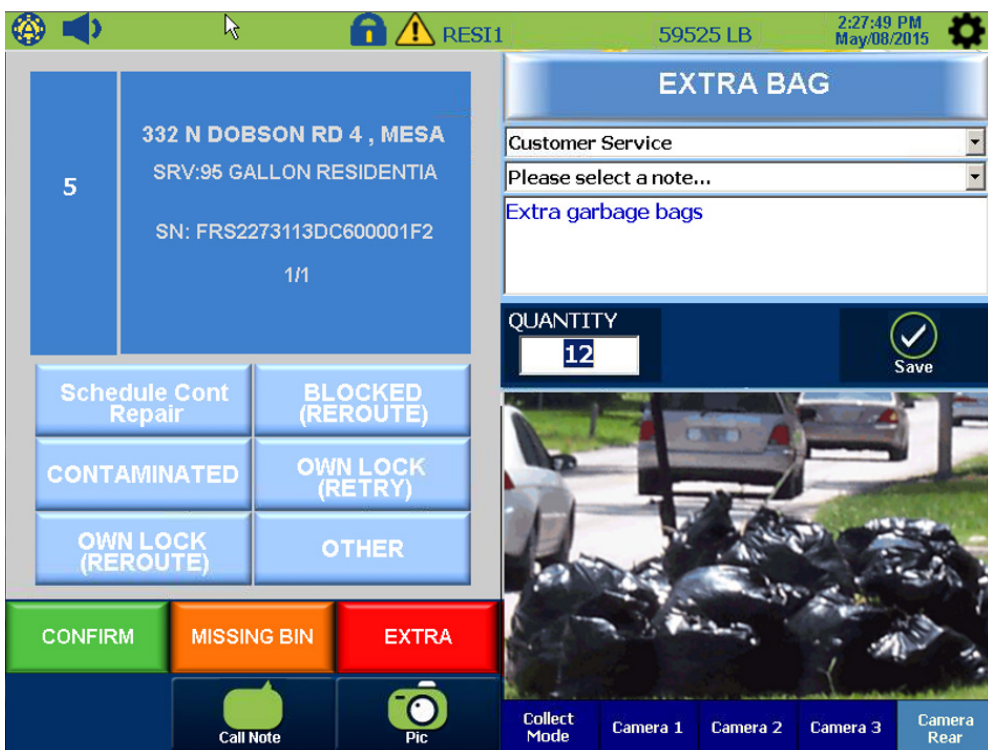4. Enter the quantity of additional items in the **QUANTITY** field, and then tap the **Save** button. Optionally, you can add a snapshot of the site by tapping the **Pic** button. For more information, see ***Adding notes and taking snapshots***.

5. Complete the regularly scheduled lift, and then tap the **CONFIRM** button. The call is removed from your list and you are returned to the list of calls.

Adding notes and taking snapshots

You can add a note to any call or take a picture during a lift to document exceptions and extras.

To add a call note:

1. Arrive at an assignment, and then tap the **EXCEPTION** button.

2. To add a note, tap the **Call Note** button. The map is replaced by the **CALL NOTE** pane, in which you can select a recipient from the drop-down menu, and then either select a preconfigured note from the drop-down list, or tap in the text field to type your own note. Tap **Save** when done.

3. To take a snapshot, select the appropriate camera at the bottom of the image pane and then tap the **Pic** button. Optionally, you can enter an additional note in the **Note** filed. Tap the **Save** button to take and save a picture.
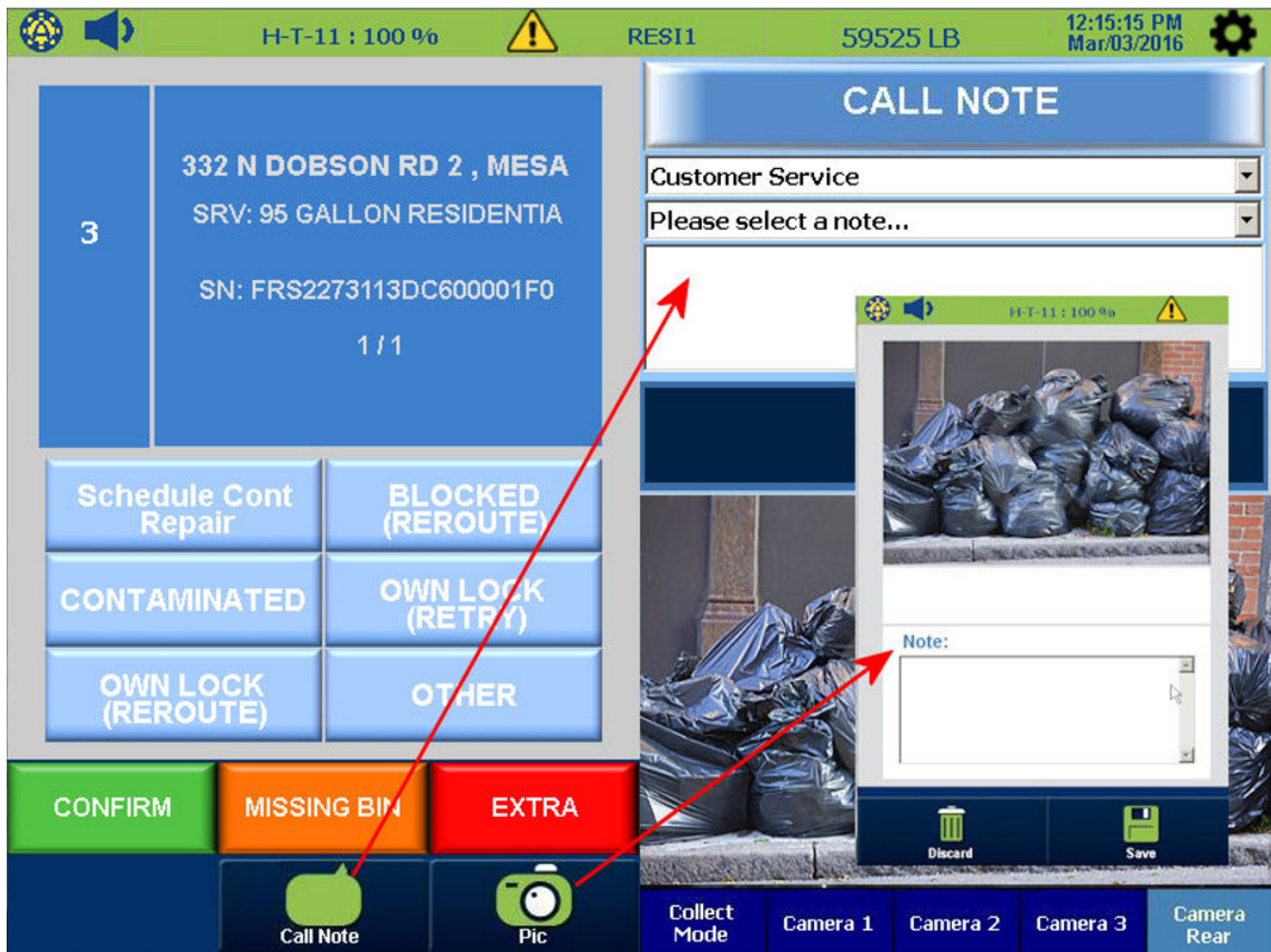
Recording activities

In the course of your day you may need to record various activities unrelated to servicing your assignments.

Recording a disposal

When your vehicle's container is full and needs to be emptied, you have to travel to a disposal site, and then record the disposal activity. To record a disposal, perform the following steps:

1. Tap the **Disposal** button in the main menu, tap the facility in the displayed **Disposal** panel, and then tap the **Select** button. GPS navigation to the selected facility begins (if coordinates for the facility have been defined in the system).
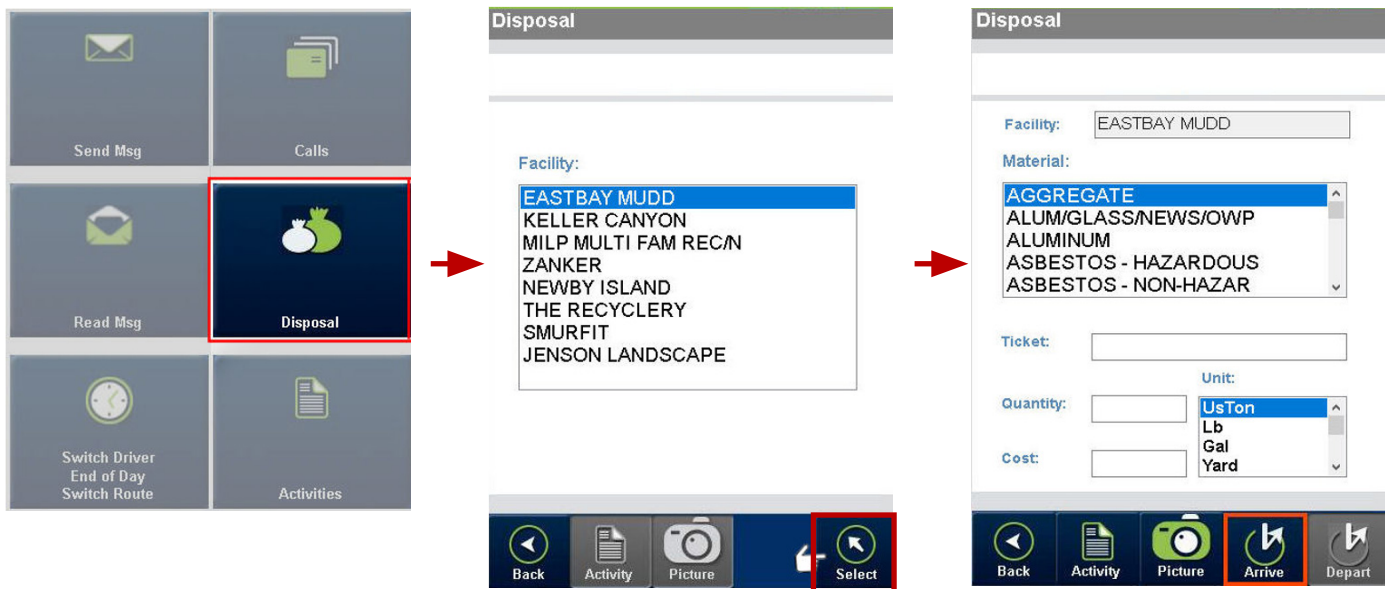
2. Upon arrival, select the material in the **Disposal** panel, and then tap the **Arrive** button at the bottom of the panel. After the disposal is completed, enter the ticket number, quantity, unit, and cost, and then tap the **Depart** button**.** Tap **Yes** in the pop-up dialog box, and then tap **Calls** in the main menu to return to the list of assignments.
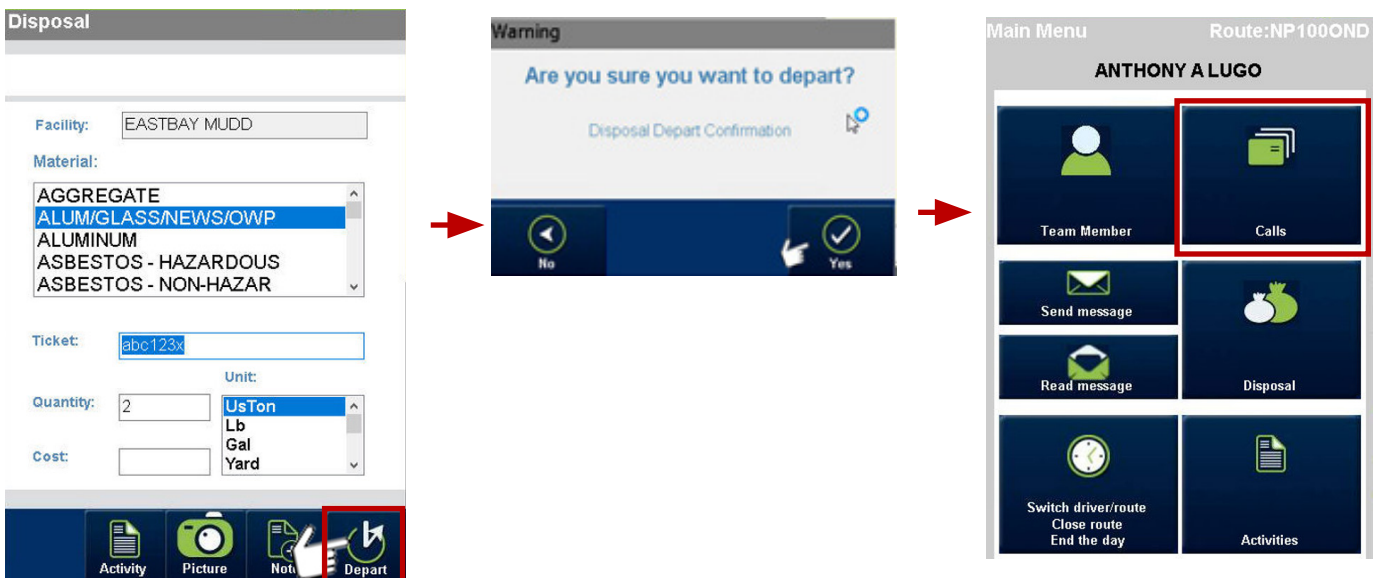
Recording non-productive activities

Whether you need to stop for a refueling, a meal, or other reason that takes you away from servicing your assignments, you have to record that activity.

To record an activity, perform the following steps:

1. Tap the **Activities** button on the main menu, tap an activity in the displayed **Activities** panel, and then tap the **Select** button at the bottom of the panel. The **Activity end** panel is displayed, and the timer starts.
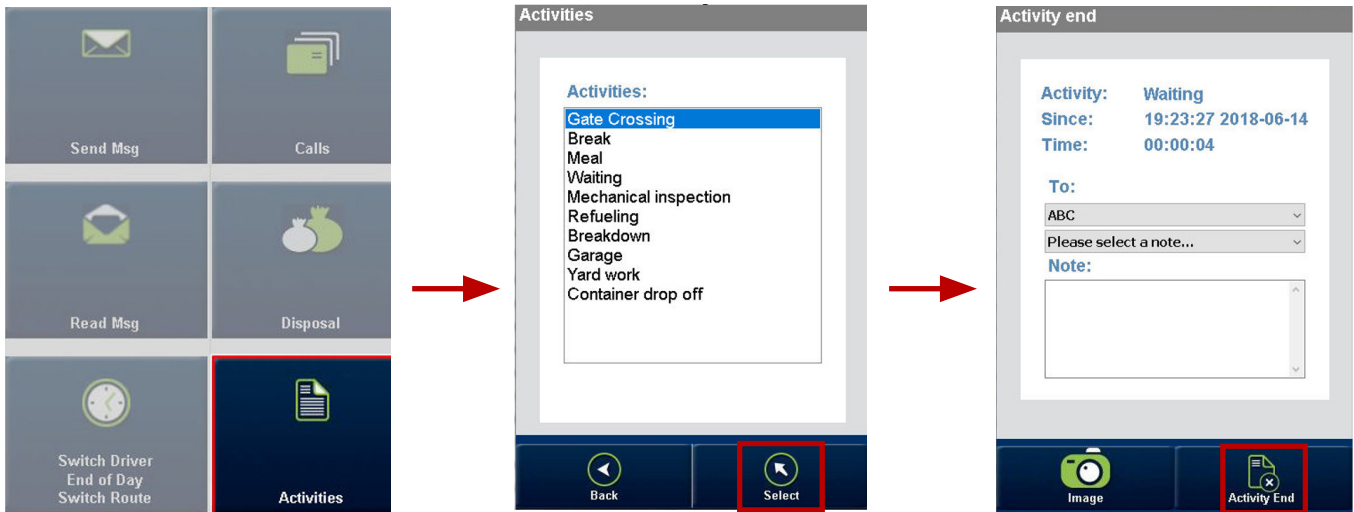

2. Once your activity is finished, you can add a note and send it to a recipient. Use the appropriate fields in the **Activity end** panel to do it, and then tap the **Activity End** button at the bottom of the panel. Optionally, you can also take a picture related to the activity by tapping the **Image** button at the bottom of the panel.

NOTE: Activities exceptions ⓘ

- The **Gate Crossing** activity has no associated timer.
- For the **Refueling** activity, you may need to enter fuel quantity and cost before ending the activity or you will get a warning message. It is important for data-collection and reporting purposes that this information be logged.

If you enter a fuel quantity that exceeds the vehicle's fuel capacity as recorded in the database, you will be prompted with **The value is too big** dialog. Tap **No** to exit the dialog and then enter a different fuel quantity.
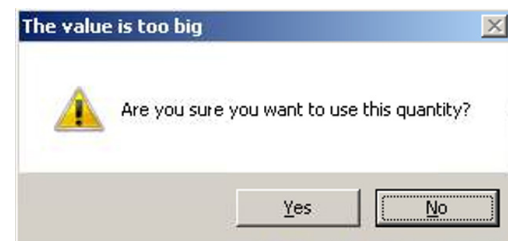
Switching routes and drivers

Sometimes you will have to switch routes or hand your route over to another driver in the course of your day.
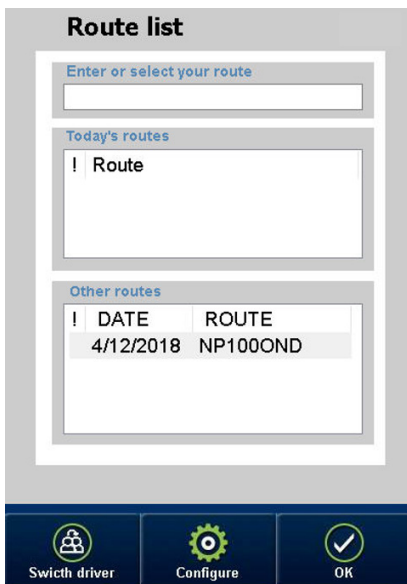
Switching routes

To switch routes, perform the following steps:

1. Tap the **Switch Driver End of Day Switch Route** button in the main menu. The **Switch route/driver, close route, end day** panel is displayed. It shows the name of the current route and the driver's name.

2. To switch to a different route, tap the **Sw. route/driver** button. The **Route List** panel is displayed.
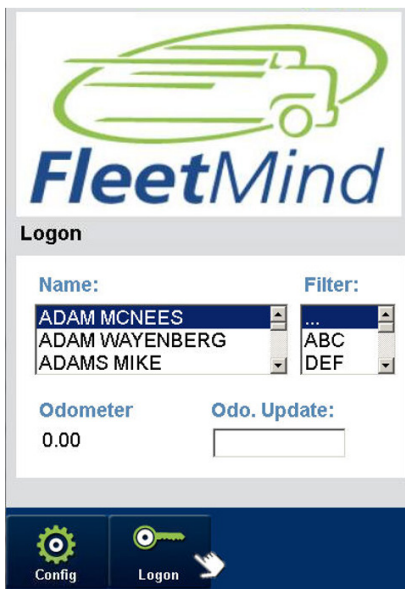
3. Tap the route you need to select it, and then tap **OK**. Main menu is displayed with the new route name in the upper right corner. You can start servicing the new assignment by pressing the **Calls** button. Your previous route will remain in a saved state and can be returned to at a later time during the same day.
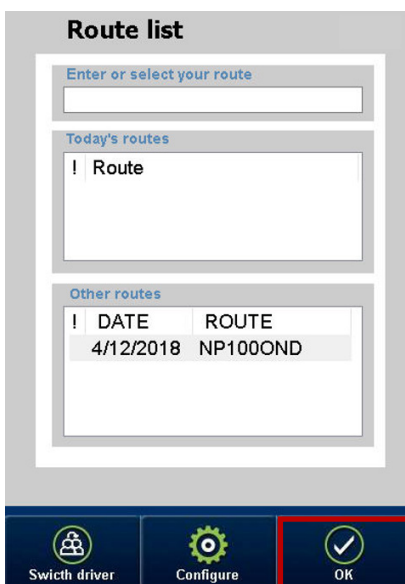
Switching drivers

To switch drivers, perform the following steps:

1. Follow steps **1** through **2** of the ***Switching routes*** workflow, and then tap the **Switch driver** button at the bottom of the **Route list** panel. You are returned to the main screen's **Logon** pane.

2. In the list of drivers tap the name of the new driver to select it, and then tap **Logon**. The new driver is logged in and the previous driver is automatically logged out. The **Route list** panel is displayed with all routes still open.

3. In the list of routes tap a route to select it and then tap **OK**. In the main menu that is displayed, tap the **Calls** button to start servicing the assignment.

Closing routes

If you have more than one route on your list, you may have to close the current route before moving on to the next one.

To close a route, perform the following task:

- Follow steps **1** through **2** of the *Switching routes* workflow, and then tap the **Close route** button at the bottom of the **Route List** panel. The current route is removed from the route list and you are returned to the main screen.

> **NOTE:** Closing routes and post-trip inspection   ⓘ
>
> If you have only one route on the list and are required to complete a post-trip inspection, do it before closing the route. If you close the route first, you will no longer be able to access the post-trip inspection dialogs.

Completing a post-trip inspection

If required, you may have to complete a post-trip inspection at the end of your day.

To do so, perform the following steps:

1. Tap the **Activities** button in the main menu and then, in the displayed **Activities** panel, tap **Mechanical inspection** and tap the **Select** button at the bottom of the panel.
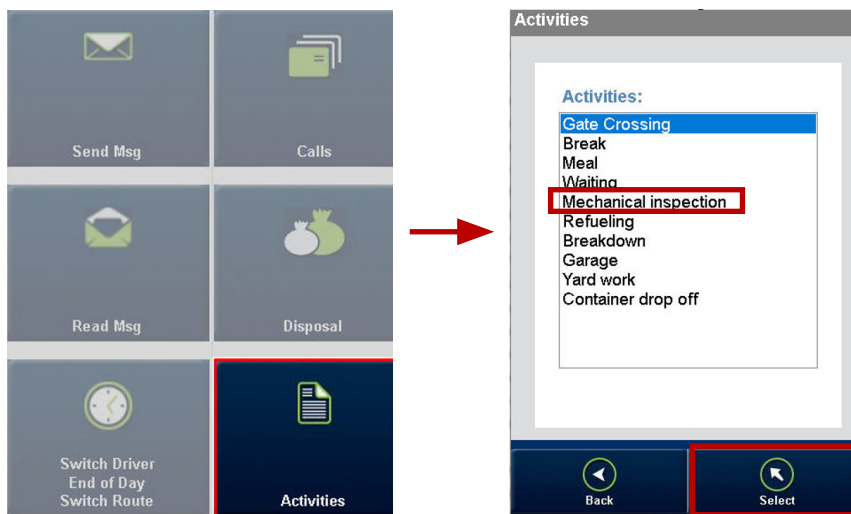

2. In the **Inspection management** panel that is displayed, tap the **Post-trip** button, and then follow steps **4** through **6** of the *Completing a pre-trip inspection* workflow.

Ending the day and logging out

At the end of your day you must perform the end of day procedure that will log you out of the system and generate data about your assigned routes. It will also communicate to the office that you have completed your work day.

Perform the following steps at the end of each day:

1. Once you have finished your assignments for the day, tap the **Switch Driver End of Day Switch Route** button in the main menu. The **Switch route/driver, close route, end day** panel is displayed.
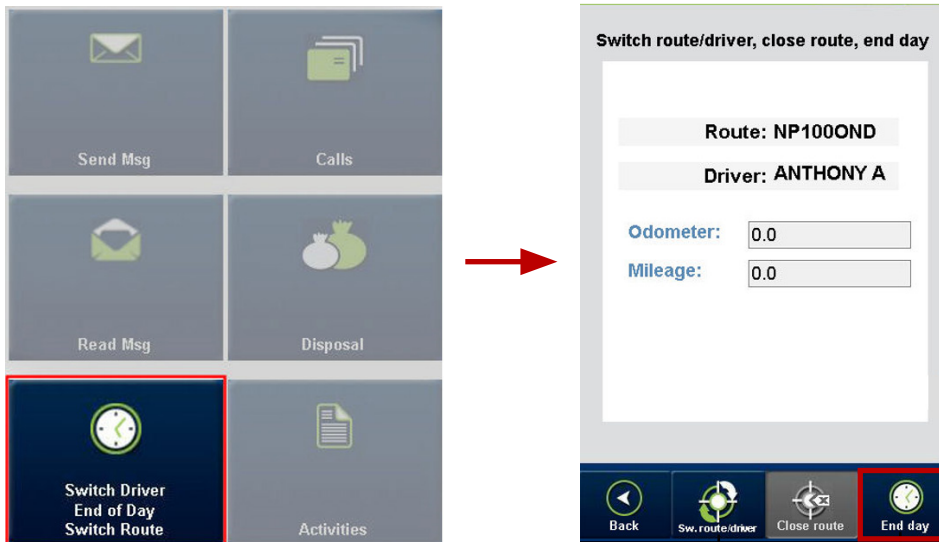
2. Tap the **End day** button at the bottom of the panel. You are returned to the main screen. All routes are closed and the remaining calls are flagged as missed. You are automatically logged out.

> **NOTE:** About end of day ⓘ
>
> The end of day procedure must only be done once a day.

Appendix A: RFID scan results

Depending on the results of a reading obtained by your RFID scanner, you may observe the following outcomes when using automatic call confirmation mode.

1 RFID tag read during lift

This is a normal scenario when the garbage cart has a functioning RFID that communicated successfully with the RFID scanner. The transmission icon displayed below the stop address in the lift details pane indicates successful communication. The system automatically confirms the call after a preconfigured period of time. Before the timer runs out, you can record an exception by tapping the **EXCEPTION** button. For more details, see ***Recording exceptions***.
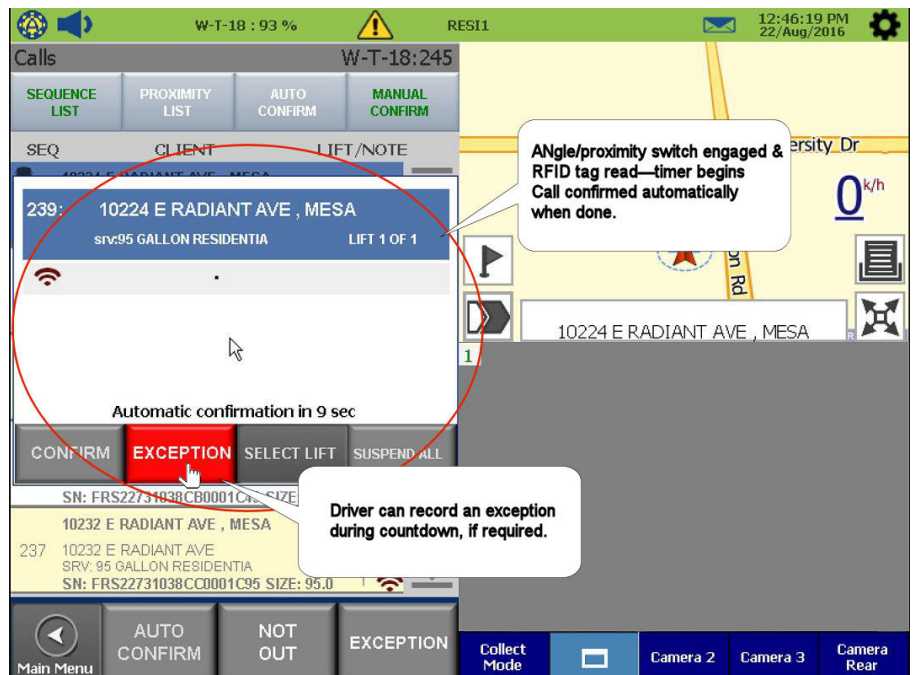
2 No RFID tag read during lift

In this scenario there was an issue with sending or receiving the RFID signal and the RFID tag has not been read. The transmission icon is crossed indicating that there was a communication issue. The system automatically confirms the call after a preconfigured period of time.
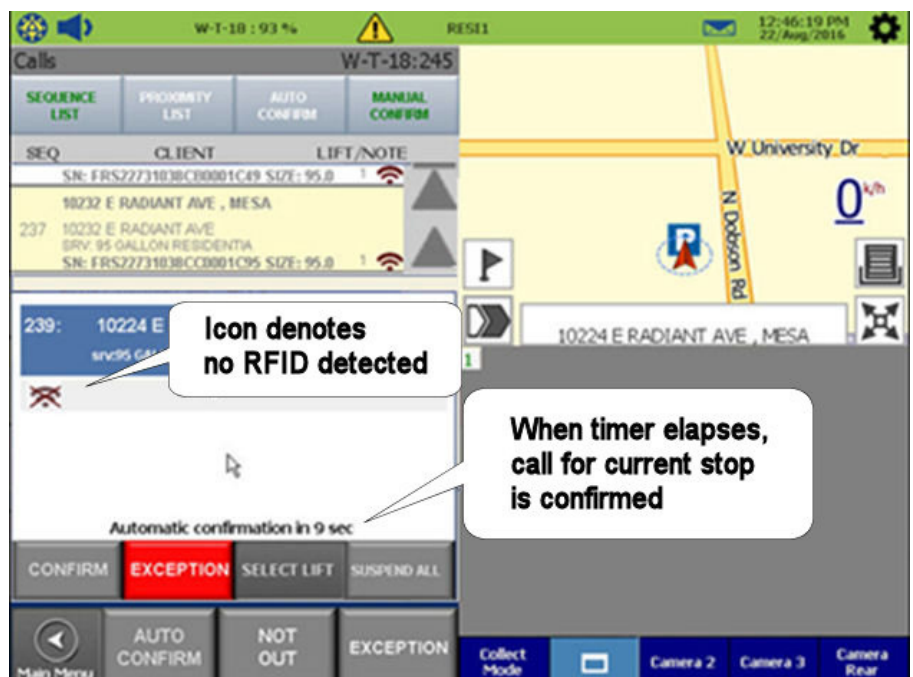
3 RFID is associated with another assignment

If it is determined that the garbage cart belongs to a different assignment, the displayed transmission icon is followed by a message **"!! ADDRESS MISMATCH !!"**. The system automatically confirms the call after a preconfigured period of time.

4 RFID not associated with any other call on list

If it is determined that the garbage cart is not associated with any other calls on the list, the displayed transmission icon is followed by a message **"This RFID is not in your route!"** and a suggestion to confirm the call manually. If you do not confirm the call, the automatic confirmation is canceled after a predetermined period of time and an NCC is generated.
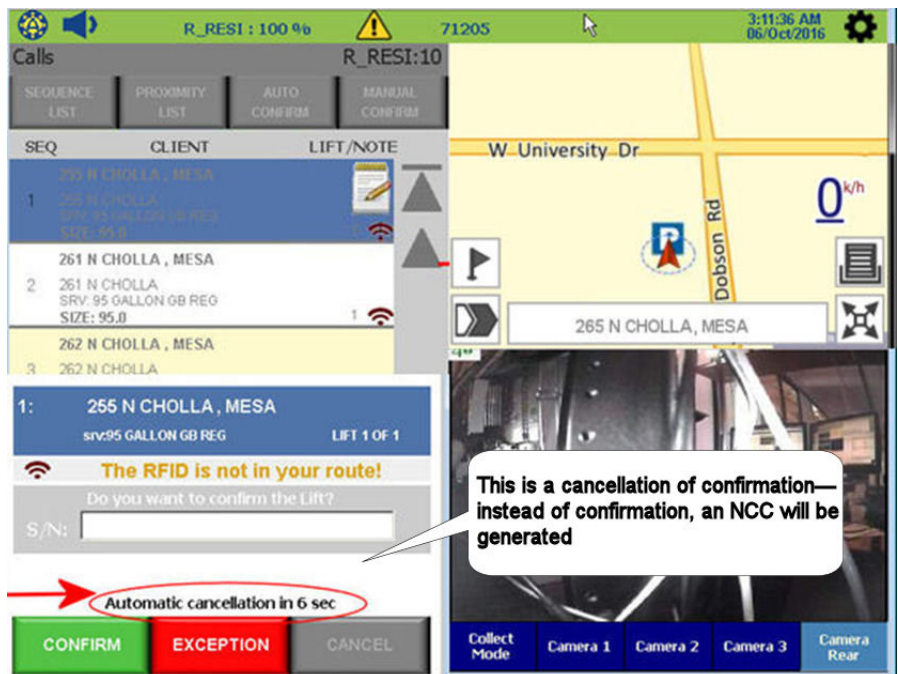
## 5 RFID not recognized ("learn by RFID" server option)

On the mobile side:
When the currently selected assignment has no RFID (as shown in the calls list), and an RFID is scanned during the lift:

- If the scanned RFID is not found in the route, then it will be set into a confirmation message for current assignment.

On the Server side:
A "learning by RFID" setting must be enabled in order for the scanned RFID to be set to the container. This information becomes available in the FleetLink Reports.
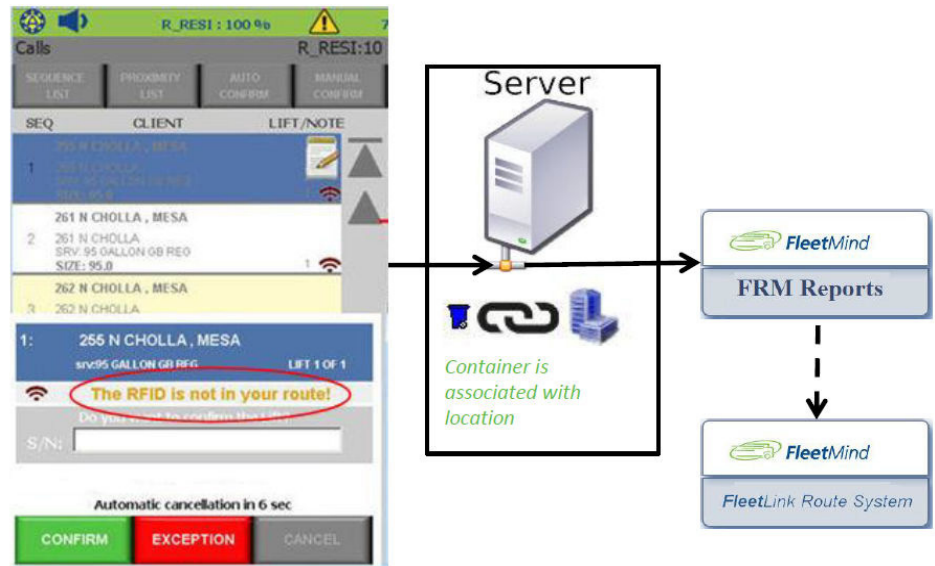
Support Information

Contact customer service

- Technical Support: 1.888.639.1666
- General Enquiries: 1.888.639.1666
- Email: support@fleetmind.com

Product information

For product information and related documentation, please visit the Safe Fleet Community:

- https://community.seon.com/

Please contact Technical Support if you do not have credentials to log in.