

FleetLink Mobile



FleetMind

A Safe Fleet Brand

Customer Release Notes

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About this document

The purpose of this document is to describe how a new Work Zone Routes feature in FleetLink Route System affects the workflows that drivers perform using the FleetLink Mobile application.

What is new

Most of the workflows performed by the garbage collection drivers remain unchanged when it comes to the street sweeper drivers. However, the following new functionalities, applicable only to drivers operating street sweeper trucks, have been introduced in the FleetLink Mobile application with the arrival of the Work Zone Routes feature:

- Street sweeping services. Multiple districts can be serviced as multiple areas of a single route.
- Ability to provide sweeping services for the non-street locations (ex.: parking lots).
- Ability to record exceptions from any location while working on the route.
- Ability to perform the **Fill Water Tank** activity.

The following list summarizes the changes in routine workflows and the user interface described in this document:

1. Workflow changes:
 - Confirmation modes are initiated differently.
 - Servicing assignments is initiated differently.
 - Exceptions are recorded differently for routes and for assignments.
 - New activity can be recorded.
2. User interface changes:
 - **Tour mode** display allows the driver to see only the map and a large camera view on the mobile unit's screen.
 - **SWEEPING** button is used in the manual confirmation mode.
 - **ARRIVED/COMPLETED** button is used to record the start and end of servicing an assignment.
 - New **Fill Water Tank** activity is added to the menu.

Specific street sweeper workflows

The following sections describe street sweeper workflows that have differences from the collection workflows.

Starting the day

To log in and select a route, follow steps **1** through **3** of **Logging in and selecting a route** in the main **FleetLink Mobile Driver Training Guide**.

The displayed screen has the following differences:

- ❶ List of stops contains on-demand and recurring assignments received with the route at the beginning of the day.
- ❷ On the map the assignments are represented by pins.
- ❸ **Collect Mode** button is replaced with **Tour Mode** button.
- ❹ **COMPLETED** button is replaced with **SWEEPING** button.
- ❺ **MISSING BIN** button is replaced with **ARRIVED** button.

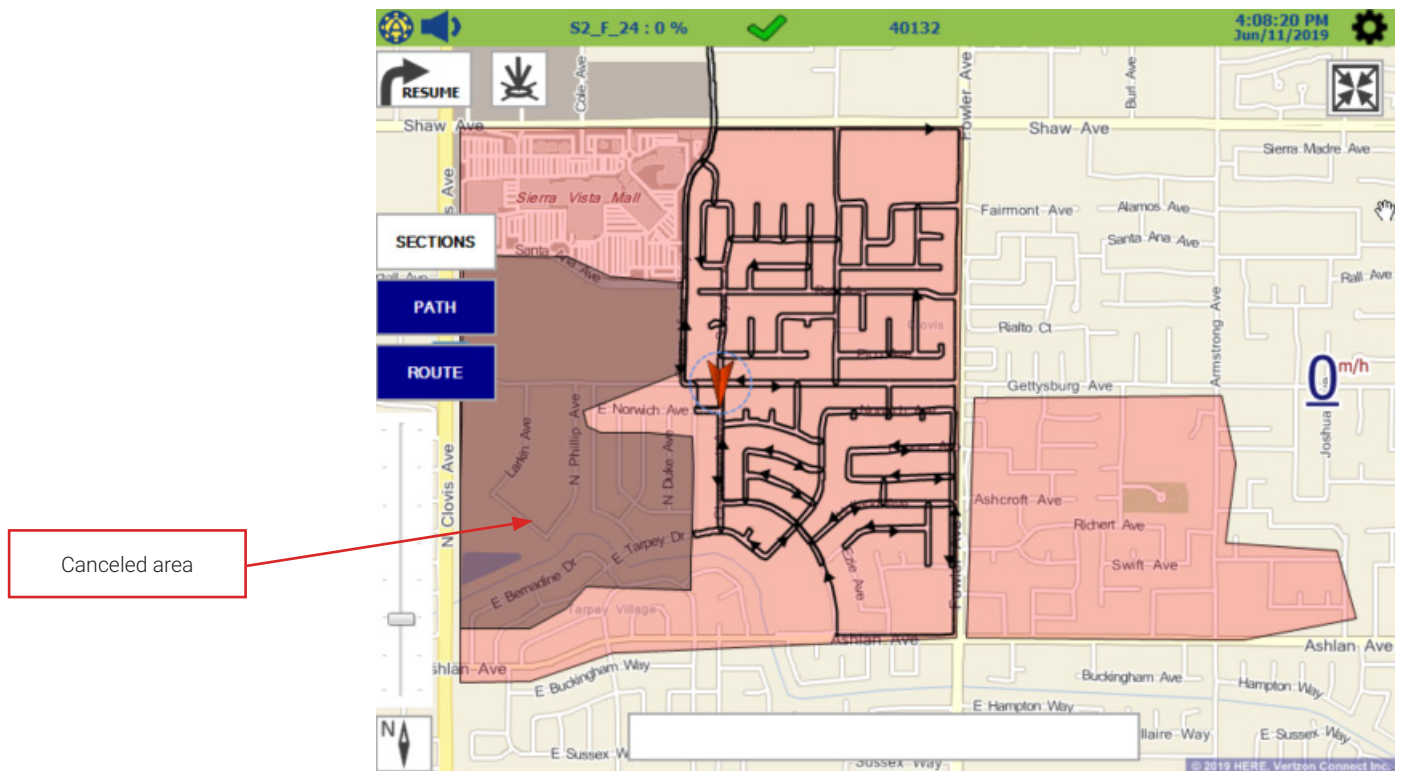


If available, a route path may be displayed on the map. It provides navigational instructions to the driver. The following image demonstrates the appearance of a map with a route path:



About route corrections during the day

A part of the route you are working on may sometimes be reassigned to another route. It will appear on the map as a darker-colored area within the boundaries of your work zone. The reassigned area is canceled and removed from your route. The following image demonstrates the appearance of the reassigned part of a route:



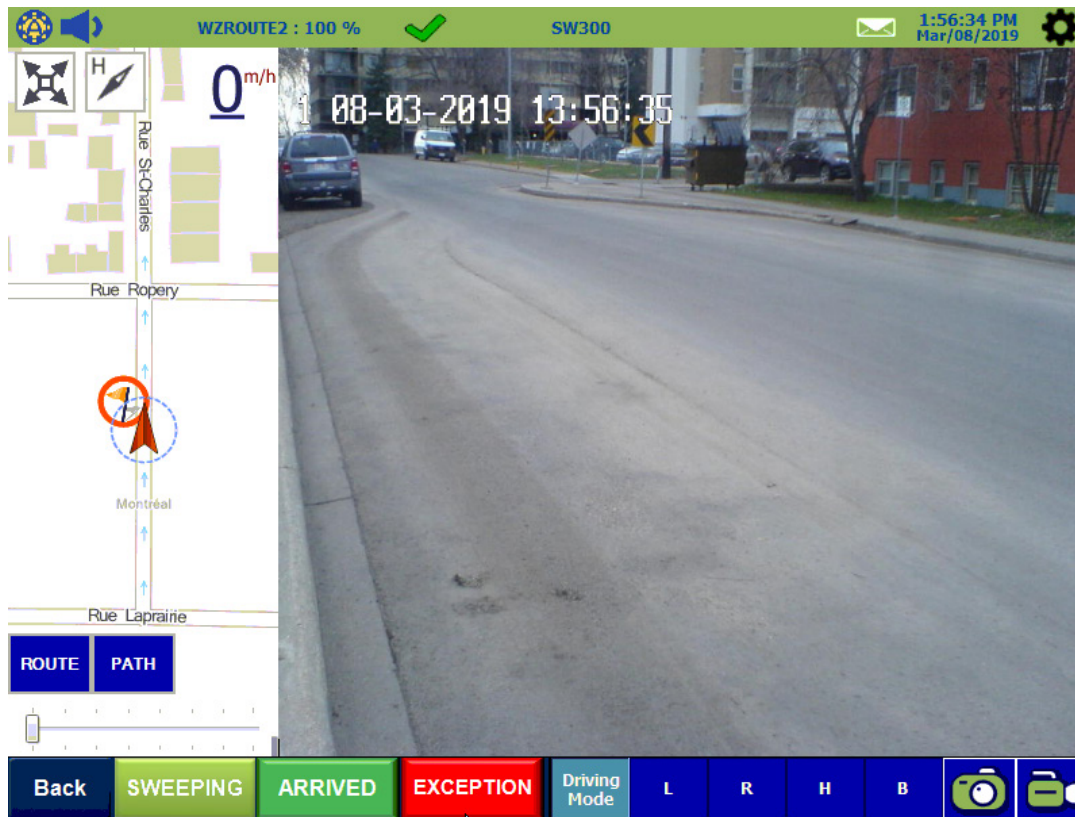
Working in automatic and manual confirmation modes

Review the following sections of the **FleetLink Mobile Driver Training Guide** to select the appropriate confirmation mode:

- **About assignment confirmation modes**
- **Confirming calls automatically**
- **Confirming calls manually**

To start working on the selected route:

- In automatic confirmation mode, which is generally configured by default, activate the road brush and start the work. The screen view switches to tour mode (if preconfigured). The system automatically records the vehicle's progress on the route.



- In manual confirmation mode, activate the road brush, tap the **SWEEPING** button to trigger data collection about your vehicle's progress on the route, and then start the work. Tap the **SWEEPING** button again when you deactivate the road brush.

❗ IMPORTANT: Manual mode

You must tap the **SWEEPING** button every time you activate and deactivate the road brush while working in manual confirmation mode.

Servicing assignments

The list of assignments contains both the on-demand and recurring assignments received at the beginning of the day. You may receive additional on-demand assignments during the day; they are added to the list automatically as soon as they are dispatched.

To service an assignment, perform the following steps:

1. Once you arrive at the assignment's location, tap the assignment on the list if it's not yet selected, and then tap the **ARRIVED** button.



The assignment you are servicing is circled in red. The button caption changes to **COMPLETED**.

2. Perform the requested service, and then tap the **COMPLETED** button. The assignment is removed from the list.

Recording exceptions

When you encounter a situation that prevents you from sweeping the street or servicing an assignment or needs to be reported to supervisors, you can record exceptions associated with routes or assignments.

Recording a route exception

To record an exception associated with a route, perform the following steps:

1. While servicing a route, once you are in a situation that prevents you from sweeping the street or needs to be reported to supervisors, tap the **EXCEPTION** button. A pane with preconfigured exception options is displayed.
2. Follow steps **2** through **5** of the **Recording exceptions** workflow in the **FleetLink Mobile Driver Training Guide**.

Recording an assignment exception

To record an exception associated with an assignment, perform the following steps:

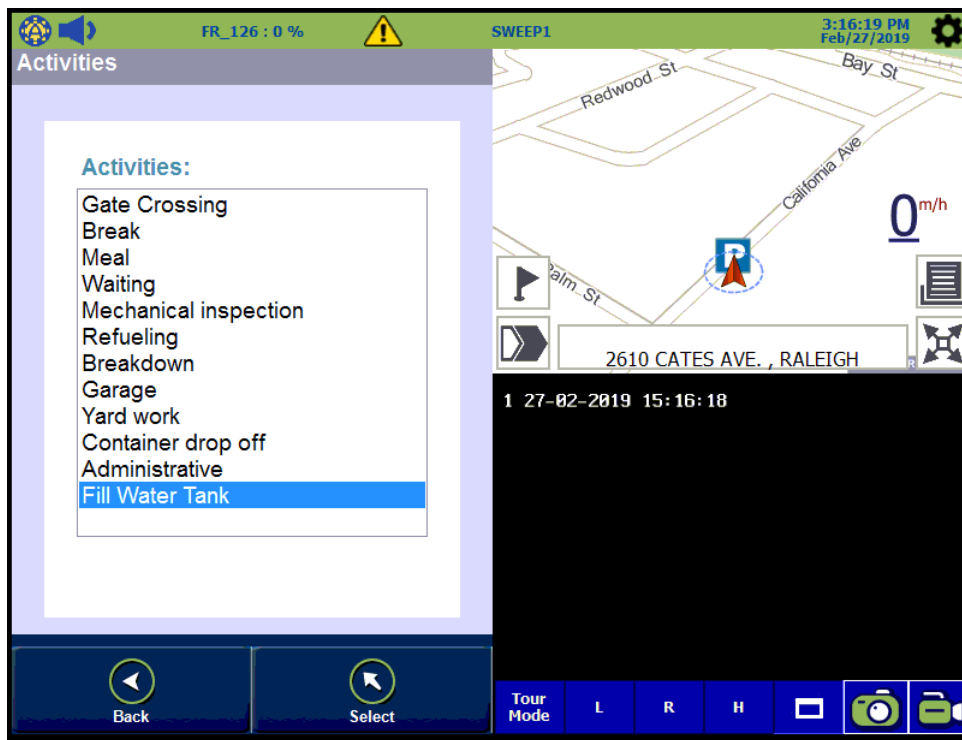
1. While servicing an assignment, once you are in a situation that prevents you from completing the service or needs to be reported to supervisors, tap the **EXCEPTION** button. A pane with preconfigured exception options is displayed.
2. Follow steps **2** through **5** of the **Recording exceptions** workflow in the **FleetLink Mobile Driver Training Guide**.

❗ IMPORTANT: About assignment exceptions

To ensure that the recorded exception is associated with an assignment, you must tap the **ARRIVE** button when you arrive at the assignment's location.

Recording an activity

A **Fill Water Tank** activity applicable to street sweeping trucks has been added to the list of activities. To record this activity, follow the **Recording non-productive activities** workflow in the **FleetLink Mobile Driver Training Guide** and select the **Fill Water Tank** activity from the list in step **1**.



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.