

FleetMind Training



FleetMind

A Safe Fleet Brand

Training Guide for Customer Service Representatives

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About This Document

This document is intended for use by customer service representatives to assist customers who use data collection by the trucks with installed FleetMind systems. It provides descriptions of routine procedures related to truck status, service verification, images, and video evidence.

Daily operation for customer service representatives involves the use of the following products:

- FleetLink Reports
- FleetLink Map
- FleetLink Safety Dashboard

Have your login credentials ready before attempting to follow the procedures described in this document.

Checking Truck and Route Status

You can use FleetLink Map to check the current location of a particular truck or the high level status overview of all routes.

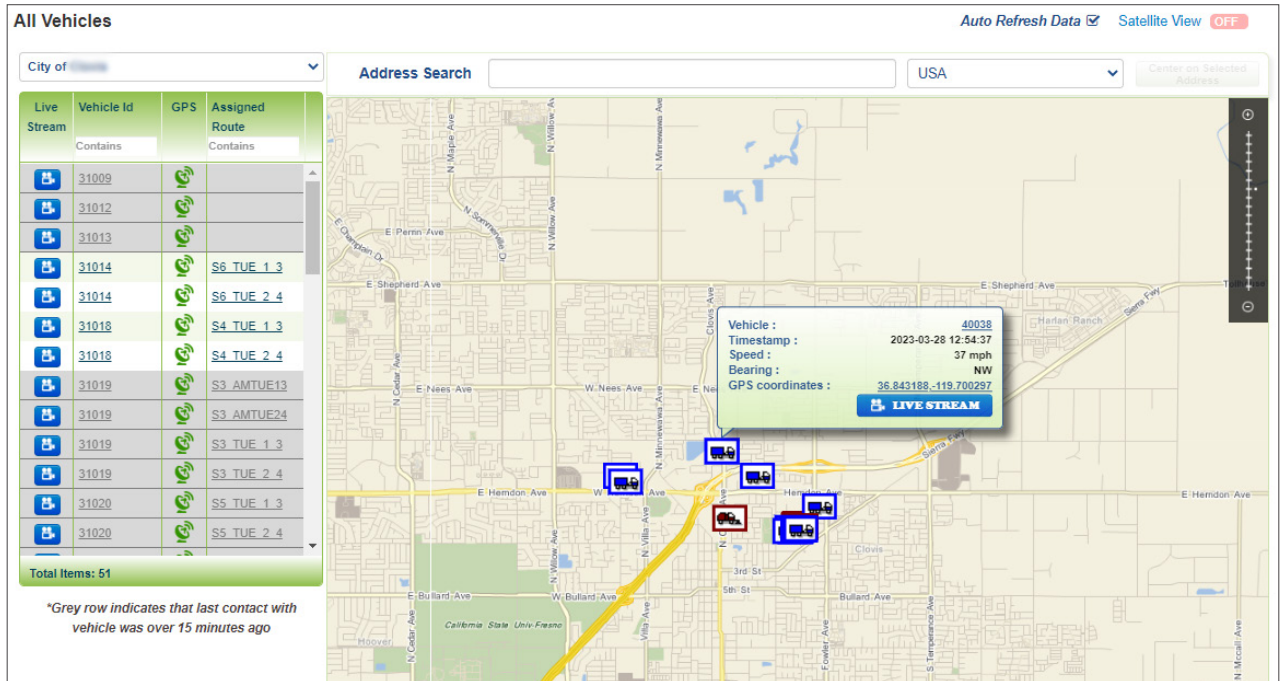
You can also use FleetLink Reports to review the current collection data for all routes and for specific routes.

Checking Waste Collection Truck Status in FleetLink Map

1. Open your organization’s FleetMind landing page, click **Map**, and then log in using your credentials. The FleetLink Map application window is displayed.
2. Perform one or more of the following tasks:

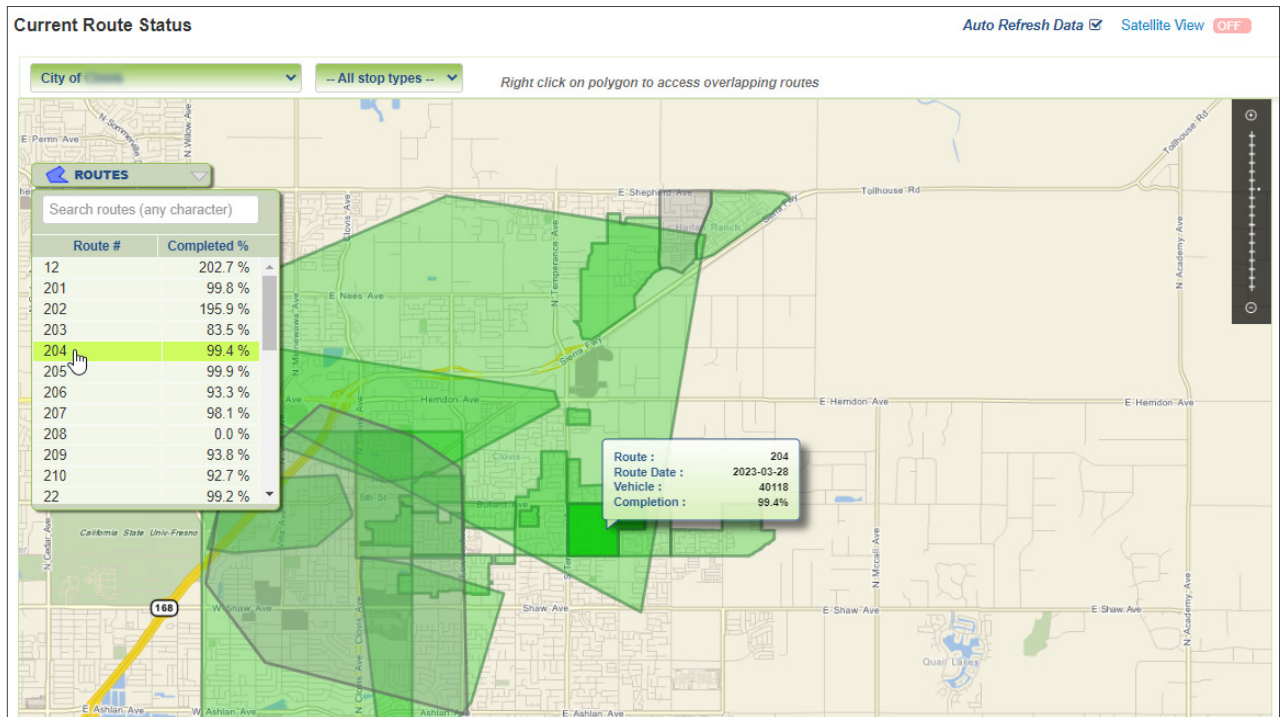
Checking the truck’s location

- a. Go to the **Fleet Status** menu and select the **All Vehicles** option. The list of trucks currently in operation and accompanying routes is displayed.
- b. Click the truck of interest on the map. A pop-up with details about its speed and direction of travel is displayed.



Checking the truck’s current operational status

- a. Go to the **Fleet Overview** menu and select the **Current Route Status** option. The geographic areas (geozones) for all scheduled routes are displayed on the map, along with a collapsed drop-down list of corresponding routes.
- b. Click the **ROUTES** drop-down to expand it, then hover over the route of interest on the displayed list. A pop-up with route information is displayed on the map over the corresponding geozone.

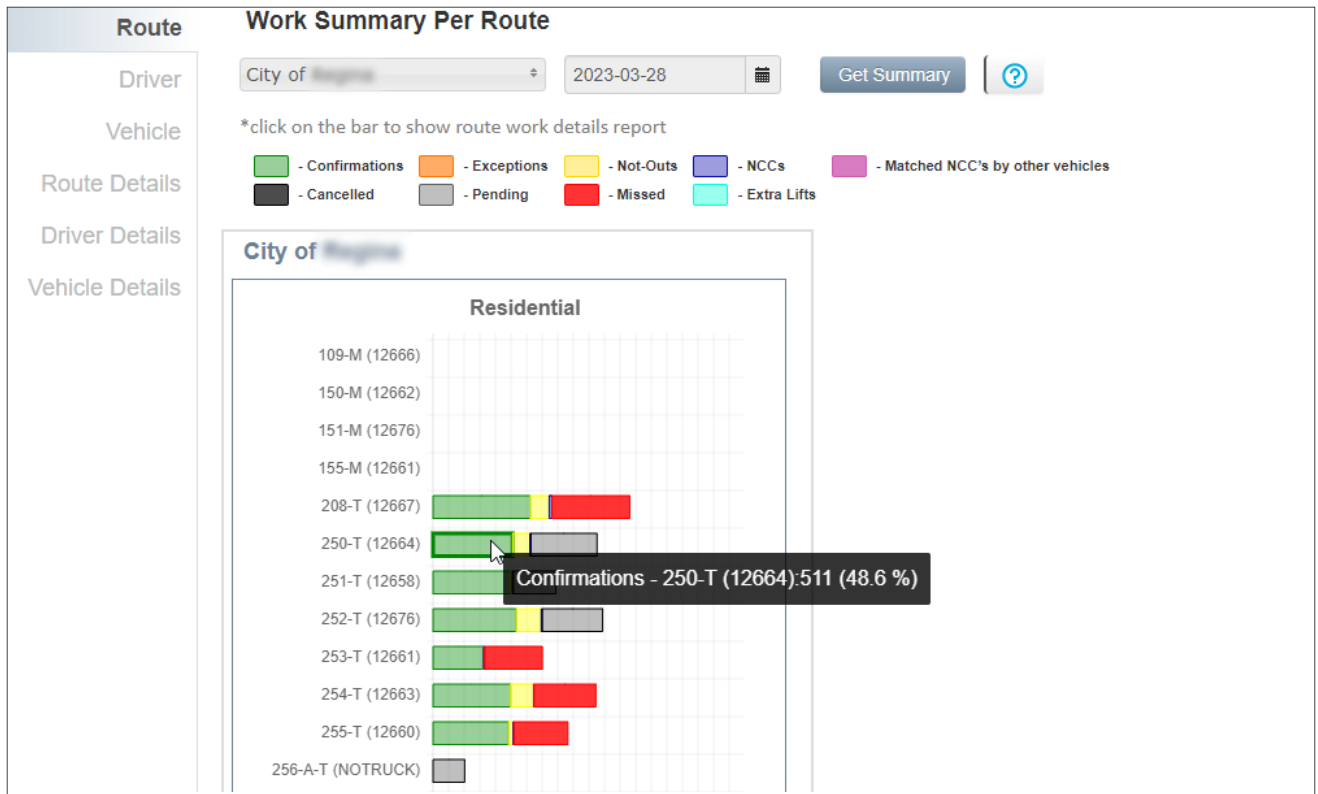


Checking Route Waste Collection Data in FleetLink Reports

1. Open your organization's FleetMind landing page, click **Reports**, and then log in using your credentials. The FleetLink Reports application window is displayed.
2. Go to the **Activity Reports** menu and select the **Daily Work Summary** option. The report page is displayed, with the **Route** tab selected by default.

Route	Work Summary Per Route		
Driver	City of <input type="text"/>	2022-07-28	<input type="button" value="Get Summary"/>
Vehicle			
Route Details			
Driver Details			
Vehicle Details			

3. Select the division if it's not already selected, and the desired date in the corresponding fields, then click **Get Summary**. The system retrieves the data and displays the report, presented in the form of horizontal bar graphs.
 - The numbers in front of each bar indicate the route and truck numbers.
 - Each colored bar consists of color-coded sections that provide a visual representation of the assignment confirmation status. Refer to the legend at the top of the graphs for explanations of what each color means.
 - The current number of confirmations and the percentage of completion are displayed when you hover the mouse cursor over each bar.



- Click the bar representing your route of interest. The **Route Details** tab is selected and the route collection data is displayed.

Route Work Details

City of *Regina* 251-T 2023-03-28 [Generate Report](#)

Execution Sequence	Assignment Sequence.Lift	Timestamp	Workflow	Service Description	Customer Name	Address	
1		2023-03-28 07:24:59					Route
2		2023-03-28 07:31:30					Dispo
3	1420.001	2023-03-28 07:52:00	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE
4	1410.001	2023-03-28 07:53:54	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE
5	1430.001	2023-03-28 07:54:13	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE
6	1450.001	2023-03-28 07:54:41	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE
7	1460.001	2023-03-28 07:55:02	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE
8	1470.001	2023-03-28 07:55:21	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE
9	1475.001	2023-03-28 07:55:42	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE
10	0.001	2023-03-28 07:56:08	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE
11	0.001	2023-03-28 07:56:26	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE
12	0.001	2023-03-28 07:56:35	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	Drive
13	1505.001	2023-03-28 07:56:56	Empty	W - GARBAGE - 240L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE
14	1530.001	2023-03-28 07:57:26	Empty	W - GARBAGE - 360L	The [REDACTED] [REDACTED]	The [REDACTED] [REDACTED] [REDACTED]	DONE

Performing Service Verification

You can investigate both the current and historical collection status in FleetLink Reports and FleetLink Map.

Verifying Customer Waste Collection in FleetLink Reports

1. Open your organization’s FleetMind landing page, click **Reports**, and then log in using your credentials. The FleetLink Reports application window is displayed.
2. Go to the **Services** menu and select the **Service Verification** option. The **Service Verification (Operations)** report page is displayed.
3. Select the desired search criteria using the fields, drop-down lists, and checkboxes available at the top of the page, then click the **Search** button. **NOTE:** While most criteria are optional, you must select the division and the date range. The system collects the data and displays a progress bar. The process may take several minutes. Once the system completes processing the data, the report results are displayed.

4. Use the column headers to further sort and filter the displayed results.
5. To view images for exceptions (including Not Outs), find the record of interest on the list, then go to the **IMAGES** column and click the icon.

Verifying Customer Waste Collection in FleetLink Map

TIP: Search options and color legend

- The bins displayed on the map are color-coded to reflect their current collection status. You can review the legend by clicking the **Colors Legend** link at the top right of the page.
- When searching for a customer location, you can enter a full or partial address, or geographical coordinates (latitude and longitude) in the address bar.

1. Open your organization's FleetMind landing page, click **Map**, and then log in using your credentials. The FleetLink Map application window is displayed.
2. Perform one or more of the following tasks:

Verifying the collection status for a specific route

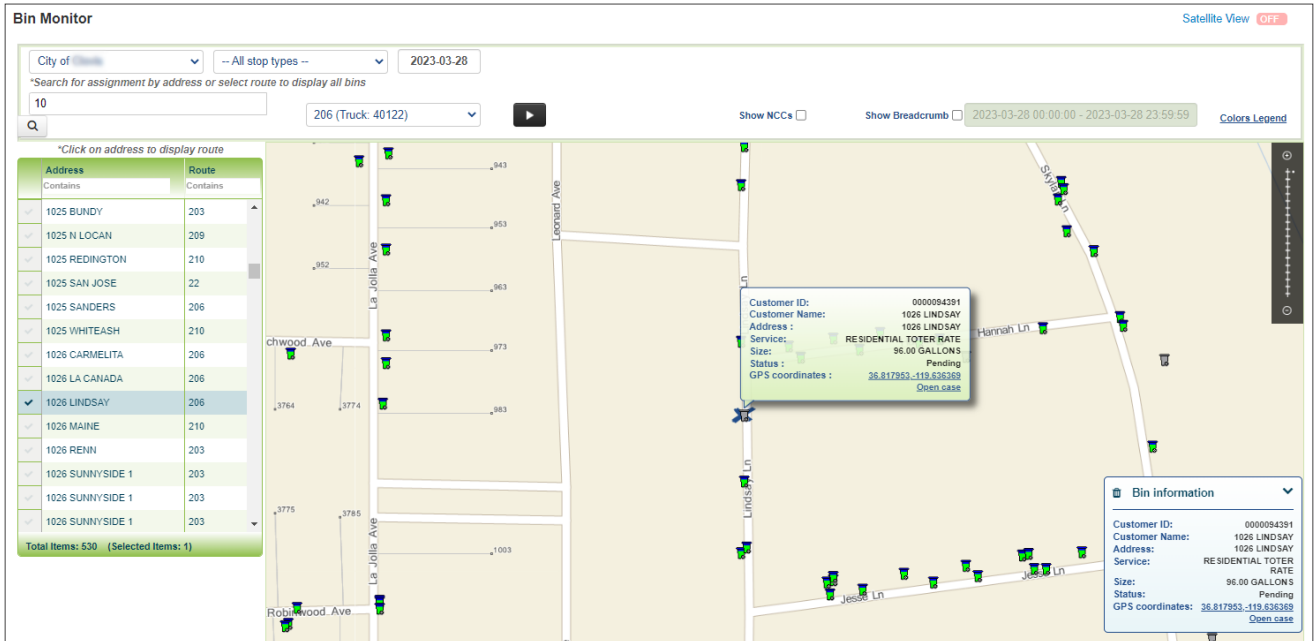
- i. Go to the **Fleet Status** menu and select the **Route View** option. The **Route View** page is displayed.
- ii. Select the division, date, and route of interest in the corresponding fields at the top left of the page. The bins for the selected route are displayed on the map.

The screenshot displays the 'Route View' interface in FleetLink Map. On the left, there are filters for 'City of', '2023-03-28', and '204 (Truck: 40118)'. Below these are options to 'Show Icons' at 'At assignment location' or 'At serviced location', and a 'Showing 777 assignments' indicator. There are also buttons for 'Center on assigned vehicle', 'Center on latest serviced location', 'Hide Cancelled Assignments', and 'Hide Assignments'. A 'Confirming Vehicles' section shows 'Vehicle Name: 40118' and 'Speed Limit (mph): No Limit'. The main map area shows a street grid with numerous colored bins. A pop-up window is open over a bin, showing details for Customer ID 0000115875, including Address, Service: 2023-03-28 10:39:36, Status: COMPLETED, Confirmed by: Driver, and GPS coordinates: 26.818906, -119.657241. On the right, the 'Colors Legend' panel is visible, with sections for 'Container shapes' (Residential, Commercial, Industrial routes), 'Container colors' (Pending, Confirmed, Not out, Exception, Missed, Cancelled, Completed), and 'Vehicle colors' (Assigned, Matched, Not out, Exception, NCC).

- iii. Click the bin of interest to review the details in the displayed pop-up. **NOTE:** For bins that were not collected, an image should be available.

Verifying the collection status for a specific customer

- i. Select the **Bin Monitor** option on the side bar. The **Bin Monitor** page is displayed.
- ii. Select the division, date, and enter the customer address in the corresponding fields at the top of the page, then click the magnifying glass icon. The map is refreshed. If you entered the exact address, it will be centered on the corresponding bin.



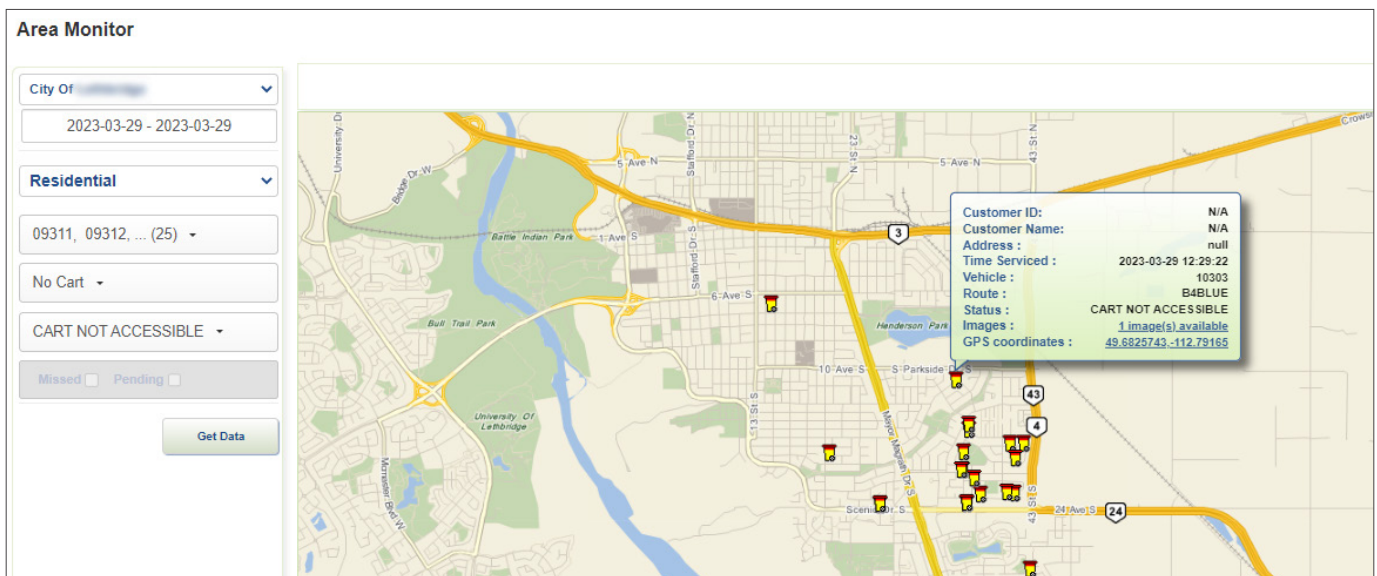
iii. Click the bin of interest to review the customer details and bin information in the displayed pop-ups.

Reviewing Exceptions

You can review exceptions in FleetLink Map and FleetLink Reports.

Reviewing Exceptions in FleetLink Map

1. Open your organization's FleetMind landing page, click **Map**, and then log in using your credentials. The FleetLink Map application window is displayed.
2. Go to the **Fleet Overview** menu and select the **Area Monitor** option. The **Area Monitor** page is displayed.
3. Select a date range, vehicle collection type, workflow (select **Empty** for regular collections) and the type(s) of exception, then click **Get Data**.



4. Click the bin of interest and review the information in the displayed pop-up.

Reviewing Exceptions in FleetLink Reports

1. Open your organization's FleetMind landing page, click **Reports**, and then log in using your credentials. The FleetLink Reports application window is displayed.
2. Go to the **Exceptions** menu and select the **Driver Exceptions** option. The **Driver Exceptions** report page is displayed.
3. Select a date range, if desired, and the type(s) of exception, then click **Search**.

ROUTE	SEQUENCE	VEHICLE	DRIVER	ACCOUNT #	CUSTOMER NAME	CUSTOMER ADDRESS	TIME STAMP	SE
B2BLUE	0	21303	17	297846	HOUSE		2023-03-01 07:05:35	CA
B2BLUE	0	21303	17	217157	HOUSE		2023-03-01 07:08:41	CA
B3BLACK	0	23303	13	292288	HOUSE		2023-03-01 07:10:00	CA
B2BLUE	0	21303	17	452705	HOUSE		2023-03-01 07:18:36	CA
B2BLUE	0	21303	17	467178	HOUSE		2023-03-01 07:18:44	CA
B2BLUE	0	21303	17	467167	HOUSE		2023-03-01 07:19:46	CA
B4BLUE	0	21304	10	367146	HOUSE		2023-03-01 07:20:03	CA
B2BLUE	0	21303	17	423972	HOUSE		2023-03-01 07:21:10	CA

4. To view the available images, find the record of interest on the list, then click the icon in the **IMAGES** column.

Viewing Video in FleetLink Safety Dashboard

You can stream live video from the trucks currently servicing the routes or view and save recorded video in FleetLink Safety Dashboard.

i NOTE: About saving videos

- Video can be saved only if the truck is running, and the FleetMind software/hardware are on.
- Videos are stored on the recorder installed in the truck, and are eventually overwritten to reuse the storage capacity. Depending on the number of cameras used with the recorder, you can expect one to two weeks of previously recorded video to be available for downloading.

Streaming Live Video

1. Open your organization's FleetMind landing page, click **Safety Dashboard**, and then log in using your credentials. The FleetLink Safety Dashboard application window is displayed.
2. Select the **System Status** option on the sidebar. The **System Status** page is displayed.
3. Select the division from the drop-down list at the top right of the page. The list of available trucks is displayed on the left-hand side panel and the corresponding truck icons on the map.

System Status

City of [Redacted]

Stream	Vehicle	GPS	Camera	Driver Name
	12453			
	12674			
	12670			
	12667			
	12668			
	12660			
	12664			
	12662			
	12452			
	12661			
	12663			
	12659			
	12658			
	12449			
	12675			
	12456			

- Find the truck of interest on the list, then click the camera icon in the **Stream** column. The streaming window is displayed for the selected truck.
- Click the icon for the desired camera to play the video from that camera. You can switch between cameras to view other video streams.

Streaming from vehicle: 40022

*Last contact with vehicle : 2021-10-27 16:10:41


Use VLC plugin

Select Camera

Reverse Camera

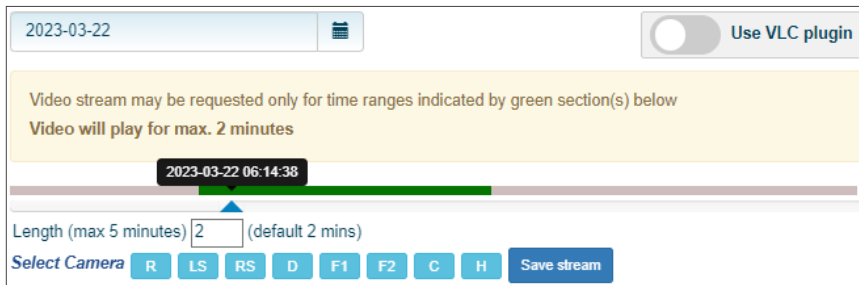
Copyright © Verizon Connect Inc., HERE

Working with Archived Video

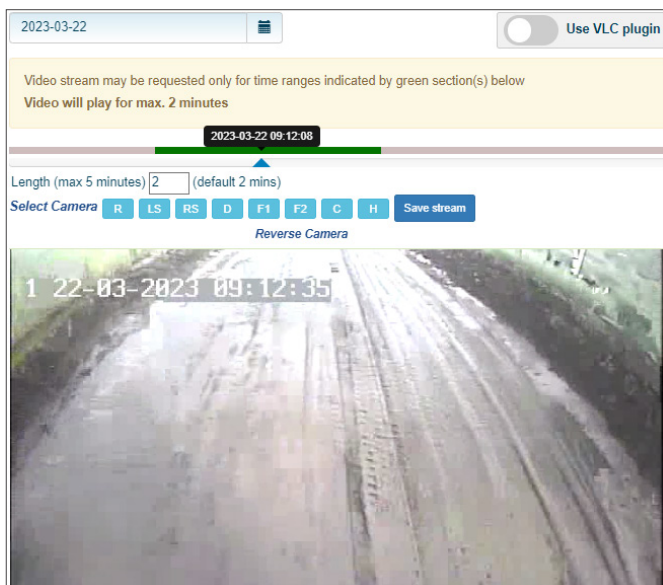
1. Follow steps **1 - 3** of the **Streaming Live Video** procedure.
2. Find the truck of interest on the list, then click the film icon  in the **Stream** column. The archived video window is displayed for the selected truck.



3. Select the desired date from the calendar field at the top right of the window, then click and drag the playhead to the desired point in the green portion of the displayed video timeline. The camera selection icons are displayed.

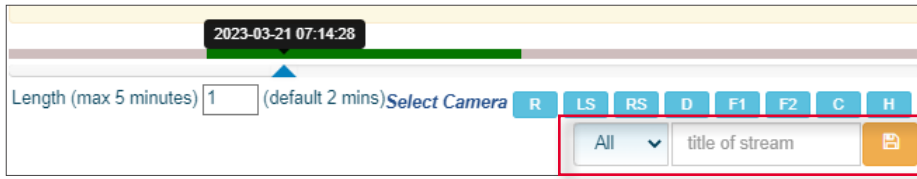



4. Click the icon for the desired camera. **NOTE:** The truck may not have all the cameras installed or available. The video starts playing in the displayed viewport.



5. Adjust the position of the playhead as needed to define the starting point of the video segment you want to save, then click the icon for the desired camera again.

6. Enter the desired number of minutes (up to 10 minutes or the maximum configured for your organization) in the blank field below the timeline, then click **Save stream**. New user interface elements are displayed.



7. Select the desired camera from the drop-down list (select **All** to save video from all cameras), enter the name of this video in the text field, then click the save icon . The system prepares and saves the video.
8. To review the saved video:
 - i. Go to the application side bar and select the **Events** option. The **Events** page is displayed.
 - ii. Select the date range and the division for the video you saved, then click **Generate**. The list of videos is displayed.
 - iii. Sort and filter the list as needed, then find the saved video. **NOTE:** The name of the video in the **Events** column will begin with the words **Video Upload**.

Events						
From: 2023-03-20		To: 2023-03-29		City of [dropdown]		Generate
Event	Event Date Time	Trigger	Driver	Vehicle	Score	Observed Beh
Contains	Contains	Contains	Contains	40118	Contains	Contains
Incident	2023-03-21 11:29:47	Accelerometer 3D Sensor		40118	0	
Incident	2023-03-22 08:57:07	Accelerometer 3D Sensor		40118	0	
Incident	2023-03-22 08:57:17	Accelerometer 3D Sensor		40118	0	
Incident	2023-03-22 11:50:24	Accelerometer 3D Sensor		40118	0	
Incident	2023-03-22 11:50:33	Accelerometer 3D Sensor		40118	0	
Video Upload : hopper	2023-03-23 18:30:35	Server		40118	0	
Incident	2023-03-24 09:11:32	Accelerometer 3D Sensor		40118	0	

- iv. To play the video, click the link in either the **Events** or the **Vehicle** column, then select the video number in the displayed **Event videos** window.

Event videos, vehicle: 40118

"hopper" vehicle: 40118

*Select video to play:

1

Download Video

Behaviour: Score: 0 Status: Never Reviewed

- Cell Phone Use 5
- Food or Drink 5
- No Seat Belt Driver 5
- No Seat Belt Passenger 5
- No Turn Signal On Turn 5
- Not Stopping At The Stop On Red 15
- Smoking 5

Service & Support

Support Information

Contact customer service

- Technical Support: 1.888.514.7443 opt. 3
- Email: fmsupport@safefleet.net

Product information

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

- <https://community.safefleet.net/>

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