Drive Report

Monitoring Service

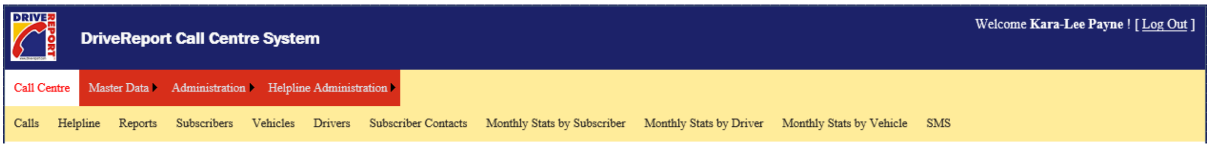
User Guide

Contents

1 Navigating the Drive Report Monitoring Service back-end 3
2 Calls Tab 3
2.1 Viewing the call history 3
2.2 Creating a new call 3
2.2.1 Capturing the Caller's Information 4
2.3 Call Notifications 5
2.3.1 Incorrect Details 5
2.4 Audit log 6
2.5 Editing a call 6
2.6 Matching unmatched calls 6
2.7 Exporting calls to excel 7
3 Reports Tab 7
4 Subscribers Tab 8
4.1 Creating subscribers 8
4.2 Creating a new subscriber 8
4.2.1 Creating / Editing / Deleting Subscriber Contacts 9
4.3 Subscriber Vehicles 10
4.3.1 Creating / Editing / Deleting Subscriber Vehicles 10
4.4 Subscriber drivers 11
4.4.1 Creating / Editing / Deleting Subscriber Drivers 11
4.5 Setting up the subscriber hierarchy 13
4.6 Audit Log 13
4.7 Exporting Subscribers 13
4.8 Subscriber Vehicle Billable Report 13
5 Vehicles Tab 14
6 Drivers Tab 14
7 Subscriber Contacts Tab 14
8 Generating subscriber monthly stats 15
9 SMS 16

1 Navigating the Drive Report Monitoring Service back-end

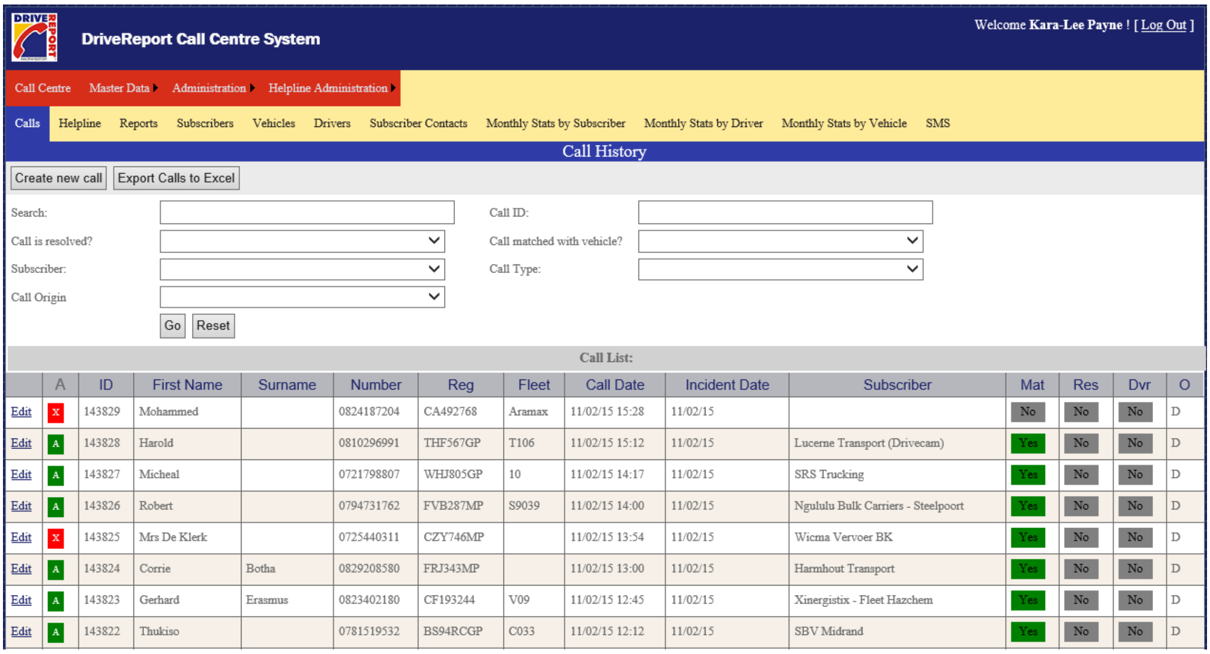
Once a user has logged into the system click on the link “Call Centre” which will bring up a list of sub headings.



2 Calls Tab

2.1 Viewing the call history

To view the call history, click on the "Calls" tab. Once there, the user will be able to see all the previous calls captured in the system as well as filters so that a specific call can be searched for.



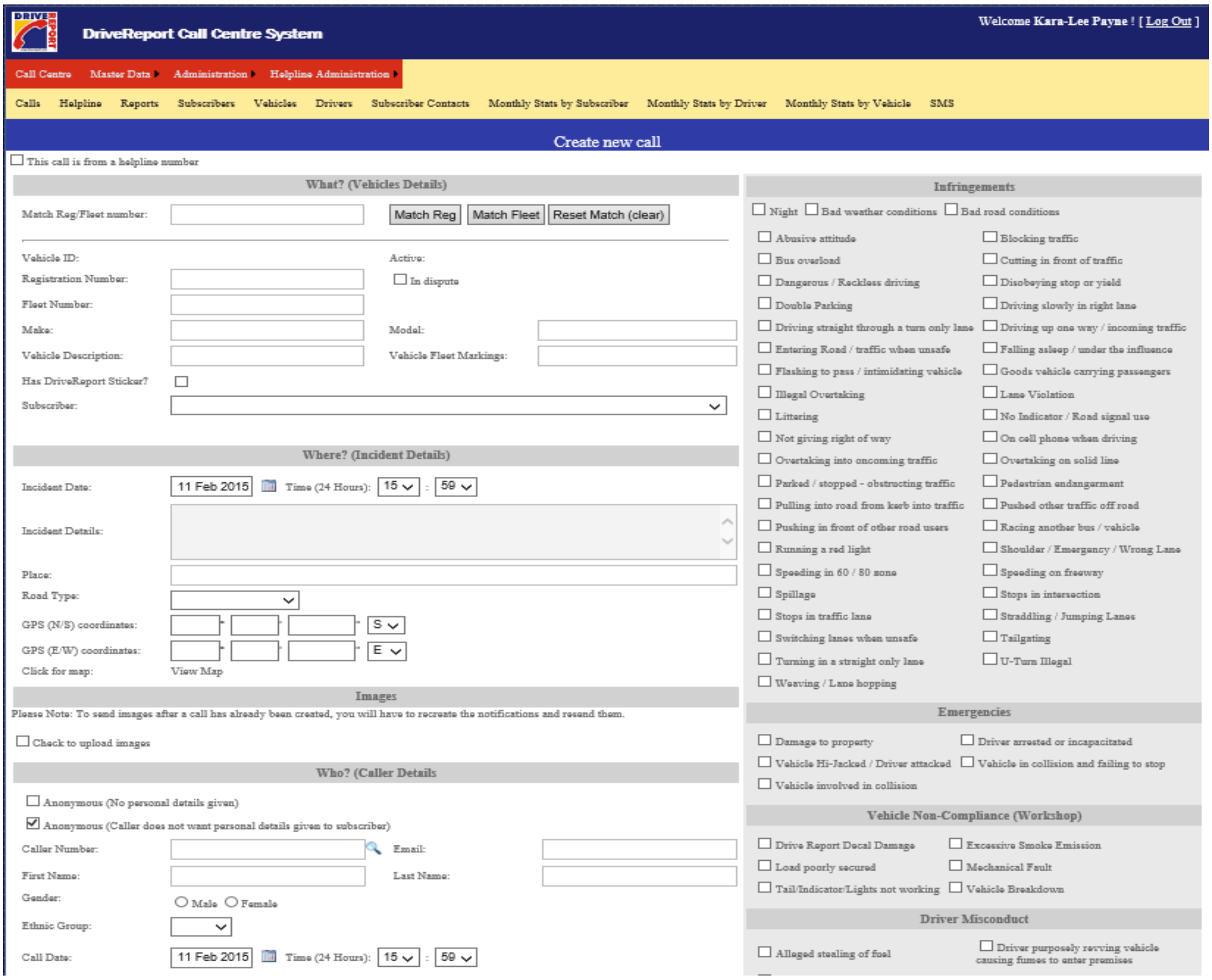
	A	ID	First Name	Surname	Number	Reg	Fleet	Call Date	Incident Date	Subscriber	Mat	Res	Dvr	O
Edit	X	143829	Mohammed		0824187204	CA492768	Aramax	11/02/15 15:28	11/02/15		No	No	No	D
Edit	A	143828	Harold		0810296991	THF567GP	T106	11/02/15 15:12	11/02/15	Lucerne Transport (Drivecam)	Yes	No	No	D
Edit	A	143827	Micheal		0721798807	WHJ805GP	10	11/02/15 14:17	11/02/15	SRS Trucking	Yes	No	No	D
Edit	A	143826	Robert		0794731762	FVB287MP	S9039	11/02/15 14:00	11/02/15	Ngululu Bulk Carriers - Steelpoort	Yes	No	No	D
Edit	X	143825	Mrs De Klerk		0725440311	CZY746MP		11/02/15 13:54	11/02/15	Wicma Vervoer BK	Yes	No	No	D
Edit	A	143824	Corrie	Botha	0829208580	FRJ343MP		11/02/15 13:00	11/02/15	Harmhout Transport	Yes	No	No	D
Edit	A	143823	Gerhard	Erasmus	0823402180	CF193244	V09	11/02/15 12:45	11/02/15	Xinergistix - Fleet Hazchem	Yes	No	No	D
Edit	A	143822	Thukiso		0781519532	BS94RCGP	C033	11/02/15 12:12	11/02/15	SBV Midrand	Yes	No	No	D

2.2 Creating a new call

While in the "Calls" tab there is an icon that says "Create new call". This will link the user to the call creation page.

On the call creation page, enter the information provided by the person calling in, starting with vehicle details (fleet or reg. number), incident description as told by the caller, incident location, & the callers’ information). On the right hand side of the page, an incident drop down menu is then utilised to allocate risk to the reported incidents. Upon completion of all the relevant fields, click the

"Save" icon and the information will be saved. The user will be redirected to the call notification page to visibly confirm that all alerts were sent.



2.2.1 Capturing the Caller's Information

Due to the nature of the service, each caller must be given the right to remain entirely anonymous, anonymous from the client but choose to leave their details with Drive Report, or they can choose to have the client respond to their report.

The system automatically selects "Anonymous (Caller does not want personal details given to the subscriber)". In this instance, the caller chooses to leave their information with Drive Report and an SMS can be sent to the caller in reference. The onus will be on the subscriber to respond to the caller.

If a caller chooses to remain entirely anonymous, the user must unselect the automated selection and select "Anonymous (No personal details given)". No SMS can be sent to the caller if this is selected.

Should the caller request to be contacted, unselect the automated selection and select "Requires response from subscriber". The caller's details will then be sent through to the client's online portal as part of the incident report. If the automated selection is NOT unselected, the caller's details will

NOT be sent through to the subscriber. In this way, a caller's information cannot be sent to a client by mistake.

Who? (Caller Details

- [ ] Anonymous (No personal details given)
- [x] Anonymous (Caller does not want personal details given to subscriber)

Caller Number:		Email:	
First Name:		Last Name:	
Gender:	○ Male ○ Female		
Ethnic Group:			
Call Date:	12 Feb 2015	Time (24 Hours):	09 : 40

- [ ] Requires Response from Subscriber?
- [ ] Caller is Passenger?
- [ ] Subscriber has responded?

2.3 Call Notifications

Once a user has created a call, notifications are created and sent out to the subscriber contacts (see point 2.3), and the caller, in the form of text messages & emails. The caller notification includes the reference number, a link to which any photo or video footage taken can be uploaded as well as a thank you for their report.

To access the notifications of a call at any time, click the "Notifications" tab within the call.

Drive Report (Pty) Ltd
Call ID: 142937

General Details | Notifications | Images | Audit Log

Re-create Notifications | Force sending immediately

	ID	Contact	ContactType	Destination	Type	Status	Date Sent	Message
Send / Re-send	302043	Adrian Basson	Subscriber Contact	0611628878	SMS	Sent	21 Jan 2015 15:13	<?xml version="1.0" encoding="UTF-8"?><usarsp COMMAND="submit_sm" INSTANCE="iwsusa2" NODE="driveH REQ_ID="1418988299566_12537829" RESPONSE_TIME="19" TRANSFORM="SUBMIT_SM" USERNAME="driv RESPONSE DATA"><commandStatus>0x0</commandStatus><sequenceNumber>36172583</sequenceNumber><messageId>6999
Send / Re-send	302042	Adrian Basson	Subscriber Contact	edren@telkomsa.net	Email	Sent	21 Jan 2015 15:13	
Send / Re-send	302041	Bernd Finkeldeh	Subscriber Contact	bernd@cellstop.com	Email	Sent	21 Jan 2015 15:13	
Send / Re-send	302040	Michael Mackenzie	Subscriber Contact	michaelm@cellstop.com	Email	Sent	21 Jan 2015 15:13	

An Images tab will also appear once a call has been saved. Should a caller upload any video or photo footage after the call has been saved, the operator can view said footage from this tab.

2.3.1 Incorrect Details

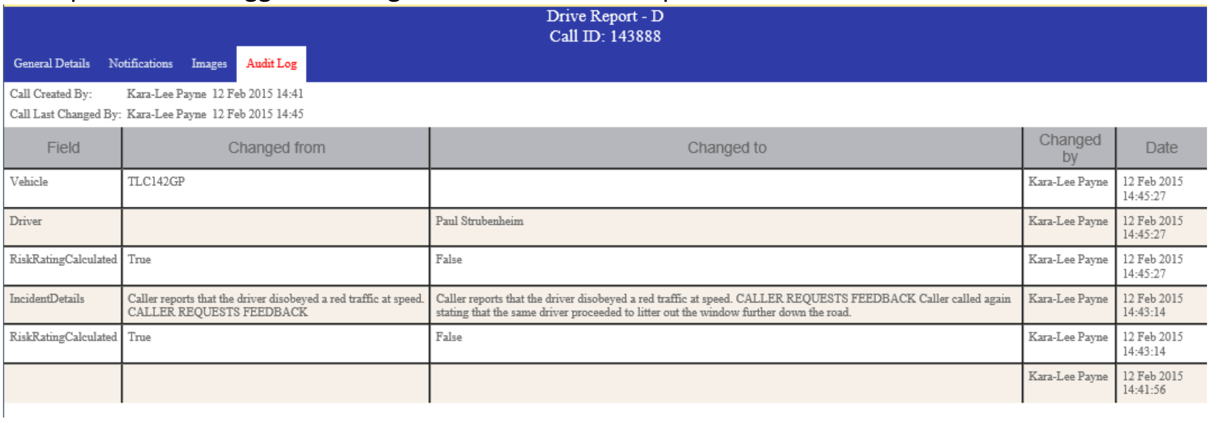
If you find that the incorrect messages were created; you can go back to the subscriber contact page; make the changes and go back to the notifications page to "Re-create Notifications"

Re-create Notifications

All messages, both email and SMS, can be recreated, resent or force sent at any time should a message have failed.

2.4 Audit log

Every call also maintains an audit log. This keeps record of any additions, deletions or amendments done to the report incl. what field was changed, the original script to the amended script, who made the change and on which date.
The operator that logged the original call will also be captured.


Drive Report - D
Call ID: 143888

General Details Notifications Images Audit Log

Call Created By: Kara-Lee Payne 12 Feb 2015 14:41
Call Last Changed By: Kara-Lee Payne 12 Feb 2015 14:45

Field	Changed from	Changed to	Changed by	Date
Vehicle	TLC142GP		Kara-Lee Payne	12 Feb 2015 14:45:27
Driver		Paul Strubenheim	Kara-Lee Payne	12 Feb 2015 14:45:27
RiskRatingCalculated	True	False	Kara-Lee Payne	12 Feb 2015 14:45:27
IncidentDetails	Caller reports that the driver disobeyed a red traffic at speed. CALLER REQUESTS FEEDBACK	Caller reports that the driver disobeyed a red traffic at speed. CALLER REQUESTS FEEDBACK Caller called again stating that the same driver proceeded to litter out the window further down the road.	Kara-Lee Payne	12 Feb 2015 14:43:14
RiskRatingCalculated	True	False	Kara-Lee Payne	12 Feb 2015 14:43:14
			Kara-Lee Payne	12 Feb 2015 14:41:56

2.5 Editing a call

To edit a call, go to the "Calls” tab and click the edit icon next to the call that needs to be edited. The page will redirect to that specific call in which the information can then be edited. If information is edited, recreate those messages sent through to the client/company only. The caller does NOT need to receive a second SMS.

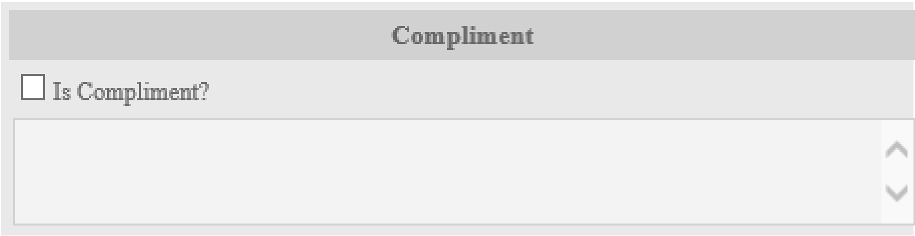
2.6 Matching unmatched calls

In many instances, a call might not match to a client – this will be highlighted by a red “X” next to the call ID number. Multiple reasons can account for this such as operator error (hearing “d” instead of “v”), caller error (seeing an “8” instead of a “3”), inactive clients or vehicles from which the decal was not removed or possibly calls placed on vehicles not on the Drive Report System.

For every unmatched incident, the operator must ask the caller for possible fleet markings or company insignia visible on the vehicle. Once a day, a Drive Report operator or manager must attempt variations of the reg. number provided to possibly find a match. If matched, notifications must be created and sent through to the company concerned. Should this fail, using the information provided by the caller on vehicle markings or company insignia, the client could be contacted as to whether the vehicle does exist in their fleet (if yes, an updated fleet list should be obtained to update the system and billing for the client).

2.7 Compliments

Should a caller wish to compliment a driver, the same procedure applies in creating a new call (see point 2.1), with a few exceptions. The operator must capture all vehicle information where applicable and the call must be matched to a subscriber. Incident details as per the caller must be captured in the compliment box below the incident drop down menu as seen in the screen capture below.



Date and time of both the report and the compliment must be captured as well as where the behaviour occurred (location). The caller must leave their contact details in all complimentary reports for follow up by the subscriber.

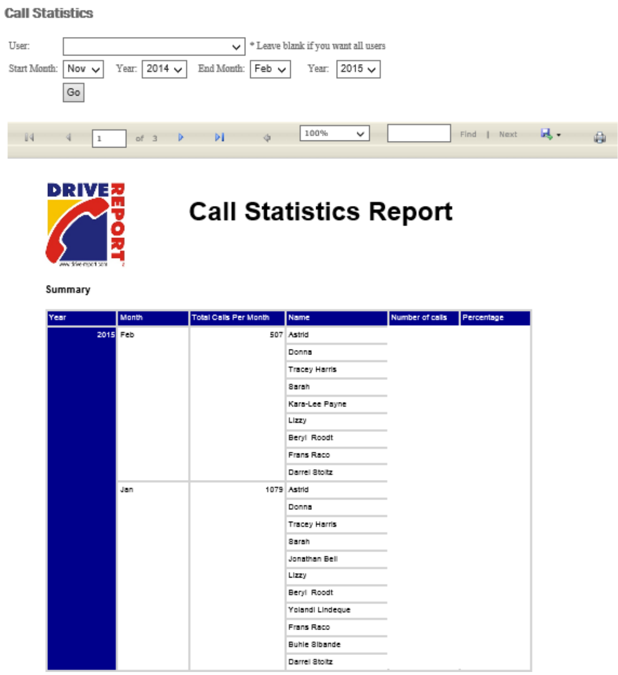
The operator must contact the subscriber to obtain the drivers details. The call is then resolved and the operator prints a ‘Good Driving Award’ certificate. The certificate, a “Drive Report Team Player” football bag & football is then packaged and sent through to the subscriber. This award is then gifted to the driver at the subscriber’s discretion.

2.8 Exporting calls to excel

To export the calls to excel, go to the "Calls" tab and click the "Export Calls to Excel" icon. A pop up appears on which the date range a user wishes to export can be isolated. An excel spreadsheet will be downloaded with all the call information in it.

3 Reports Tab

The next tab is a tool for management that accumulates and keeps track of all calls received daily, including the call split between operators. This is then totalled for the month to give you a month on month comparison. The data can be isolated to either a user, date range or combination of the two.



Year	Month	Total Calls Per Month	Name	Number of calls	Percentage
2015	Feb	507	Astrid		
			Donna		
			Tracey Harris		
			Sarah		
			Kara-Lee Payne		
			Lizzy		
			Beryl Roodt		
			Frans Raco		
			Darrel Stoltz		
	Jan	1079	Astrid		
			Donna		
			Tracey Harris		
			Sarah		
			Jonathan Bell		
			Lizzy		
			Beryl Roodt		
			Yolandi Lindeque		
			Frans Raco		
			Buhle Sibande		
			Darrel Stoltz		

4 Subscribers Tab

4.1 Creating subscribers

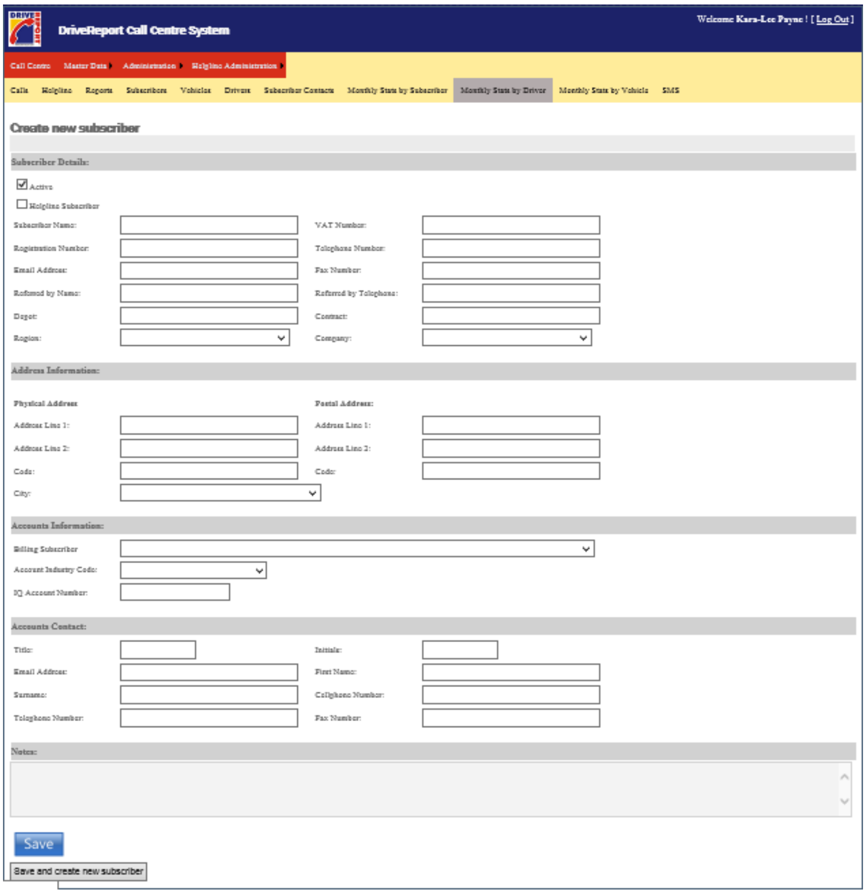
To create a subscriber, click on the "Subscribers" tab. You will be redirected to a list of all of your subscribers. From this page, you will be able to access both active and in-active subscribers on the system.

Multiple functionalities can be performed from this page for all subscribers, or a selection of one or more subscribers namely:

4.2 Creating a new subscriber

Click on the icon “Create New Subscriber”. You will be redirected to a page allowing you to input a new subscriber’s general information, address information, account information and contact details. Upon completion of all fields, click on save to finalise the creation of the subscriber.

Note: in the event of multiple regions / branches, create the head office account first and then create all the sub accounts. This account will then become the billing subscriber to which all invoicing will be sent. All other accounts will report to the billing subscriber using the hierarchy set up.



Once a subscriber has been created, further tabs will appear for completion namely: the contacts page, vehicles page, driver’s page, hierarchy set up and viewing pages, and an audit log.

To delete a subscriber that is no longer subscribing to Drive Report, click on “Make In-Active” from the Subscribers page.

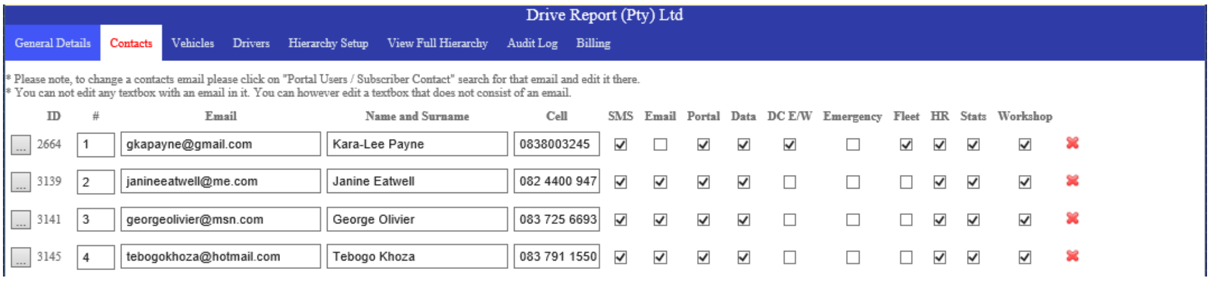
Note: if a subscriber provides Drive Report with vehicle and driver expiry dates, the “Receive Driver Expiry” and “Receive Vehicle Expiry” check boxes must be ticked. In doing so, the contact requesting stats will receive the monthly report and vehicle and driver reports. (See points 4.4.1 & 4.5.1)

4.2.1 Creating / Editing / Deleting Subscriber Contacts

For each subscriber account (including sub accounts), contacts must be created determining alerts to be received, system access and information control at the client level. The hierarchy set up must be taken into account at each level.

Each contact must be created using the contact’s email address, name and surname and mobile number (if receipt of SMS alert requested or ticked as emergency contact). For every contact requiring portal access, a password can either be auto generated or created under the contact’s profile.

Access rights must be indicated for each contact by “ticking” the relevant block noting the type of access. There are checkboxes on the right hand side of the page defining what type of access each contact has and whether they receive SMS/email alerts or not. One contact can have multiple contact types. To delete a contact for any reason, click on the red “x”. This removes the contact from the clients account but not from the system.


Drive Report (Pty) Ltd

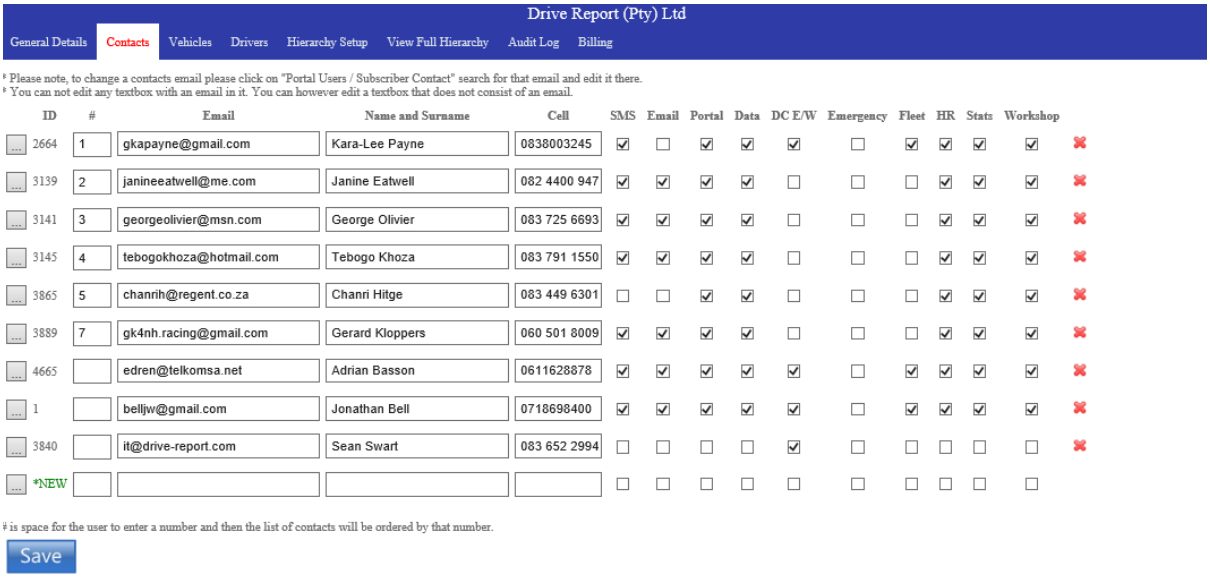
General Details | Contacts | Vehicles | Drivers | Hierarchy Setup | View Full Hierarchy | Audit Log | Billing

* Please note, to change a contacts email please click on "Portal Users / Subscriber Contact" search for that email and edit it there.
* You can not edit any textbox with an email in it. You can however edit a textbox that does not consist of an email.

ID	#	Email	Name and Surname	Cell	SMS	Email	Portal	Data	DC E/W	Emergency	Fleet	HR	Stats	Workshop
2664	1	gkapayne@gmail.com	Kara-Lee Payne	0838003245	☑	☐	☑	☑	☑	☐	☑	☑	☑	☑
3139	2	janineeatwell@me.com	Janine Eatwell	082 4400 947	☑	☑	☑	☑	☐	☐	☐	☑	☑	☑
3141	3	georgeolivier@msn.com	George Olivier	083 725 6693	☑	☑	☑	☑	☐	☐	☐	☑	☑	☑
3145	4	tebogokhoza@hotmail.com	Tebogo Khoza	083 791 1550	☑	☑	☑	☑	☐	☐	☐	☑	☑	☑

This page also defines whether a contact has access to the portal or not. If the portal access checkbox is checked, the user can provide the contact with a password. Once the information is saved, the contact will be able to log into the portal with his/her email as a login and password. To give a user portal access,

1. Check the “Portal” check box.
2. Check the “Data” check box (if portal editing rights must be allocated)
3. Expand the user details by clicking on the  icon.
4. Type in a password or Auto Generate a password
5. Click “Save”
6. Expand the user details again by clicking on the  icon.
7. Click “Send Account Info Email” and the login details will be sent to the contact via the system



To add a new contact, type in the email address at the bottom of the list where it shows “*NEW”

If the contact is already in the system, the name and cell number will automatically be populated for you. If the contact is not in the system, fill in the name and cell number; you may then proceed to check the notification settings. Once that is done click on save.

4.3 Subscriber Vehicles

For every level split of the organisation, a vehicle/s must be added.

While editing a subscriber, you will see that there is a "Vehicles" tab at the top of the page. Click on that tab to view the vehicles that belong to this subscriber. There are filters to search for a particular vehicle.

4.3.1 Creating / Editing / Deleting Subscriber Vehicles

While under the subscriber vehicles page you will see a "Create New Vehicle" icon. This icon will allow the user to add one vehicle at a time to the subscriber. When clicked, the user is redirected to a vehicle information page into which the vehicle spec must be added.

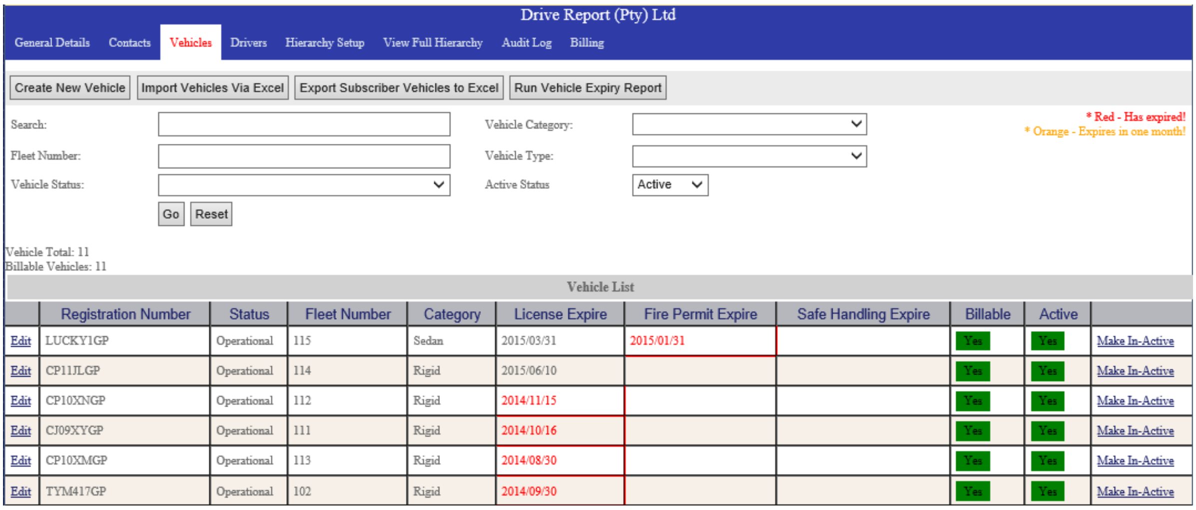
Note: the system currently maintains renewals on vehicle licences, fire permits, safe handling permits and fire extinguishers. An expiry report is automatically sent out between the 1stand 4th of every month but the user can generate this report at any time by clicking on the “Run Vehicle Expiry Report” (Clients can see this information in their own portal and generate the report for themselves – See Client Portal Manual). The system also maintains on screen alerts by highlighting dates expiring in 30 days in orange and expired dates in red.

Multiple vehicles can be added by exporting the vehicle template spreadsheet, populating the information, and importing the spreadsheet into the system under that subscriber. In the vehicles page, click on “Export Subscriber Vehicles to Excel”. Once you have populated the spread sheet, click on “Import Vehicles Via Excel”. Browse your folders for the spreadsheet and then click on the “Import” icon. This spreadsheet can also be used to move existing vehicles between subscribers.

Note: for a new subscriber with no vehicles, click on the “Import Vehicles Via Excel” icon and then “Download Fresh Template”. In this way, all the vehicles can be added at one time.

Checks must be made to ensure all fields within the vehicle have been completed e.g. vehicle marked as operational. Billing is based on Mechanical Horse, rigids, LDV’s etc. (anything with an engine), whilst all trailers are marked as non-billable.

When deleting a vehicle, click on “Make In-Active”. This keeps the vehicle on the system but removes the vehicle from the clients account. In this way, you can access the vehicle after the client is no longer on the system for any reason.


Drive Report (Pty) Ltd

General Details | Contacts | Vehicles | Drivers | Hierarchy Setup | View Full Hierarchy | Audit Log | Billing

Create New Vehicle | Import Vehicles Via Excel | Export Subscriber Vehicles to Excel | Run Vehicle Expiry Report

Search:
Vehicle Category:
* Red - Has expired!
* Orange - Expires in one month!
Fleet Number:
Vehicle Type:
Vehicle Status:
Active Status: Active
Go | Reset

Vehicle Total: 11
Billable Vehicles: 11

Vehicle List

	Registration Number	Status	Fleet Number	Category	License Expire	Fire Permit Expire	Safe Handling Expire	Billable	Active	
Edit	LUCKY1GP	Operational	115	Sedan	2015/03/31	2015/01/31		Yes	Yes	Make In-Active
Edit	CP11JLGP	Operational	114	Rigid	2015/06/10			Yes	Yes	Make In-Active
Edit	CP10XNGP	Operational	112	Rigid	2014/11/15			Yes	Yes	Make In-Active
Edit	CJ09XYGP	Operational	111	Rigid	2014/10/16			Yes	Yes	Make In-Active
Edit	CP10XMGP	Operational	113	Rigid	2014/08/30			Yes	Yes	Make In-Active
Edit	TYM417GP	Operational	102	Rigid	2014/09/30			Yes	Yes	Make In-Active

4.4 Subscriber drivers

For every level split of the organisation, a driver/s must be added.

While editing a subscriber, you will see that there is a "Drivers" tab at the top of the page. Click on that tab to view the drivers that belong to this subscriber. There are filters to search for a particular driver.

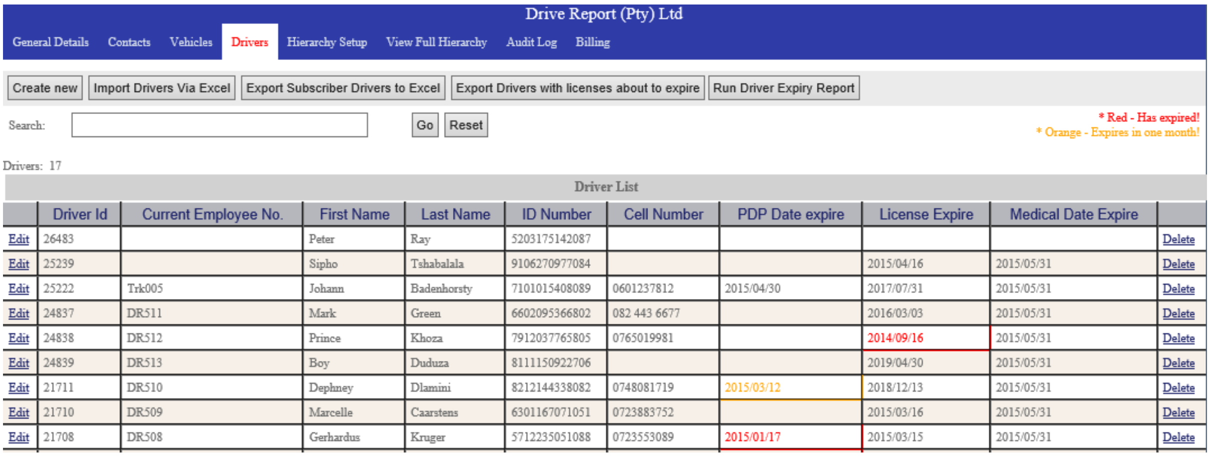
4.4.1 Creating / Editing / Deleting Subscriber Drivers

While under the subscriber drivers page you will see a "Create New" icon. This icon will allow the user to add one driver at a time to the subscriber. When clicked, the user is redirected to a driver information page into which the driver spec must be added.

Note: the system currently maintains renewals on driver applicable dates namely licence renewals, PDP renewals, last medical performed, dangerous goods permit renewals, HAZCHEM permit renewals & date of last performed eye test. An expiry report is automatically sent out between the 1stand 4th of every month but the user can generate this report at any time by clicking on the “Run Driver Expiry Report” (Clients can see this information in their own portal and generate the report for themselves – See Client Portal Manual). The system also maintains on screen alerts by highlighting dates expiring in 30 days in orange and expired dates in red.

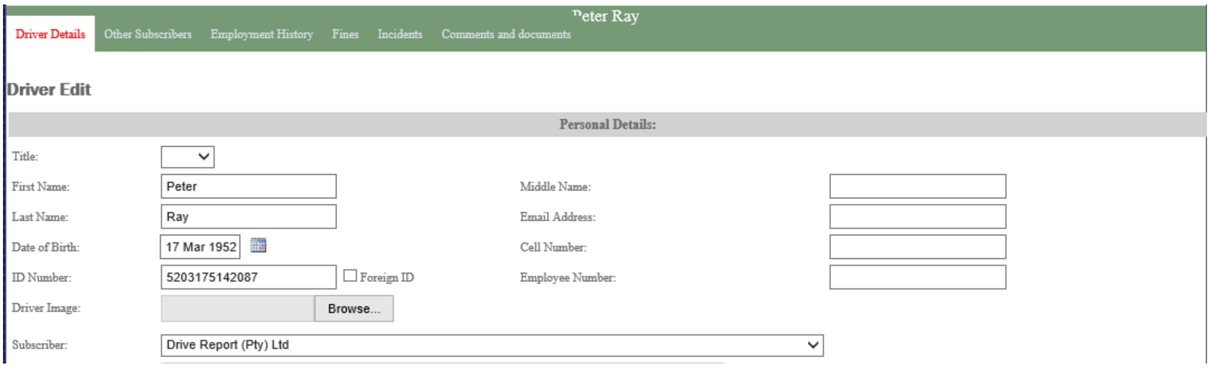
Multiple drivers can be added by exporting the driver template spreadsheet, populating the information, and importing the spreadsheet into the system under that subscriber. In the drivers page, click on “Export Subscriber Drivers to Excel”. Once you have populated the spread sheet, click on “Import Drivers Via Excel”. Browse your folders for the spreadsheet and then click on the “Import” icon. This export can also be used for editing multiple driver information.

Note: for a new subscriber with no drivers, click on the “Import Drivers Via Excel” icon and then “Download Fresh Template”. In this way, all the drivers can be added at one time.



	Driver Id	Current Employee No.	First Name	Last Name	ID Number	Cell Number	PDP Date expire	License Expire	Medical Date Expire	
Edit	26483		Peter	Ray	5203175142087					Delete
Edit	25239		Sipho	Tshabalala	9106270977084			2015/04/16	2015/05/31	Delete
Edit	25222	Trk005	Johann	Badenhorsty	7101015408089	0601237812	2015/04/30	2017/07/31	2015/05/31	Delete
Edit	24837	DR511	Mark	Green	6602095366802	082 443 6677		2016/03/03	2015/05/31	Delete
Edit	24838	DR512	Prince	Khoza	7912037765805	0765019981		2014/09/16	2015/05/31	Delete
Edit	24839	DR513	Boy	Duduza	8111150922706			2019/04/30	2015/05/31	Delete
Edit	21711	DR510	Dephney	Dlamini	8212144338082	0748081719	2015/03/12	2018/12/13	2015/05/31	Delete
Edit	21710	DR509	Marcelle	Caarstens	6301167071051	0723883752		2015/03/16	2015/05/31	Delete
Edit	21708	DR508	Gerhardus	Kruger	5712235051088	0723553089	2015/01/17	2015/03/15	2015/05/31	Delete

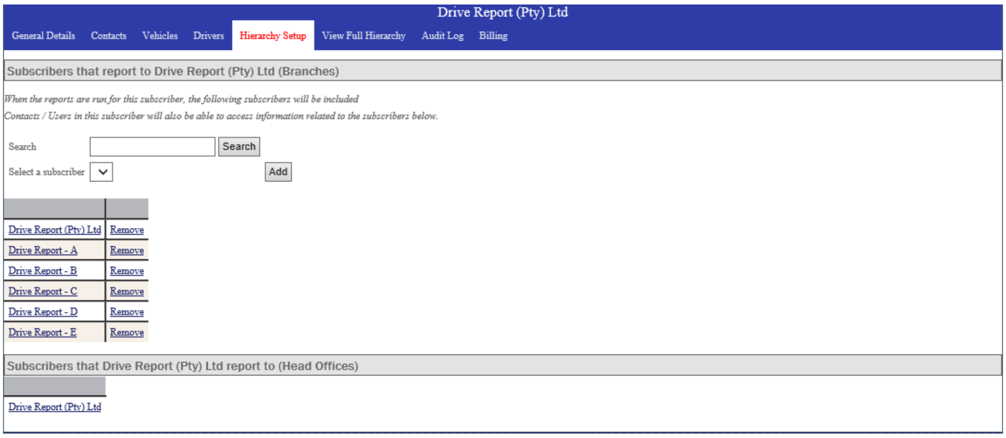
In order to build a driver database, no drivers should be deleted (even though an icon to do so is provided). Create a subscriber account to which you can add any drivers not allocated to a subscriber e.g. Unallocated Drivers. When deleting a driver, click on “Edit”. Move the driver from the subscriber into the Unallocated Drivers Account and save the information.



Then click on “Employment History” and add in the employment details of that driver for that subscriber. Save the information again. This keeps the driver on the system with their employment history and can be used at any time, but, will remove the driver from the clients account.

4.5 Setting up the subscriber hierarchy

While editing a subscriber the user will see a "Hierarchy Setup" tab. Click here to setup the hierarchy for a particular head office/regional subscriber. To add a depot/branch/terminal etc. that reports to the head office/regional subscriber, search for a relevant subscriber, select and click add. This subscriber will then be added into a list of subscribers that report to the head office / regional subscriber that the user is editing. The subscribers in the list can be deleted by clicking on the "Remove" button in the list. The list at the bottom of the page then shows which upper level subscriber this particular subscriber might report to considering multi levelled hierarchy structures.



Click on the “View Full Hierarchy” tab to check your set up for each subscriber once completed.

Note: for all subscribers with a hierarchy set up, the operator managing the account will be responsible for compiling a consolidated monthly report with must be sent through to all those contacts captured in the top tier of the hierarchy. (see point 8)

4.6 Audit Log

Every subscriber has an audit log tallying all amendments, additions and deletions done to that subscriber. For each of the above, the log maintains the date, who made the changes, the record and field of change.

4.7 Exporting Subscribers

From the subscribers tab, a user can choose to export a subscriber list – based on all subscribers on the system or a selected group of subscribers. This report is in excel format and will list the subscriber name, contact person with cell number & email address; the business telephone number, fax number, physical and postal address, industry and region.

4.8 Subscriber Vehicle Billable Report

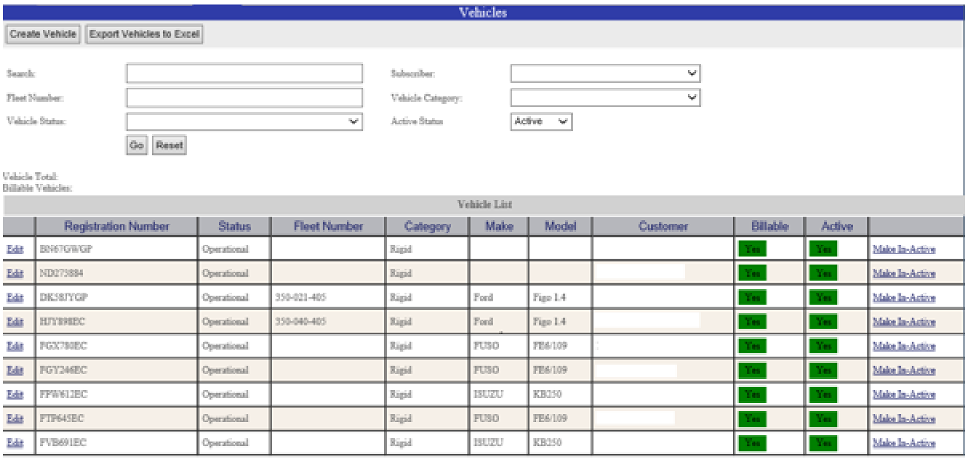
From the subscribers tab, a user can pull a vehicle billable report for a client or for all clients. This is an excel report that list the subscriber name, the total vehicles, the billable vehicle total and the non-billable vehicle total

5 Vehicles Tab

Every vehicle, active or in-active, can be searched from the vehicles tab – a shortcut against going in via a subscriber.

Vehicles can be created and allocated to a subscriber from this page and all vehicles, or a specific grouping based on isolating in the search panels, can be exported to excel.

This page will also give a user a vehicle total and billable vehicle total.



Vehicles

Create Vehicle | Export Vehicles to Excel

Search: | Subscriber:
Fleet Number: | Vehicle Category:
Vehicle Status: | Active Status: Active

Go | Reset

Vehicle Total:
Billable Vehicles:

Vehicle List

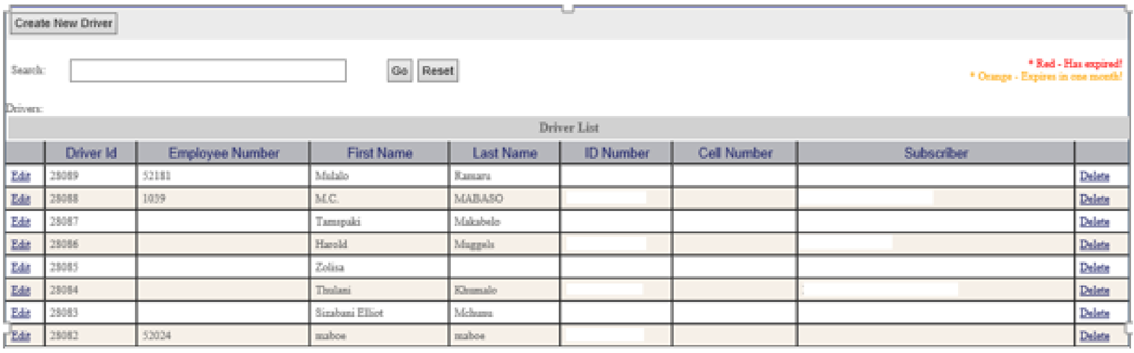
	Registration Number	Status	Fleet Number	Category	Make	Model	Customer	Billable	Active	
Edit	BN67GWGP	Operational		Rigid				Yes	Yes	Make In-Active
Edit	ND273884	Operational		Rigid				Yes	Yes	Make In-Active
Edit	DK58JYGP	Operational	350-021-405	Rigid	Ford	Figo 1.4		Yes	Yes	Make In-Active
Edit	HJY898EC	Operational	350-040-405	Rigid	Ford	Figo 1.4		Yes	Yes	Make In-Active
Edit	FGX780EC	Operational		Rigid	FUSO	FE6/109		Yes	Yes	Make In-Active
Edit	FGY246EC	Operational		Rigid	FUSO	FE6/109		Yes	Yes	Make In-Active
Edit	FPW612EC	Operational		Rigid	ISUZU	KB250		Yes	Yes	Make In-Active
Edit	FTP645EC	Operational		Rigid	FUSO	FE6/109		Yes	Yes	Make In-Active
Edit	FVB691EC	Operational		Rigid	ISUZU	KB250		Yes	Yes	Make In-Active

6 Drivers Tab

Every driver, active or in-active, can be searched from the drivers tab – a shortcut against going in via a subscriber.

Drivers can be created and allocated to a subscriber from this page and all drivers, or a specific grouping based on isolating in the search panels, can be exported to excel.

This page will also give user the total number of drivers on the system.



Create New Driver

Search: | Go | Reset

* Red - Has expired!
* Orange - Expires in one month!

Drivers:

Driver List

	Driver Id	Employee Number	First Name	Last Name	ID Number	Cell Number	Subscriber	
Edit	28089	52181	Mulalo	Ramaru				Delete
Edit	28088	1039	M.C.	MABASO				Delete
Edit	28087		Tamspaki	Makabelo				Delete
Edit	28086		Harold	Maggels				Delete
Edit	28085		Zolisa					Delete
Edit	28084		Thulani	Khumalo				Delete
Edit	28083		Sizabani Elliot	Mchunu				Delete
Edit	28082	52024	maboe	maboe				Delete

7 Subscriber Contacts Tab

Every contact, active or in-active, can be searched from the subscriber contacts tab – a shortcut against going in via a subscriber.

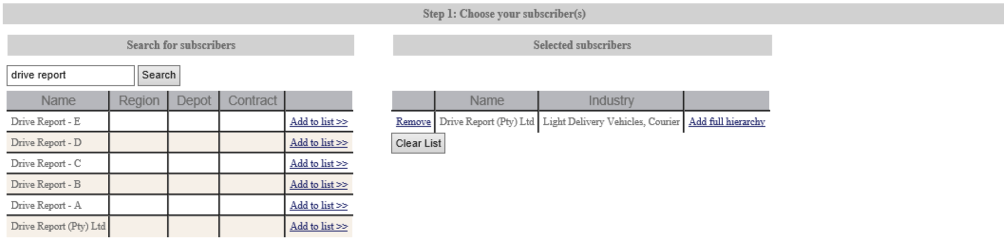
Only those subscribers that need access to the portal can be created from this page. A user will be able to manage login in access, subscriber/s access, change logs and login history as well as deleting the user from the system entirely.

8 Generating subscriber monthly stats

When clicking on the “Monthly Stats by Subscriber”, you will be directed to a page listing all the subscribers on the system. In general, the system will auto generate and send individual depot statistics (provided only to those contacts selected to receive stats (see point 4.2)). This tab will be utilised by the operator to consolidate stats for those contacts in the top level of a hierarchy structure of the accounts allocated to them.

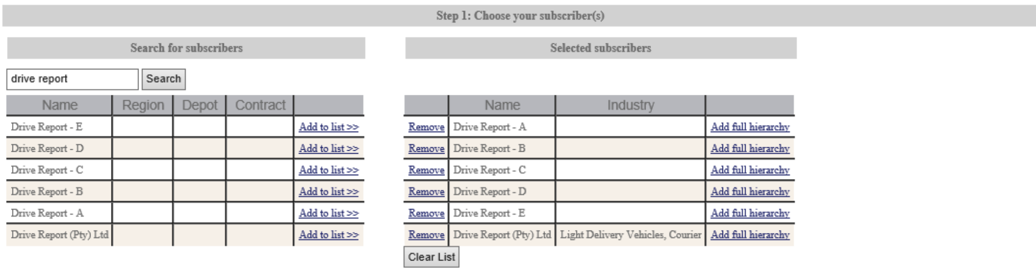
<u>Step 1</u>

Select the subscriber by typing in the reference and clicking “Add to list”
The subscriber will then be added to a list of “Selected Subscribers” to the right of the original selection box



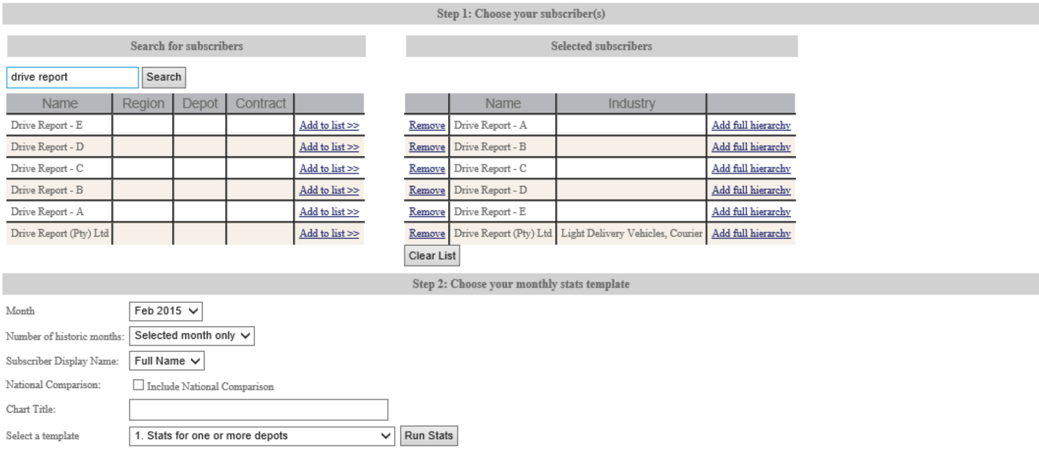
<u>Step 2</u>

Click on “Add full hierarchy” for all depots reporting to the subscriber to be added into the report.



<u>Step 3</u>

Select the month for which you wish to pull the report
Note: a report can back date by 12 months – select the month you wish the stats to end at and select the number of months you wish to back date by.
Title the report
Select your template
Click on “Run Stats”



Once the above steps have been completed, an excel spreadsheet will download with information and graphs pertaining to the subscribers you have selected. This must then be emailed to the relevant contacts by the allocated operator of the account.

9 SMS

The Drive Report Monitoring Service gives the user the ability to send an SMS from the system. This can arise from a variety of requests e.g. a caller requesting the number of a subscriber

Click on the SMS tab

The page will open up a window into which the destination number for the SMS must be captured. A second window for the SMS must be completed before the user clicks send.

The right hand side of the page will maintain an audit log of sent messages to include the destination number, the message and the date sent.