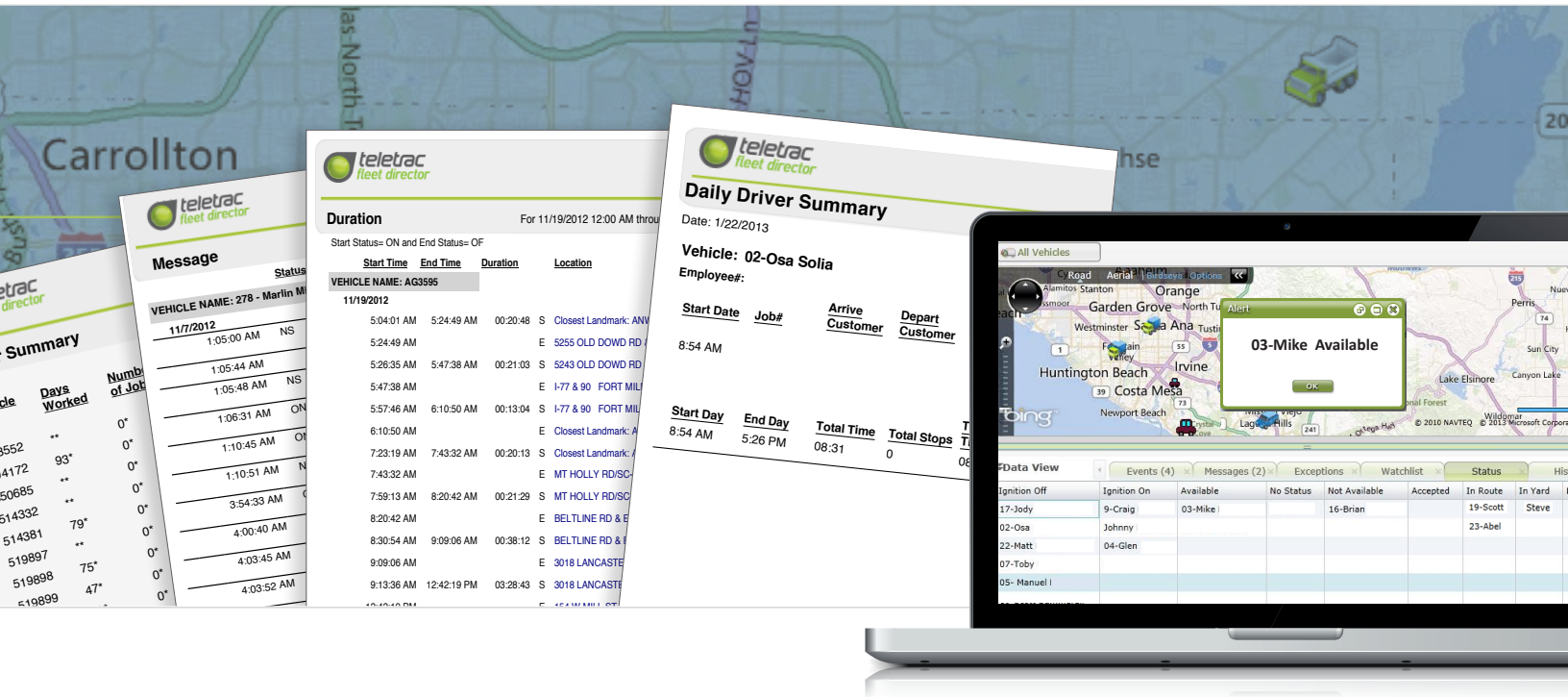
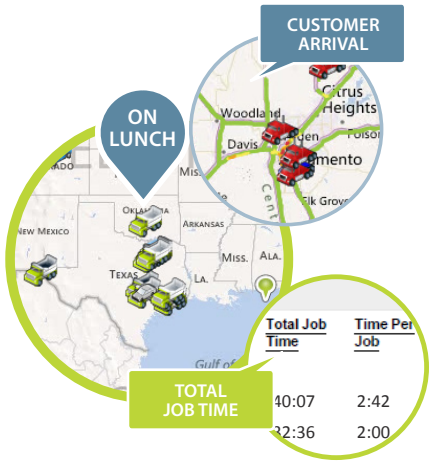
Fleet Director®
teletrac®

Messaging Reports Overview





Job and Customer Management
Dispute Resolution
Scorecarding
Timecarding

Messaging Overview

Custom two-way messaging between drivers and fleet managers.

Fleet Director's two-way messaging makes communication more efficient between fleet managers and drivers.

Whether the message is sent from the office or the vehicle, there are three formats to choose from:

1

Canned messages

Customizable, pre-defined messages. No typing required.

2

Form messages

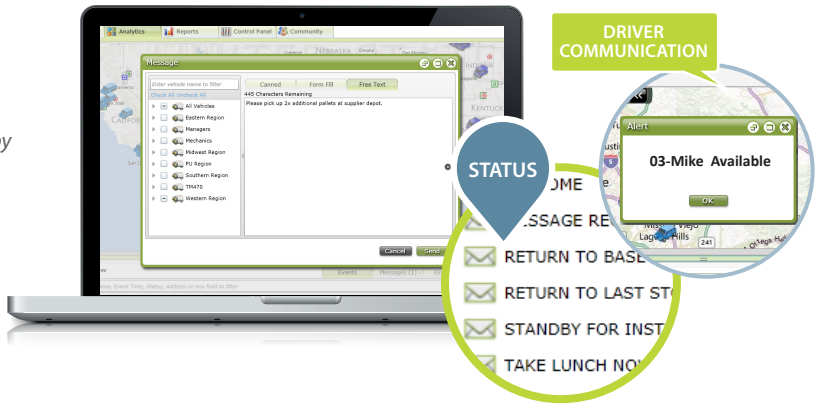
Customizable, pre-defined messages where the sender enters information into blank fields.

3

Free text messages

Sender has the capability to type a unique message.

The Duration Report helps manage job time by providing the time elapsed between statuses.



Automate Status Updates

Custom messages can be linked to status updates for streamlined communications.

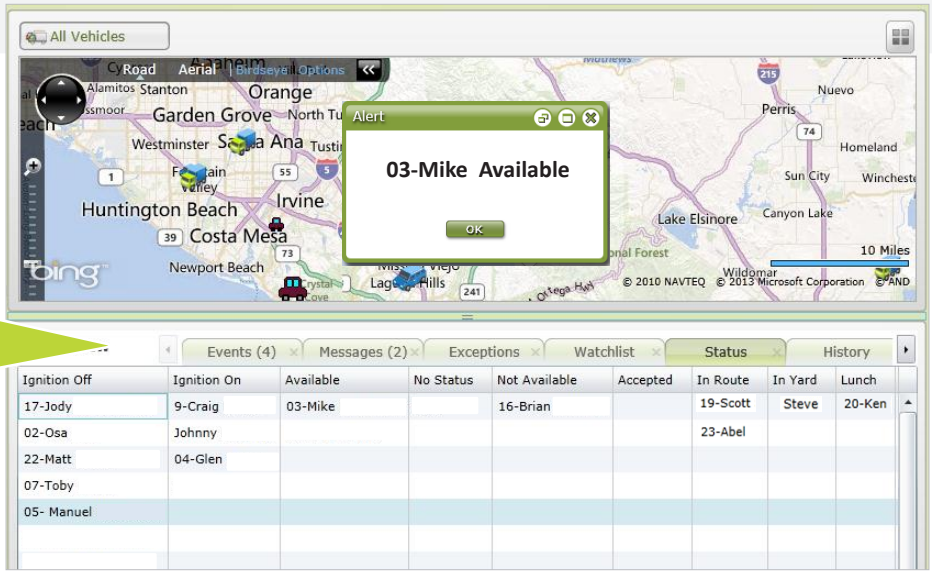
Fleet Director's messaging capabilities go much further than two-way messaging.

Every inbound driver message is time-stamped with a vehicle position. Messages can be set to automatically trigger:

- Status updates to the fleet manager
- Pop-up alerts in Fleet Director
- Automated reply messages
- Automated timecard reports

Each of these features is customizable to meet the unique needs of your business.

In this actual client status view, see vehicles listed by custom statuses, based on inbound messaging.



Messaging Reports

Messaging via the Tablet adds even more actionable data to reports which come as standard with Fleet Director.

Messages between drivers and fleet managers are logged in these reports. Message information is invaluable in viewing the 'who, what, when and where' in dispute resolution situations.

- Message Report
- Detailed Report
- On-Site Detailed Report

The Duration Report can be configured to show the start and end time for any standard or custom statuses linked to inbound messages.

In this actual client report, see time spent on each job, based on 'Started Job' and 'Finished Job' canned messages sent by the driver.

Beyond start and finish of job - you can run this report for any status you set up!

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Duration For 1/22/2013 12:00:00 AM through 1/23/2013 11:59:59 PM

Start Status = SJ and End Status = FJ

Start Time	End Time	Duration		Location
VEHICLE NAME: 02-Osa				
1/22/2013				
8:54:14 AM	5:26:07 PM	08:31:53	S	27700 ELDENA DR & REDONDELA DR RANCHO PALOS VERDES CA 90275
5:26:07 PM			E	1709 W 223RD ST & S WESTERN AVE TORRANCE CA 90501
VEHICLE NAME: 03-Mike				
1/22/2013				
12:49:51 PM	2:56:08 PM	02:06:17	S	8234 E BLACKWILLOW CIR & S SERRANO AVE ANAHEIM CA 92808
2:56:08 PM			E	8236 E BLACKWILLOW CIR & S SERRANO AVE ANAHEIM CA 92808
1/23/2013				
9:01:34 AM	2:14:55 PM	05:13:21	S	RIVERSIDE FWY/CA-91 ANAHEIM CA 92807
2:14:55 PM			E	2201 CAPE COD WAY & N CLARA ST SANTA ANA CA 92703

Daily Driver Summary Report

Provides a detailed daily timecard based on messages sent from the driver.
Can be configured to show time spent at customer user defined landmarks.

Goals

Timecarding

Dispute Resolution

Highlights

- Provides a daily timecard per driver, showing the duration of a working day, time spent at user defined landmarks and lunch breaks.
- Event times are based on time-stamped inbound messages from driver.
- Messages can include job reference numbers.

Advantages

- Beneficial for driver timecarding, payroll and customer invoicing.

In this actual client report, view time spent at customer sites and total hours worked.

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Daily Driver Summary

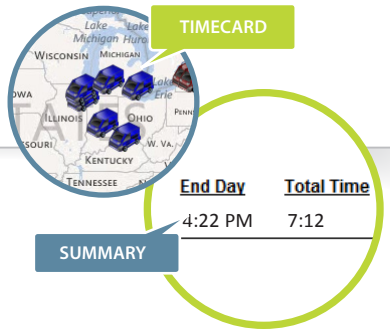
Date: 1/22/2013

Vehicle: 19 - Scott

Employee#:

Start Date	Job#	Arrive Customer	Depart Customer	On Lunch	Off Lunch	End Day	Elapsed Time	Location
9:10 AM								Closest Landmark - Yard
	636355	9:33 AM					00:23	3479 Yosemite Av, Cerritos, CA 94530
	636355		12:13 PM				02:40	3479 Yosemite Av, Cerritos, CA 94530
				12:34 PM			00:21	3099 Crow Rd, San Ramon, CA 94583
					1:23 PM		00:49	3099 Crow Rd, San Ramon, CA 94583
	632128	1:46 PM					00:23	Closest Landmark - Continental
	632128		4:01 PM				02:15	Closest Landmark - Continental
						4:22 PM	00:21	Closest Landmark - Yard

Start Day	End Day	Total Time	Total Stops	Total Drive Time	Total UpLoad	Total Lunch Time
9:10 AM	4:22 PM	7:12	2	01:28	04:55	00:49



Driver Summary Report

Provides a scorecard summary of driver productivity, including hours worked, jobs completed, job time, non-job time and other timecard-related measures.

Goals

Timecarding

Job and Customer Management

Scorecarding

Highlights

- Provides a summary detail of the number of customer jobs completed per driver, as well as the average time per job and non-job hours.
- Selecting a date range can show performance over time.
- NOTE: Report is based on driver listing the same vehicle each day.

Advantages

- Beneficial for scorecarding job efficiency by driver in terms of the number of jobs handled per day, time per job and time booked for travel and breaks.

In this actual client report, view the average time a driver takes per job, average non-job hours and other productivity measures.

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Driver Summary For 1/21/2013 12:00:00 AM through 1/25/2013 11:59:59 PM

Vehicle	Days Worked	Number Of Jobs	Total Job Time	Time Per Job	Jobs Per Day	Total Non-Job Time Per Day	Avg Lunch Time	Avg Length Of Day
Alf-214	5	15	40:07	2:42	3.0	1:20	0:29	9:50
Bob-446	5	16	32:36	2:00	3.2	1:44	0:34	8:43
Brad-329	4	13	31:42	2:24	3.2	1:12	0:24	9:32
Randal-223	5	18	41:06	2:18	3.6	1:16	0:51	9:22
Steve-675	5	18	38:18	2:06	3.6	1:51	0:45	10:18
Tanya-314	5	17	36:12	2:06	3.4	1:36	1:02	9:53