



# COMFORT AMBULANCE

*Ambulance Dispatch System*

*Web Based Application*



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## 1. SYSTEM REQUISITE

- 1.1 Computer Platform: PC, Apple.
- 1.2 Computer Operation System:
  - a. Windows 7, Windows Server, Windows 8, Windows 10
  - b. Mac: OSX and above
- 1.3 Internet Browser
  - a. Safari, Chrome, Firefox, Opera, Internet Explorer
  - b. Enter Website Address to Internet Browser: <http://track.asiacom.co.th/comfort/>

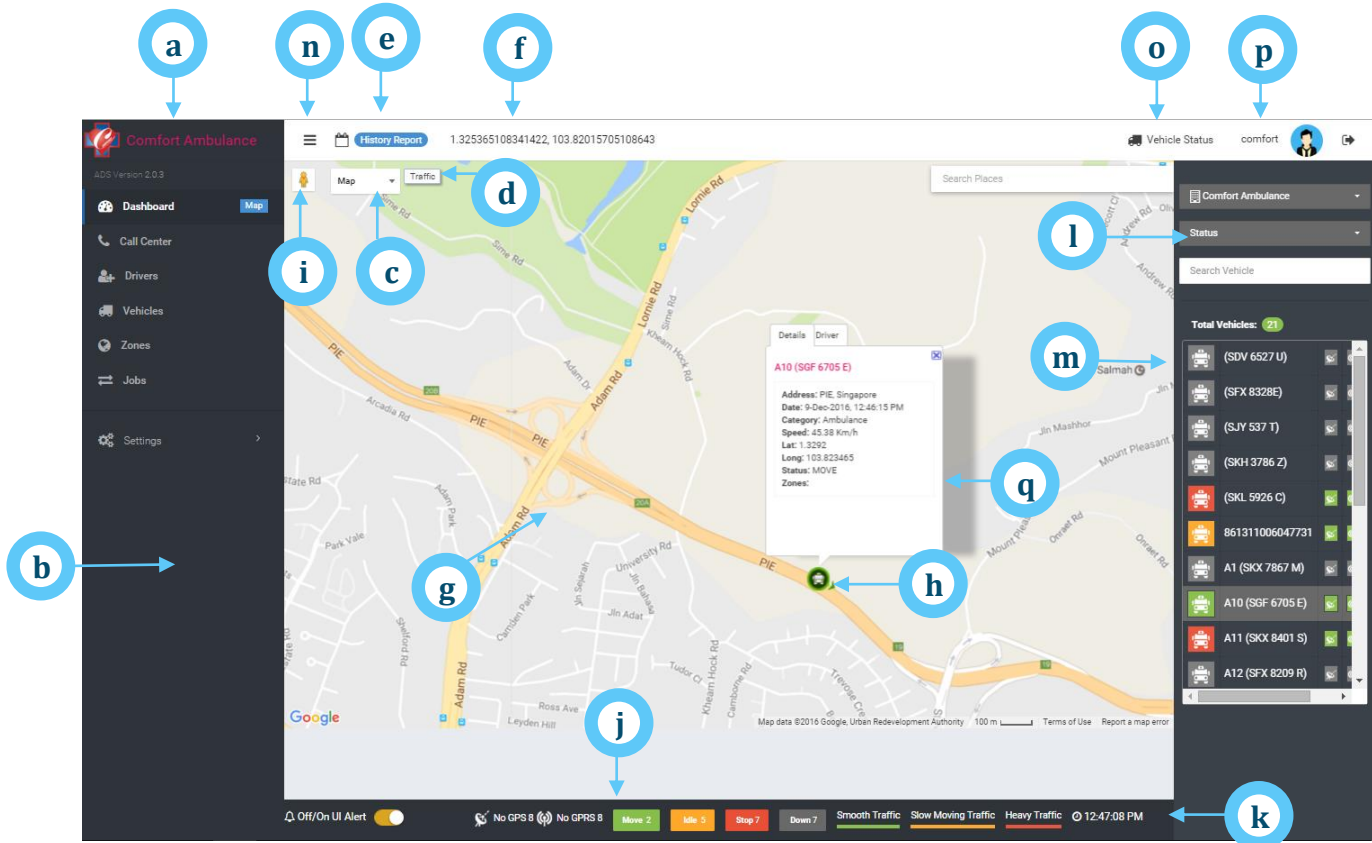
## 2. LOGIN TO BEGIN

- 2.1 The Login page allow user to login with their account.



- 2.2 Key in Username & Password.
- 2.3 Your default Username is: comfort. Password is: comfort888
- 2.4 Click login to see the dashboard interface.

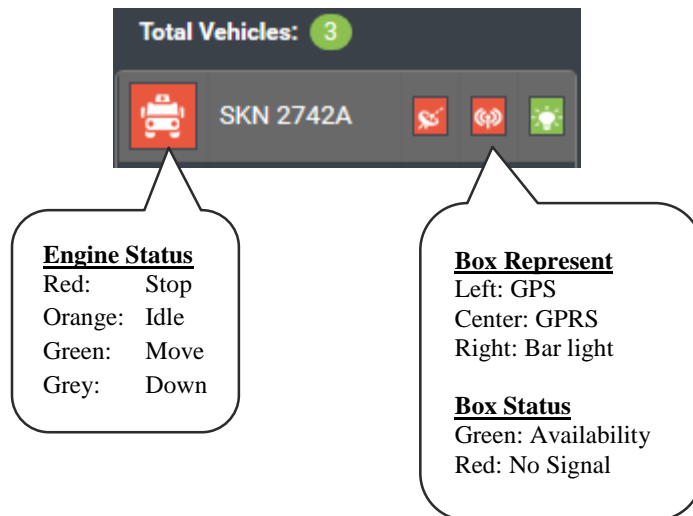
### 3. DASHBOARD

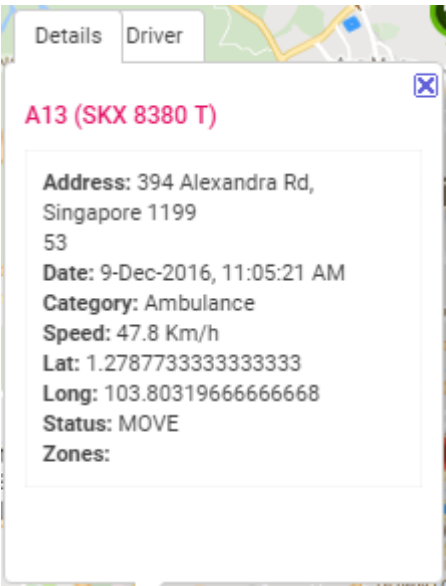
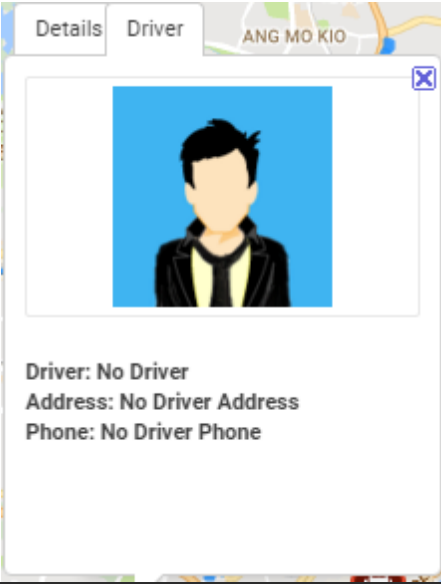
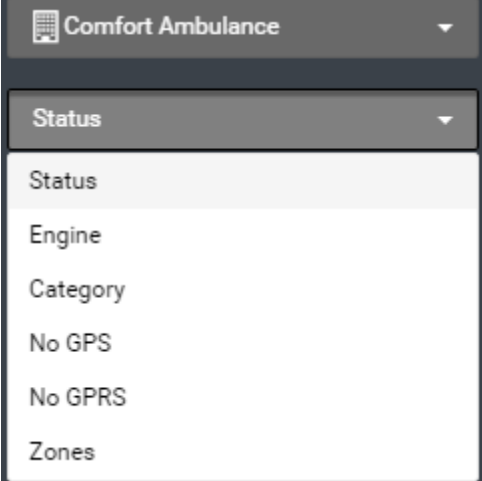


#### 3.1

#### Description








- a. Company name
- b. Left Panel
- c. Map Options
- d. Traffic Layer Button
- e. History Tab
- f. Coordinates
- g. Map Interface
- h. Vehicle Icon
- i. Street view layer
- j. Vehicle Status Legend
- k. Time
- l. Filter Options
- m. Vehicle List
- n. Toggle left panel
- o. Toggle right panel
- p. User Information
- q. Infobox



	<h3>3.2 Vehicle Properties</h3> <p><b>Step 1</b> - Click on the Vehicle Icon on the Map Interface  <b>Step 2</b> - Following information are available:</p> <p><b>Address:</b> Location of the Vehicle  <b>Date:</b> Today Date and Time  <b>Category:</b> Vehicle Category  <b>Speed:</b> Travel Speed of the vehicle  <b>Lat:</b> Latitude of the current Vehicle  <b>Long:</b> Longitude of the current Vehicle  <b>Status:</b> MOVE, IDLE or STOP  <b>Zone:</b> "Zone Name"</p>
	<h3>3.3 Driver Properties</h3> <p><b>Step 1</b> – Click on the Vehicle Icon on the Map Interface  <b>Step 2</b> – Click on the Driver tab  <b>Step 3</b> – Following information are available:</p> <p><b>Photo:</b> Driver Photo  <b>Driver:</b> Driver Name  <b>Address:</b> Driver Address  <b>Phone:</b> Driver Phone</p>
	<h3>3.4 Filter Vehicle</h3> <p>Select your view by filtering:</p> <p><b>Search</b>  <b>Name of Vehicle</b>  <b>Engine status:</b> Move, Idle or Stop  <b>Category:</b> Car, Bus, Truck, etc.  <b>No GPS</b>  <b>No GPRS</b>  <b>Zones</b></p>

## 4. CALL CENTER

4.1 The Call Center page allow user to create a job and assign to available vehicle.



History Report

New Job

JN-091216-443

CUSTOMER DETAILS:

9-Dec-2016, 11:13

Amount

Date/Time of Call

Amount

Caller Name

Caller Contact

Caller Name

Caller Contact

FROM:

Search Places

Address

Select Hospital...

Select Nursing Home Community...

Hospital

Nursing Home Community

Unit Nos.

Bed/Ward

Unit Nos.

Bed/Ward

Patient's Name

Medical Condition

Patient's Name

Medical Condition

TO:

Destination

Select Hospital...

Destination

Hospital

Accessories

☐ Oxygen

☐ Wheel Chair

☐ Stair Chair

☐ Stretches

Cash

Payment

One Way

Trip

View Map

Map

Satellite

Select Vehicle

Map data ©2016 Google

Terms of Use

Report a map error

Jobs Created by comfort (9-Dec-2016)

Total Jobs: 1

SN	Job Number	Job Type	Ambulance	Time	Driver	From	To	Caller	Phone
1	JN-091216-156	Normal	861311006047731	10:30:00 AM	-	Eight Riversuites Singapore	National University Hospital (NUH)	Test Caller	12345

Available Ambulance

21 Total

4 Available

Assign

Disable/Enable Alarm

Pending

Acknowledge

Onboard

Available

Break

Logout

11:16:50 AM



## 4.1 Job Creation

New Job

JN-091216-443

CUSTOMER DETAILS:

9-Dec-2016, 11:13

Amount

Date/Time of Call

Amount

Caller Name

Caller Contact

Caller Name

Caller Contact

FROM:

Search Places

Address

Select Hospital...

Select Nursing Home: Community Hospital

Hospital

Nursing Home: Community

Unit Nos.

Bed/Ward

Unit Nos.

Bed/Ward

Patient's Name

Medical Condition

Patient's Name

Medical Condition

TO:

Destination

Select Hospital...

Destination

Hospital

Accessories

☐ Oxygen

☐ Wheel Chair

☐ Stair Chair

☐ Stretches

Cash

Payment

One Way

Trip

View Map

Step 1: Generate Job Number

JN-091216-443

- This is Job Number auto generated by system.

- Job Number allow user to filter the job to transfer it for another vehicle.

Step 2: Insert Customer Details

CUSTOMER DETAILS:

9-Dec-2016, 11:13

Amount

Date/Time of Call

Amount

Caller Name

Caller Contact

Caller Name

Caller Contact

- User have to fill up all the information of Customer Details before create the job

Step 3: Select Origin Place/Destination Place

Search Places

Address

- User are able to key in the place's name search the place.

OR

Select Hospital...

Select Nursing Home: Community

Select Hospital...

Select Nursing Home: Community Hospital...

Changi General Hospital (CGH)

Econ Medicare Centre

Gleneagles Hospital

Orange Valley Nursing Home (Changi)

Khoo Teck Puat Hospital

Orange Valley Nursing Home (Bukit Merah)

KK Women's And Children's Hospital (KKH)

Orange Valley Nursing Home (Clementi)

Mount Alvernia Hospital

Orange Valley Nursing Home (Maralling)

Mount Elizabeth Hospital

Orange Valley Nursing Home (Simei)

National University Hospital (NUH)

Orange Valley Nursing Home (Sims Avenue)

Ng Teng Fong General Hospital & Jurong Community Hospital

All Saints Home

Parkway East Hospital (former East Shore Hospital)

Serene Nursing Home Pte Ltd

Raffles Hospital

Nightingale

Singapore General Hospital (SGH)

Paean Nursing Home Pte Ltd

Tan Tock Seng Hospital (TTSH)

Orange Valley Nursing Home

Thomson Medical Centre (TMC)

Ju Eng Home For Senior Citizens

- User are able to select hospital as origin place from dropdown list.

Step 4: Enter unit Nos, bed/ward, patient's name and medical conditions

Unit Nos.

Bed/Ward

Unit Nos.

Bed/Ward

Patient's Name

Medical Condition

Patient's Name

Medical Condition

Step 5: Enter destination of the job

TO:

Destination

Select Hospital...

Destination

Hospital

- User can either key the exact destination of the job or select hospital from the drop down list.

7

#### Step 6: Selection final preparation and checkout before initiate the job

Accessories

- ☐ Oxygen
- ☐ Wheel Chair
- ☐ Stair Chair
- ☐ Stretches

Payment: **Cash**

Trip: **One Way**

[View Map](#)

- User can select Accessories to be prepare by ticking on Oxygen, Wheel Chair, Stair Chair or Stretches.
- User can then select type of payment either Cash or Billing
- User can then select type of trip either One Way or Two Way

#### Step 9: Assigning Job

Jobs Created by comfort (9-Dec-2016) Total Jobs: 1

SN	Job Number	Job Type	Ambulance	Time	Driver	From	To	Caller	Pl
1	JN-091216-156	Normal	861311006047731	10:30:00 AM	-	Eight Riversuites Singapore	National University Hospital (NUH)	Test Caller	12

- a. User able to see the available ambulance from the map.

Available Ambulance

21 Total

4 Available

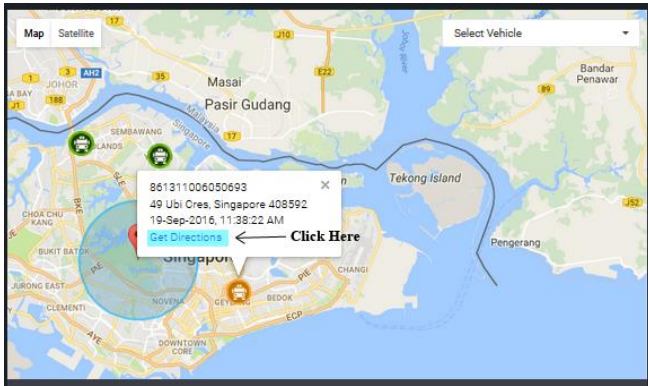
[Assign](#)

- A3 (SKX 8036 M)**  
Petain Rd, Singapore  
6.4 km approximately 19 mins
- (SKL 5926 C)**  
2 Jurong East Street 21, Singapore 609601  
15.1 km approximately 20 mins
- A11 (SKX 8401 S)**  
10 Buangkok View, Singapore 539747  
15.7 km approximately 25 mins

- b. User can tick one of the Available Ambulance for job assignment.
- c. Once ambulance is decided, user can click “Assign” button to send job.

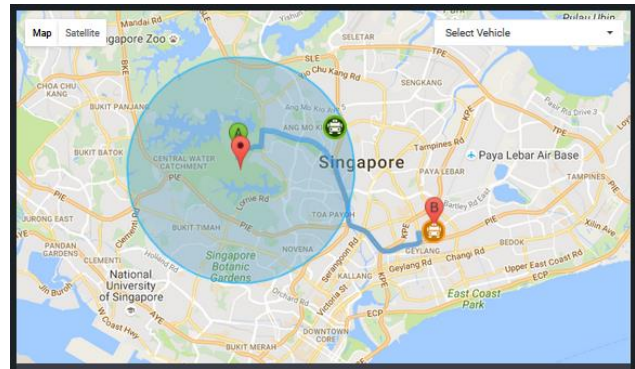


### Step 9.1: Check direction for selected vehicle.



- Click the direction from vehicle marker.

#### a. Result on clicked “Get Direction”.



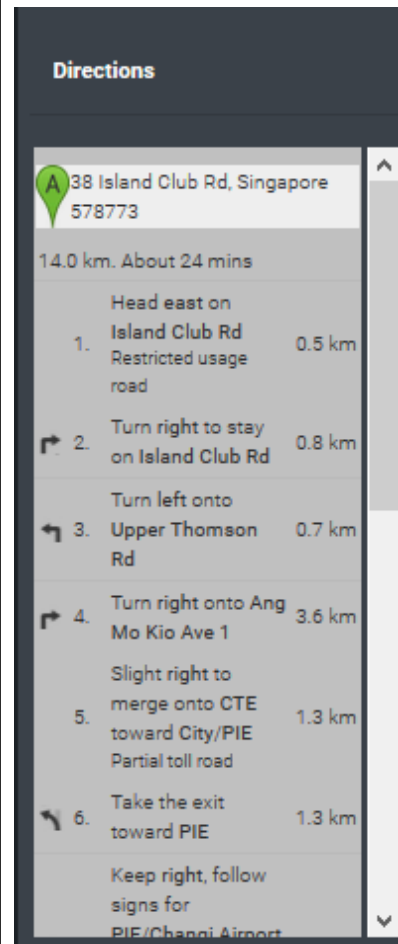
- Direction line will draw on map to show the distance between location and vehicle.

#### b. Direction result in detail.



- User can click the direction on the top bar to view the detail of direction.

#### c. Result for detail of direction.



## 5. DRIVER

5.1 The Drivers page allow user to create, view, modify & delete driver.

The screenshot shows the 'Drivers' page in the Comfort Ambulance system. The left sidebar contains navigation links: Dashboard, Call Center, Drivers (selected), Vehicles, Zones, Jobs, and Settings. The main content area displays a table of drivers with the following data:

ID	Driver Name	Email	Phone	Address	Date of Birth	Remarks	Assigned Vehicle	Driver Profile
■	eugene		97478509		1-Jan-0001, 08:00:00 AM		A3 (SKX 8036 M)	No Driver Photo
■	Rahman		90272468		1-Jan-0001, 05:00:00 PM		A11 (SKX 8401 S)	No Driver Photo
■	eugene		97478509		1-Jan-0001, 08:00:00 AM		A12 (SFX 8209 R)	No Driver Photo
■	Saiful		97857244		2-Jan-0001, 11:00:00 AM		A1 (SKX 7867 M)	No Driver Photo
■	Serina		92455289		2-Jan-0001, 02:00:00 AM		A7 (SKX 3668 R)	No Driver Photo
■	Firdaus		91653444		1-Jan-0001, 05:00:00 PM		(SDV 6527 U)	No Driver Photo

Below the table, it indicates 'Showing 1 to 10 of 23 rows' and '10 records per page'. At the bottom, there are buttons for 'Delete', 'Add Driver', 'Excel', 'PDF', and 'MS Word'. The footer shows 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and the time '11:53:24 AM'.

### 5.1 Driver Creation

a. Fill Driver's Name, Password & Company.

This screenshot shows the 'Drivers' page with a form overlay for creating a new driver. The form fields are:

- Driver's Name: testingdriver
- Password: (masked with asterisks)
- Re-enter Password: (masked with asterisks)
- Company: Comfort Ambulance

The form has 'Previous' and 'Next' buttons at the bottom. The background shows the same driver list as the previous screenshot, but the 'Add Driver' button is highlighted. The footer shows 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and the time '11:54:32 AM'.

## b. Fill up the Driver's details

**Comfort Ambulance** Version 2.0.3

**Drivers**

Showing 1 to 10 of 23 rows | 10 records per page

ID	Driver Name	Email	Phone	Address	Date of Birth	Remarks	Assigned Vehicle	Driver Profile
1	eugene		97478509		1-Jan-0001, 08:00:00 AM		A3 (SKX 8036 M)	No Driver Photo
2	Rahman		90272468		1-Jan-0001, 05:00:00 PM		A11 (SKX 8401 S)	No Driver Photo
3	eugene		97478509		1-Jan-0001, 08:00:00 AM		A12 (SFX 8209 R)	No Driver Photo
4	Saiful		97857244		2-Jan-0001, 11:00:00 AM		A1 (SKX 7867 M)	No Driver Photo
5	Serina		92455289		2-Jan-0001, 02:00:00 AM		A7 (SKR 5668 R)	No Driver Photo
6	Firdaus		91653444		1-Jan-0001, 05:00:00 PM		SDV 6527 U	No Driver Photo

COMFORT AMBULANCE © 2016 - Ambulance Dispatch System

11:55:20 AM

**Driver Details Form:**

- Email:
- Phone Number:
- Address:
- Date of Birth:  (DD-MM-YYYY)

Buttons: Previous, Next, Add Driver, Delete, Excel, PDF, MS Word

## c. Confirm Submit the New Driver

**Comfort Ambulance** Version 2.0.3

**Drivers**

Showing 1 to 10 of 23 rows | 10 records per page

ID	Driver Name	Email	Phone	Address	Date of Birth	Remarks	Assigned Vehicle	Driver Profile
1	eugene		97478509		1-Jan-0001, 08:00:00 AM		A3 (SKX 8036 M)	No Driver Photo
2	Rahman		90272468		1-Jan-0001, 05:00:00 PM		A11 (SKX 8401 S)	No Driver Photo
3	eugene		97478509		1-Jan-0001, 08:00:00 AM		A12 (SFX 8209 R)	No Driver Photo
4	Saiful							No Driver Photo
5	Serina							No Driver Photo
6	Firdaus							No Driver Photo

COMFORT AMBULANCE © 2016 - Ambulance Dispatch System

11:56:27 AM

**Confirmation Dialog:**

Are you sure you wish to submit?

Buttons: CANCEL, OK

**Driver Details Form:**

- Remarks:

Buttons: Previous, Submit

## 6. VEHICLE

6.1 The Vehicle page allow user to create, view, modify & delete vehicle.

Comfort Ambulance

ADS Version 2.0.3

Dashboard [Map](#)

Call Center

Drivers

**Vehicles**

Zones

Jobs

Settings

History Report

comfort

Vehicles:

Comfort Ambulance

Search

ID	Vehicle	Category	Device	Phone	Email	Install Date	Driver Profile
■	(SDV 6527 U)	Ambulance	861311006050917	91653444		16-Jun-2016, 12:10:00 AM	Firdaus
■	(SFX 8328E)	Ambulance	131111246121305	90272468		9-Sep-2016, 02:18:00 AM	Rahman
■	(SJY 537 T)	Ambulance	861311006049844	90272468		17-Jun-2016, 08:06:00 AM	Rahman
■	(SKH 3786 Z)	Ambulance	861311006047558			21-Jun-2016, 07:13:00 AM	No Driver
■	(SKL 5926 C)	Ambulance	861311006049851	84280801		16-Jun-2016, 12:11:00 AM	hisham
■	861311006047731	Ambulance	861311006047731			26-Oct-2016, 11:44:00 PM	No Driver

Showing 1 to 10 of 21 rows 10 records per page

Delete Add Vehicle

Excel PDF MS Word

COMFORT AMBULANCE © 2016 - Ambulance Dispatch System

11:57:06 AM

## 6.2 Vehicle Creation

### a. Fill in Vehicle's Information.

Comfort Ambulance ADS Version 2.0.3

History Report

Vehicles:

Comfort Ambulance

Search

ID	Vehicle	Category	Device	Phone	Email	Install Date	Driver Profile
(SDV 6527 U)	Ambulance	861311006050917	91653444	16-Jun-2016, 12:10:00 AM	Firdaus		
(SFX 8328E)	Ambulance	131111246121305	90272468	9-Sep-2016, 02:18:00 AM	Rahman		
(SJY 537 T)	Ambulance	861311006049844	90272468	17-Jun-2016, 08:06:00 AM	Rahman		
(SKH 3786 Z)	Ambulance	861311006047558		21-Jun-2016, 07:13:00 AM	No Driver		
(SKL 5926 C)	Ambulance	861311006049851	84280801	16-Jun-2016, 12:11:00 AM	Naham		
861311006047731	Ambulance	861311006047731		26-Oct-2016, 11:44:00 PM	No Driver		

Showing 1 to 10 of 21 rows 10 records per page

Delete Add Vehicle

Excel PDF MS Word

Vehicle Name: testingVehicle

Category: Ambulance

Company: Comfort Ambulance

Previous Next

COMFORT AMBULANCE © 2016 - Ambulance Dispatch System 11:57:51 AM

### b. Configure which driver to drive the vehicle

Comfort Ambulance ADS Version 2.0.3

History Report

Vehicles:

Comfort Ambulance

Search

ID	Vehicle	Category	Device	Phone	Email	Install Date	Driver Profile
(SDV 6527 U)	Ambulance	861311006050917	91653444	16-Jun-2016, 12:10:00 AM	Firdaus		
(SFX 8328E)	Ambulance	131111246121305	90272468	9-Sep-2016, 02:18:00 AM	Rahman		
(SJY 537 T)	Ambulance	861311006049844	90272468	17-Jun-2016, 08:06:00 AM	Rahman		
(SKH 3786 Z)	Ambulance	861311006047558		21-Jun-2016, 07:13:00 AM	No Driver		
(SKL 5926 C)	Ambulance	861311006049851	84280801	16-Jun-2016, 12:11:00 AM	Naham		
861311006047731	Ambulance	861311006047731		26-Oct-2016, 11:44:00 PM	No Driver		

Showing 1 to 10 of 21 rows 10 records per page

Delete Add Vehicle

Excel PDF MS Word

Vehicle Name: testingVehicle

Category: Ambulance

Company: Comfort Ambulance

Previous Next

COMFORT AMBULANCE © 2016 - Ambulance Dispatch System 11:58:21 AM

### c. Configure the Setting (Alert Zones/Speed Limit)

ADS Version 2.0.3

Dashboard
Map
Call Center
Drivers
Vehicles
Zones
Jobs
Settings

History Report

comfort

Vehicles:

Comfort Ambulance

Search

ID	Vehicle	Category	Device	Phone	Email	Install Date	Driver Profile
	(SDV 6527 U)	Ambulance	861311006050917	91653444		16-Jun-2016, 12:10:00 AM	Firdaus
	(SFX 8328E)	Ambulance	131111246121305	90272468		9-Sep-2016, 02:18:00 AM	Rahman
	(SJY 537 T)	Ambulance	861311006049844	90272468		17-Jun-2016, 08:06:00 AM	Rahman
	(SKH 3786 Z)	Ambulance	861311006047558			21-Jun-2016, 07:13:00 AM	No Driver
	(SKL 5926 C)	Ambulance	861311006049851	84280801		16-Jun-2016, 12:11:00 AM	Rahman
	861311006047731	Ambulance	861311006047731			26-Oct-2016, 11:44:00 PM	No Driver

Showing 1 to 10 of 21 rows

10

records per page

1
2
3

Delete
Add Vehicle
Excel
PDF
MS Word

Settings

Alert Zones
Speed Limits
Choose one of the following ...

Previous
Next

COMFORT AMBULANCE © 2016 - Ambulance Dispatch System

12:01:01 PM



d. Confirm Submit the New Driver

The screenshot displays the 'Comfort Ambulance' software interface. On the left is a sidebar with navigation options: Dashboard, Call Center, Drivers, Vehicles, Zones, Jobs, and Settings. The main area is titled 'Vehicles:' and contains a table with columns: ID, Vehicle, Category, Device, Phone, Email, Install Date, and Driver Profile. The table lists several vehicles, all categorized as 'Ambulance'. A confirmation dialog box is overlaid on the table, asking 'Are you sure you wish to submit?' with 'CANCEL' and 'OK' buttons. The bottom of the interface shows a footer with 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and a timestamp '© 12:01:40 PM'.

ID	Vehicle	Category	Device	Phone	Email	Install Date	Driver Profile
(SDV 6527 U)		Ambulance	861311006050917	91653444		16-Jun-2016, 12:10:00 AM	Patience
(SFX 8328 E)		Ambulance	131111246121305	90272468		9-Sep-2016, 02:18:00 AM	Rahman
(SJY 537 T)		Ambulance	861311006049844	90272468		17-Jun-2016, 08:06:00 AM	Rahman
(SKH 3786 Z)							No Driver
(SKL 5926 C)							Rahman
861311006047731							No Driver

## 7. ZONE

7.1 The Zone page allow user to create, view, modify & delete location zone.

The screenshot displays the 'Zones' management page in the Comfort Ambulance system. The left sidebar contains navigation links for Dashboard, Call Center, Drivers, Vehicles, Zones (selected), Jobs, and Settings. The main content area shows a table of zones with columns for ID, Zone Name, Type, Date Created, Date Modified, Modified By, and View Zones. A search bar and a dropdown menu for 'Comfort Ambulance' are at the top. Below the table, there is a pagination control showing 'Showing 1 to 10 of 111 rows' and a 'records per page' dropdown set to '10'. At the bottom, there are buttons for 'Delete' and 'Add Zone', and export options for 'Excel', 'PDF', and 'MS Word'. The footer includes the copyright notice 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and the current time '12:02:36 PM'.

ID	Zone Name	Type	Date Created	Date Modified	Modified By	View Zones
	Changi Hospital	Customize	3-May-2016, 05:41:59 PM	3-May-2016, 05:42:20 PM	systemacecom	
	Gleneagles Hospital	Customize	3-May-2016, 05:45:29 PM	3-May-2016, 05:45:29 PM	systemacecom	
	Khoo Teck Puat Hospital	Customize	3-May-2016, 05:46:56 PM	3-May-2016, 05:46:56 PM	systemacecom	
	KK Hospital	Customize	3-May-2016, 05:49:10 PM	3-May-2016, 05:49:10 PM	systemacecom	
	Mount Alvernia Hospital	Customize	3-May-2016, 05:52:44 PM	3-May-2016, 05:52:44 PM	systemacecom	
	Mount Elizabeth Hospital	Customize	3-May-2016, 05:54:17 PM	3-May-2016, 05:54:17 PM	systemacecom	

## 7.2 Zone Creation

a. Fill in Zone's Information to create new zone.

Comfort Ambulance ADS Version 2.0.3

History Report

comf

Zone Name: ABC

Type: Home

Company: Comfort Ambulance

Draw Zones

Draw Boundary

Perimeter

Save

ID	Zone Name	Type	Date Created	Date Modified	Modified By	View Zones
1	Changi Hospital	Customize	3-May-2016, 05:41:59 PM	3-May-2016, 05:42:20 PM	systemacecom	
2	Gleneagles Hospital	Customize	3-May-2016, 05:45:29 PM	3-May-2016, 05:45:29 PM	systemacecom	
3	Khoo Teck Puat Hospital	Customize	3-May-2016, 05:46:56 PM	3-May-2016, 05:46:56 PM	systemacecom	
4	KK Hospital	Customize	3-May-2016, 05:49:10 PM	3-May-2016, 05:49:10 PM	systemacecom	
5	Mount Alvernia Hospital	Customize	3-May-2016, 05:52:44 PM	3-May-2016, 05:52:44 PM	systemacecom	
6	Mount Elizabeth Hospital	Customize	3-May-2016, 05:54:17 PM	3-May-2016, 05:54:17 PM	systemacecom	

Showing 1 to 10 of 111 rows 10 records per page

Delete Add Zone

Excel PDF MS Word

COMFORT AMBULANCE © 2016 - Ambulance Dispatch System

12:03:18 PM

## 7.3 Zone Settings

Type

Home

Home

National Boundary

Office

Customer Site

Amenities

Project Site

Supplier Site

Customize

- Select zone type from the dropdown.

### 7.3 Draw Zone Boundary

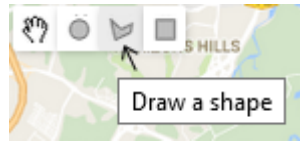
- User draw the line on map to select the zone.

Step 1: Click the Draw Boundary.

Draw Zones

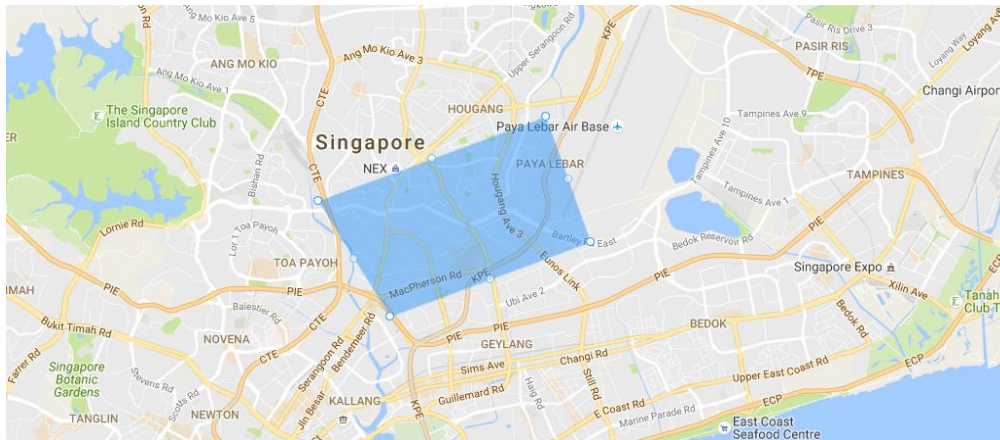
Draw Boundary

Step 2: Start draw a boundary for create the zone.



- Select one of the shape type to start draw the zone.

Step 3: Draw the zone from the map.



OR

- Search the place before draw the zone.

KTPH Yishun

Search

✓ Ok ↺ Clear

- The zone will return the Perimeter by click OK.

1.3450149992485252,103.858561

Perimeter

- Result for search the place and start draw the zone from the result.



## 7.4 Confirm Submit the New Zone

The screenshot displays the 'Comfort Ambulance' software interface. On the left is a sidebar with navigation options: Dashboard, Call Center, Drivers, Vehicles, Zones, Jobs, and Settings. The main area is titled 'Zones:' and contains a table of existing zones. A modal dialog box is open in the center, asking 'Are you sure you wish to submit?' with 'CANCEL' and 'OK' buttons. The right sidebar shows form fields for 'Zone Name' (ABC), 'Type' (National Boundary), 'Company' (Comfort Ambulance), and a 'Draw Zones' section with a 'Draw Boundary' button and a coordinate field. At the bottom, there is a footer with 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and a timestamp '12:04:19 PM'.

ID	Zone Name	Type	Date Created	Date Modified	Modified By	View Zones
	Changi Hospital	Customize	3-May-2016, 05:41:59 PM	3-May-2016, 05:42:20 PM	systemacecom	
	Gleneagles Hospital	Customize	3-May-2016, 05:45:29 PM	3-May-2016, 05:45:29 PM	systemacecom	
	Khoo Teck Puat Hospital	Customize	3-May-2016, 05:46:56 PM	3-May-2016, 05:46:56 PM	systemacecom	
	KK Hospital				systemacecom	
	Mount Alvernia Hospital				systemacecom	
	Mount Elizabeth Hospital				systemacecom	

Showing 1 to 10 of 111 rows | 10 records per page

Buttons: Delete, Add Zone, Excel, PDF, MS Word

Form Fields: Zone Name (ABC), Type (National Boundary), Company (Comfort Ambulance), Draw Zones (Draw Boundary), 1.3735027690977097,103.818054

Footer: COMFORT AMBULANCE © 2016 - Ambulance Dispatch System | 12:04:19 PM

## 8. SCHEDULE JOBS

8.1 The Jobs page allow user to create, view, modify & delete schedule job detail.

The screenshot displays the 'Jobs' page of the Royal Ambulance system. The left sidebar contains navigation links: Dashboard, Call Center, Drivers, Vehicles, Zones, Jobs (selected), Patients, and Settings. The main area is titled 'List of Jobs' and features a search bar and a table of job details. The table has columns for SN, Job Number, Ambulance, Caller Name, Date, Bed/Ward, Accessories, Pickup Location, Destination, Phone, Amount, New Amount, Remarks, and Receipt. Three jobs are listed, all with an amount of \$0. Below the table, there are controls for 'Delete' and 'Edit Job', and buttons for 'Excel', 'PDF', and 'MS Word' exports. The right sidebar shows filters for 'Company' (Royal Ambulance) and 'Vehicle' (ALL), along with date range selectors and a 'Refresh' button. The footer indicates 'ROYAL AMBULANCE © 2016 - Ambulance Dispatch System' and the time '02:51:23 PM'.

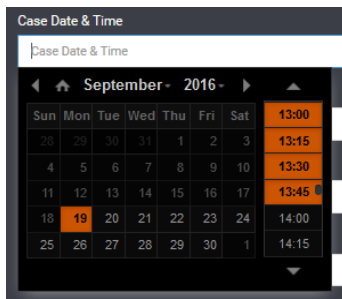
SN	Job Number	Ambulance	Caller Name	Date	Bed/Ward	Accessories	Pickup Location	Destination	Phone	Amount	New Amount	Remarks	Receipt
1	JN-150916-053	SJQ 4983R		15-Sep-2016, 10:00:00 AM	0		Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81		\$ 0	\$ 0		
2	JN-150916-443	SJQ 4983R		15-Sep-2016, 10:15:00 AM	0		Blk 326 Woodlands St 32 Singapore 730326	NKF Woodlands Ave 5		\$ 0	\$ 0		
3	JN-150916-559	SJQ 4983R			0		Blk 180B	NKF		\$ 0	\$ 0		

### 8.2 Schedule Job Creation

The screenshot shows the 'Scheduled Job Listing' page of the Comfort Ambulance system. The left sidebar includes navigation links: Dashboard, Call Center, Drivers, Vehicles, Zones, Jobs (selected), and Settings. The main area is titled 'Scheduled Jobs' and contains a form for creating a new job. The form is divided into two columns. The left column includes fields for 'Case Date & Time', 'From' (Origin), 'Customer Name', and 'Patient's Name'. The right column includes fields for 'Case Number', 'To' (Destination), 'Customer Contact', and 'Medical Condition'. Below these fields are dropdown menus for 'Driver' (Anthony), 'Payment' (Cash), and 'Trip' (One Way). There are checkboxes for 'Accessories' (Oxygen, Wheel Chair, Stair Chair, Stretches) and a text input for 'Amount' (\$SGD). At the bottom right, there are 'Clear' and 'Save' buttons. The footer indicates 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and the time '12:05:50 PM'.



### Step 1: Case Date & Time



- a. Select Case Date & Time for the schedule job.

### Step 2: Case Number



- b. Case number are auto generated by system after the case date & time is selected.

### Step 3: Patient's Name



- c. Enter the Patient's Name.
- User have to enter the Patient's Name before create the job.
  - User able to enter the keyword to filter the existing patient.

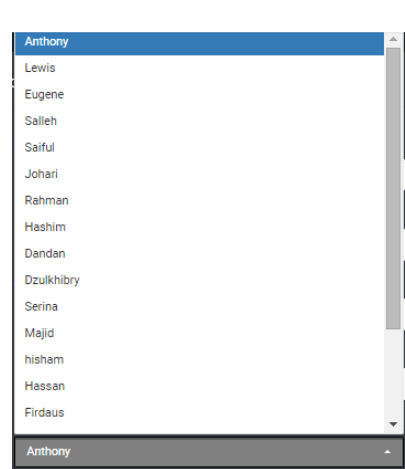
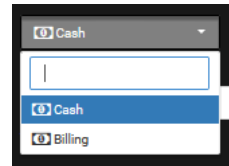
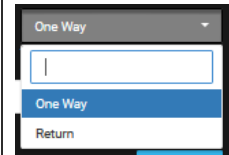
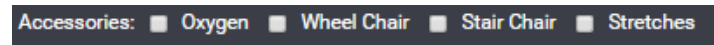

### Step 4: Enter the following information needs. ( Medical Condition, Customer Name, Customer Contact, From Where, To Where)

From	To
<input type="text" value="Origin"/>	<input type="text" value="Destination"/>
<input type="text" value="Customer Name"/>	<input type="text" value="Customer Contact"/>
<input type="text" value="Patient's Name"/>	<input type="text" value="Medical Condition"/>

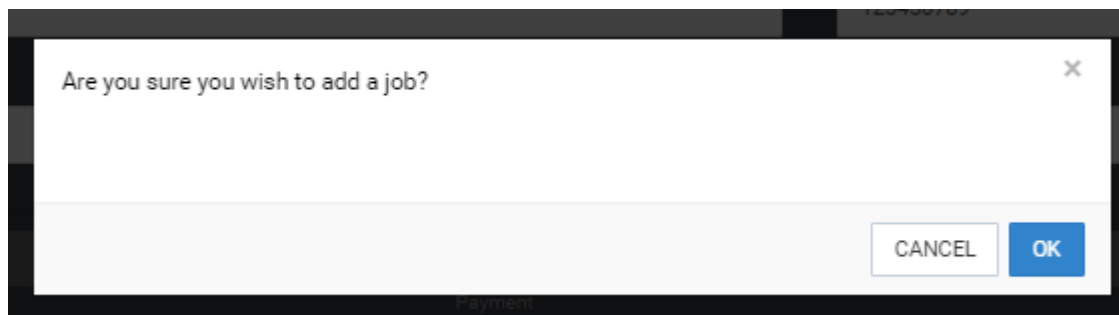
### Step 5: Driver

- a. Select the driver to assign the job.



	
<p><b>Step 6: Payment Type</b></p>  <p>c. Select Payment from dropdown list.</p>	<p><b>Step 7: Trip Type</b></p>  <p>d. Select Trip from dropdown list.</p>
<p><b>Step 8: Accessories</b></p>  <p>e. Select more than one accessories using check box.</p>	<p><b>Step 9: Enter amount of job</b></p>  <p>f. Enter the amount for the schedule job.</p>

### 8.2.1 Confirm Submit the New Schedule Job



### 8.3 Edit Schedule Job

[illegible]

## Step 1: Scheduled Job Listing



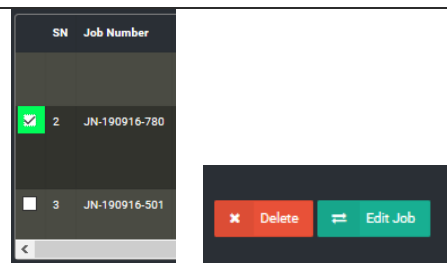
- Click the Scheduled Job Listing from the top bar to view the schedule job.

## Step 2: Schedule Job Listing

List of Jobs

Search

SN	Job Number	Ambulance	Patient	Date	Bed/Ward	Accessories	Pickup Location	Destination	Phone	Amount	New Amount	Remarks	R
				10:00:00 AM			Drive /b Singapore 735690						
2	JN-190916-780	SKN 2742A	Chee Kwai Yoke RTN	19-Sep-2016, 10:15:00 AM	0		141 Serangoon North Ave 2, Singapore 550141	NKF Ang Mo Kio Ave 3		\$ 0	\$ 0		
3	JN-190916-501	SKN 2742A	LIM BEE LEE RTN	19-Sep-2016, 10:20:00 AM	0		SEMPAWANG	AMK3		\$ 0	\$ 0		



Step 3: Check the job to and click Edit Job.

Edit Job

Job Number: JN-091216-156

Delivery Date: 9-Dec-2016, 02:30:00 AM

Company Name: Comfort Ambulance

Company: Comfort Ambulance

Vehicle: 861311006047731

Save Cancel

Step 4: Edit the schedule job detail

(User can follow the steps from “8.2 Schedule Job Creation” to edit the job)

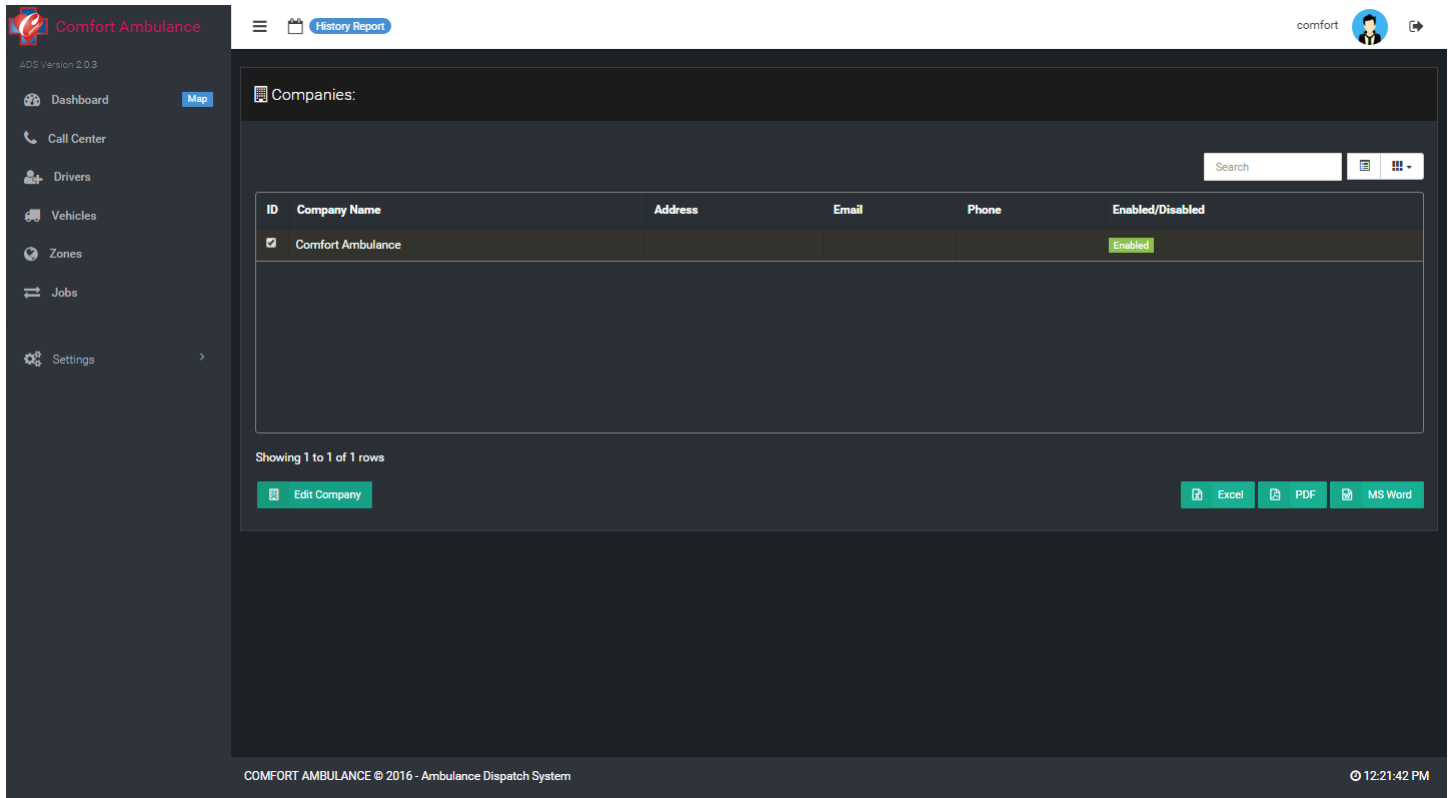
- Click the Save, after editing. Vehicle device will receive a notification message.



## 9. SETTINGS

### 9.1 Companies' Settings

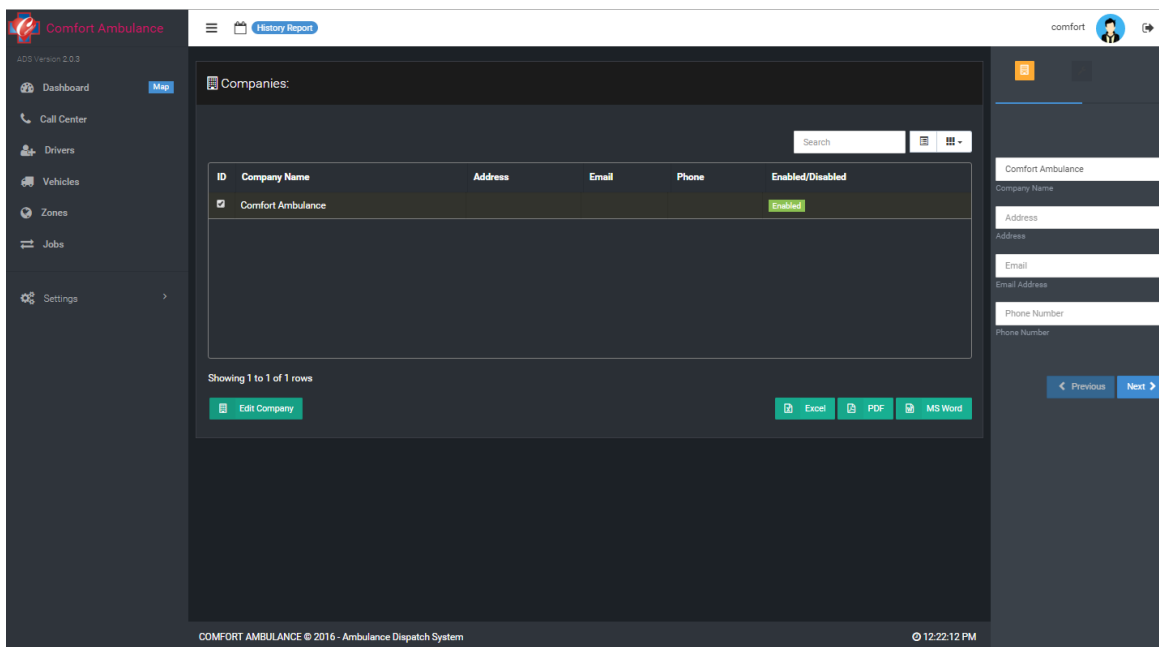
a. The Companies page allow user to create, view, edit and delete the branches.



The screenshot shows the 'Companies' page in the Comfort Ambulance system. The left sidebar contains navigation links: Dashboard, Call Center, Drivers, Vehicles, Zones, Jobs, and Settings. The main content area displays a table with the following columns: ID, Company Name, Address, Email, Phone, and Enabled/Disabled. A single row is visible for 'Comfort Ambulance' with the status 'Enabled'. Below the table, it indicates 'Showing 1 to 1 of 1 rows'. At the bottom, there is an 'Edit Company' button and export options for Excel, PDF, and MS Word. The footer shows 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and the time '12:21:42 PM'.

ID	Company Name	Address	Email	Phone	Enabled/Disabled
<input checked="" type="checkbox"/>	Comfort Ambulance				Enabled

b. Create & Edit the branch.



This screenshot shows the 'Companies' page with the edit form open for the 'Comfort Ambulance' entry. The form fields on the right include: Company Name (pre-filled with 'Comfort Ambulance'), Address, Email, Email Address, Phone Number, and Phone Number. Navigation buttons 'Previous' and 'Next' are visible. The footer shows 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and the time '12:22:12 PM'.

## 10.2 User's Settings

a. The User's setting allow user to create, view, edit & delete the authorize user.

The screenshot displays the 'Users' management page in the Comfort Ambulance system. The left sidebar contains navigation options: Dashboard, Call Center, Drivers, Vehicles, Zones, Jobs, and Settings. The main area shows a table of users with columns: Full Name, User Name, Phone Number, Email Address, User Role, Company, Status, and User Profile. The table lists eight users, all with 'Active' status. Below the table, there are buttons for 'Delete' and 'Add User', and export options for 'Excel', 'PDF', and 'MS Word'. The footer indicates 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and the time '12:22:55 PM'.

Full Name	User Name	Phone Number	Email Address	User Role	Company	Status	User Profile
Comfort Master User	comfort			Master User	Comfort Ambulance	Active	No User Photo
Adrian Tan	adrian	91691829		Master User	Comfort Ambulance	Active	No User Photo
Paul	paul			Master User	Comfort Ambulance	Active	No User Photo
Eugene	eugene	97478509		Master User	Comfort Ambulance	Active	No User Photo
Tuas	tuas	96859305		Administrator	Comfort Ambulance	Active	No User Photo
Woodlands	woodlands	97478509		Administrator	Comfort Ambulance	Active	No User Photo

b. User Creation.

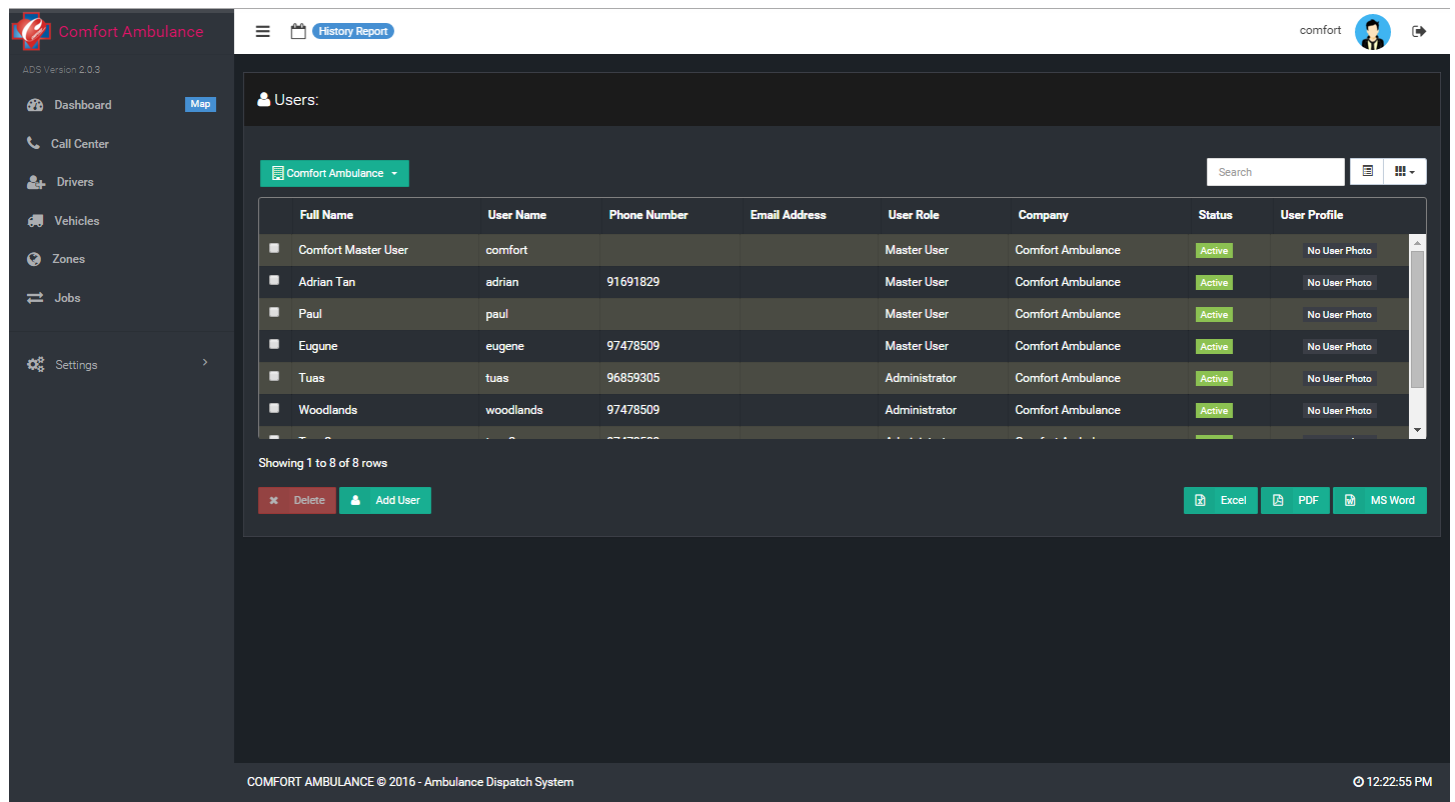
- Fill in authorize user information.

This screenshot shows the 'Add User' form in the Comfort Ambulance system. The form is titled 'Test Name' and includes fields for 'Full Name', 'Log In Name', 'Password', and 'Re-enter Password'. Each field has a green checkmark indicating it is valid. The 'Previous' and 'Next' buttons are visible at the bottom of the form. The background shows the same user management interface as the previous screenshot, but the 'Add User' button is highlighted.

c. Configure User's Setting.



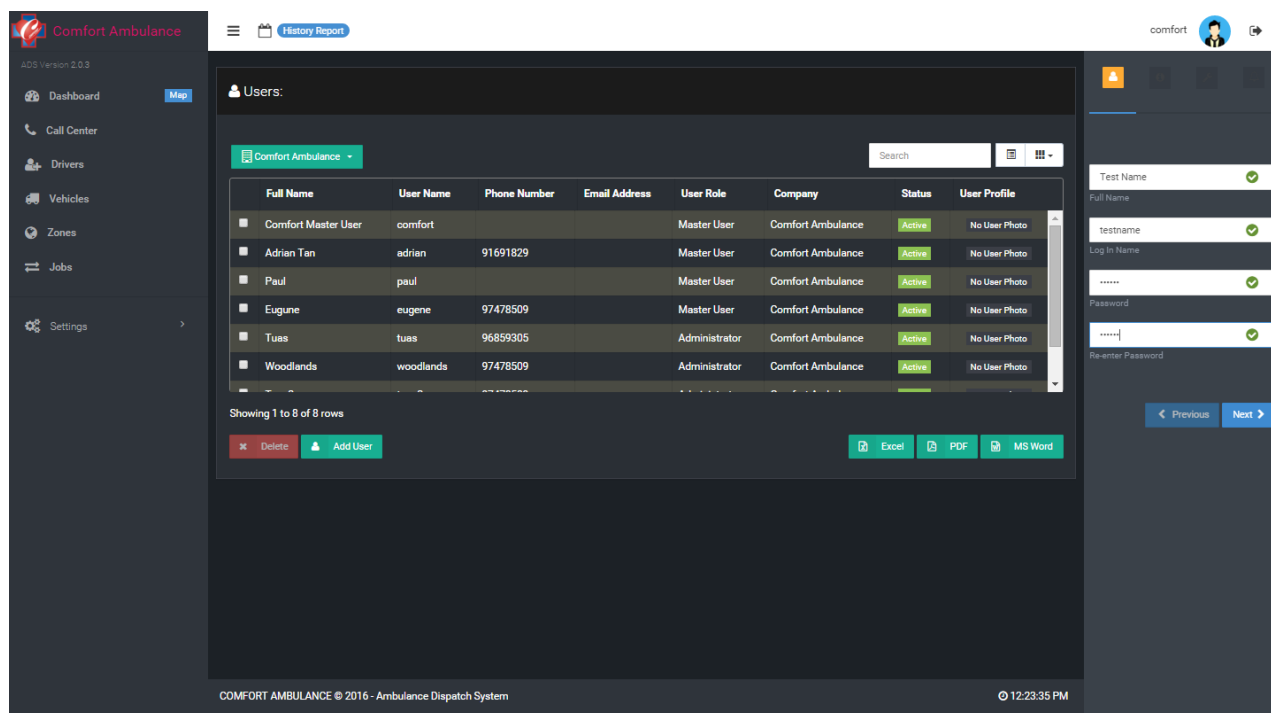
- Select company, vehicle, and user role to configure user's setting.



The screenshot shows the 'Users' management page in the Comfort Ambulance system. The left sidebar contains navigation options: Dashboard, Call Center, Drivers, Vehicles, Zones, Jobs, and Settings. The main area displays a table of users with columns: Full Name, User Name, Phone Number, Email Address, User Role, Company, Status, and User Profile. The table lists 8 users, all with 'Active' status and 'No User Photo'. Below the table, there are buttons for 'Delete' and 'Add User', and export options for 'Excel', 'PDF', and 'MS Word'. The footer indicates 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and the time '12:22:55 PM'.

Full Name	User Name	Phone Number	Email Address	User Role	Company	Status	User Profile
Comfort Master User	comfort			Master User	Comfort Ambulance	Active	No User Photo
Adrian Tan	adrian	91691829		Master User	Comfort Ambulance	Active	No User Photo
Paul	paul			Master User	Comfort Ambulance	Active	No User Photo
Eugene	eugene	97478509		Master User	Comfort Ambulance	Active	No User Photo
Tuas	tuas	96859305		Administrator	Comfort Ambulance	Active	No User Photo
Woodlands	woodlands	97478509		Administrator	Comfort Ambulance	Active	No User Photo

d. Confirm submit the new authorize user.



The screenshot shows the 'Add User' form in the Comfort Ambulance system. The left sidebar is the same as the previous screenshot. The main area displays the 'Users' table, and the 'Add User' button is highlighted. To the right of the table, there is a form for adding a new user with fields for 'Test Name', 'Full Name', 'Log In Name', 'Password', and 'Re-enter Password'. The form includes validation icons (green checkmarks) and 'Previous' and 'Next' buttons. The footer indicates 'COMFORT AMBULANCE © 2016 - Ambulance Dispatch System' and the time '12:23:35 PM'.

e. Enter email address and phone number of new user.

ADS Version 2.0.3

Dashboard

Call Center

Drivers

Vehicles

Zones

Jobs

Settings

History Report

Users:

Comfort Ambulance

Search

Full Name	User Name	Phone Number	Email Address	User Role	Company	Status	User Profile
Comfort Master User	comfort			Master User	Comfort Ambulance	Active	No User Photo
Adrian Tan	adrian	91691829		Master User	Comfort Ambulance	Active	No User Photo
Paul	paul			Master User	Comfort Ambulance	Active	No User Photo
Eugene	eugene	97478509		Master User	Comfort Ambulance	Active	No User Photo
Tuas	tuas	96859305		Administrator	Comfort Ambulance	Active	No User Photo
Woodlands	woodlands	97478509		Administrator	Comfort Ambulance	Active	No User Photo

Showing 1 to 8 of 8 rows

Delete

Add User

Excel

PDF

MS Word

comfort

Email Address

Phone Number

Previous

Next

COMFORT AMBULANCE © 2016 - Ambulance Dispatch System

12:25:08 PM

f. Confirm Company, Vehicle filter and User role for the new user.

ADS Version 2.0.3

Dashboard

Call Center

Drivers

Vehicles

Zones

Jobs

Settings

History Report

Users:

Comfort Ambulance

Search

Full Name	User Name	Phone Number	Email Address	User Role	Company	Status	User Profile
Comfort Master User	comfort			Master User	Comfort Ambulance	Active	No User Photo
Adrian Tan	adrian	91691829		Master User	Comfort Ambulance	Active	No User Photo
Paul	paul			Master User	Comfort Ambulance	Active	No User Photo
Eugene	eugene	97478509		Master User	Comfort Ambulance	Active	No User Photo
Tuas	tuas	96859305		Administrator	Comfort Ambulance	Active	No User Photo
Woodlands	woodlands	97478509		Administrator	Comfort Ambulance	Active	No User Photo

Showing 1 to 8 of 8 rows

Delete

Add User

Excel

PDF

MS Word

comfort

Company

Assign Vehicle

User Role

Previous

Next

COMFORT AMBULANCE © 2016 - Ambulance Dispatch System

12:25:22 PM

g. Confirm the notification criteria and type of notification for the new user.

Notifications

User Logout

User Login

Zone Enter

Zone Exit

Speeding Report

Driver Break

Onboard & Offload

Type

Type

Email

SMS

UI

h. Submit to add new User

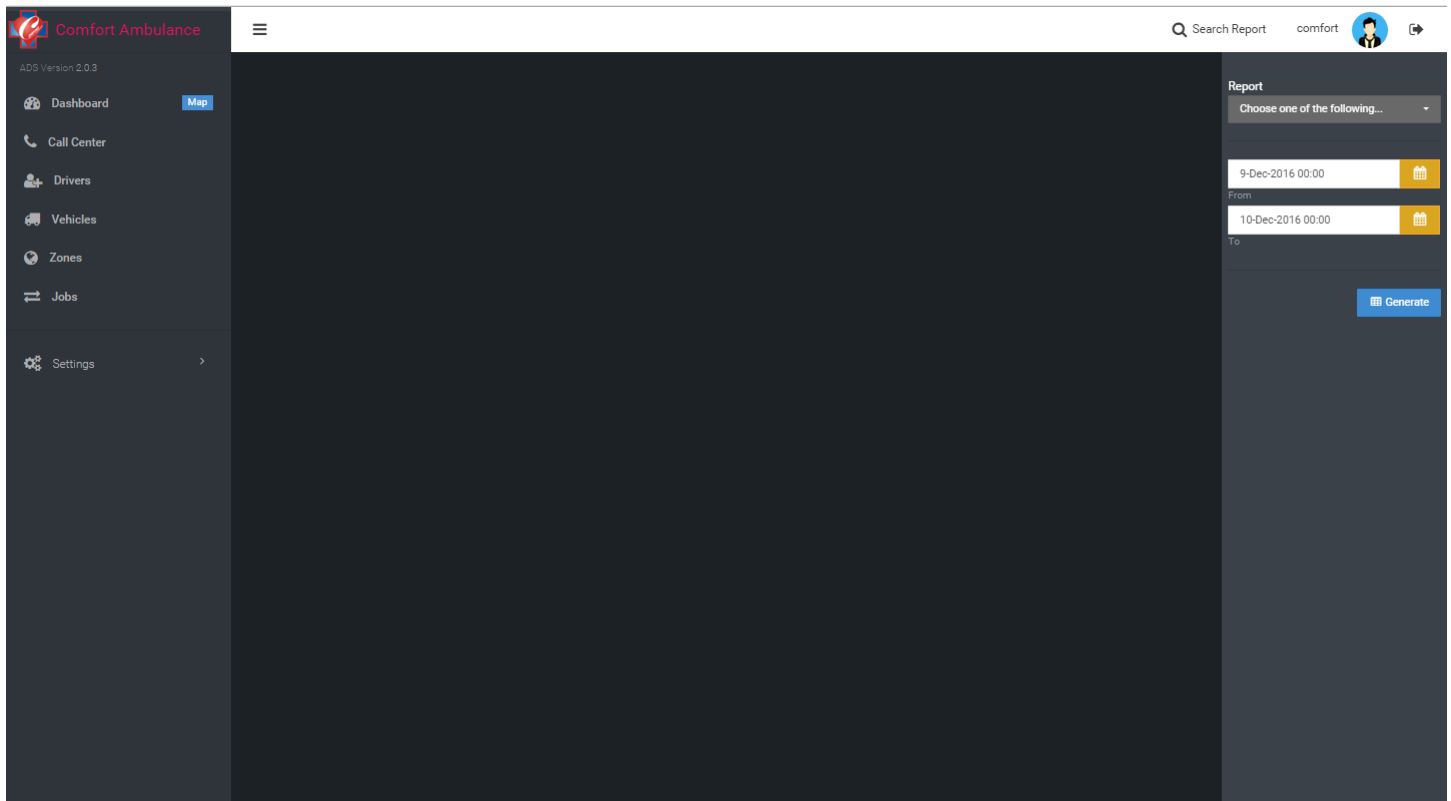
Are you sure you wish to submit?

CANCEL

OK

## 10. HISTORY REPORT

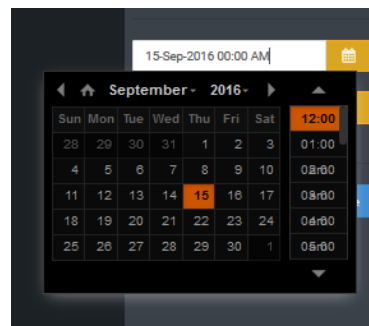
10.1 The History Report page allow user to generate the various type of report.



a. Report Creation.

- Choose one of the report type.

- Select date of range for the report.



Report

Choose one of the following...

Choose one of the following...

Events

Positions

Speed

Mileage

Messages

Jobs

Job Status

Call Center

Trip

Payment

Paramedic

Driver

Type

15-Sep-2016 00:00 AM

From

16-Sep-2016 00:00 AM

September - 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat	12:00
28	29	30	31	1	2	3	01:00
4	5	6	7	8	9	10	02:00
11	12	13	14	15	16	17	03:00
18	19	20	21	22	23	24	04:00
25	26	27	28	29	30	1	05:00

### 10.1.1 Events Report.

a. This report allow user to view the vehicle action event.

- User can select one of the event to generate the report.

The screenshot displays the 'Events Report' interface. At the top, there is a search bar and a user profile icon. The main content area features a table with the following data:

SN	Timestamp	Event	Remarks
1	16-Sep-2016, 10:28:13 AM	User Login	Login Success (Driver Name: RAHIM)
2	16-Sep-2016, 10:32:04 AM	User Login	Login Success (Driver Name: FIKRI)

Below the table, it indicates 'Showing 1 to 2 of 2 rows' and 'Selected Date: a day duration'. On the right sidebar, the 'Report' section is active, showing a dropdown menu for 'Events' and a list of event types: User Logout, User Login, Zone Enter, Zone Exit, Speeding Report, Driver Break, and Onboard & Offload.

- User can select one of the vehicle to filter the report.

The screenshot shows the 'Vehicle' filter dropdown menu. The menu is open, displaying a search bar and a list of vehicle identifiers. The 'ALL' option is currently selected and highlighted in blue. The list includes:

- ALL
- SKN 2742A
- SKN 2747L
- SJQ 6983R
- 861311006050693



## 10.1.2 Positions Report

- a. This report allow user to view the vehicle position history.
- User can select the vehicle to filter the report.
- User able to see the vehicle's location, speed, mileage, and status.

Position Report

SN	Vehicle	Device	Driver	Location	Timestamp	Speed	Mileage	Engine	Ignition	Bar Light
1	SKN 2742A	861311006049935		87 Yiahun Ave 1, Singapore 769133	16-Sep-2016, 07:00:19 AM	0 Km/h	0.17 Km	IDLE	On	On
2	SKN 2747L	861311006050990		SLE, Singapore	16-Sep-2016, 07:00:22 AM	34.28 Km/h	0.21 Km	MOVE	On	On
3	SKN 2742A	861311006049935		87 Yiahun Ave 1, Singapore 769133	16-Sep-2016, 07:01:19 AM	0 Km/h	0.17 Km	IDLE	On	On
4	SKN 2747L	861311006050990		SLE, Singapore	16-Sep-2016, 07:01:22 AM	0 Km/h	0.21 Km	IDLE	On	On
5	SKN 2742A	861311006049935		Lentor Ave, Singapore	16-Sep-2016, 07:02:19 AM	69.36 Km/h	0.18 Km	MOVE	On	On
6	SKN 2747L	861311006050990		SLE, Singapore	16-Sep-2016, 07:02:22 AM	68.56 Km/h	0.22 Km	MOVE	On	On
7	SKN 2742A	861311006049935		51 Lentor Ave, Singapore 786876	16-Sep-2016, 07:03:16 AM	77.41 Km/h	0.19 Km	MOVE	On	On
8	SKN 2747L	861311006050990		SLE, Singapore	16-Sep-2016, 07:03:23 AM	77.25 Km/h	0.24 Km	MOVE	On	On
9	SKN 2742A	861311006049935		Ang Mo Kio Ave 6, Singapore	16-Sep-2016, 07:04:17 AM	21.08 Km/h	0.2 Km	MOVE	On	On
10	SKN 2747L	861311006050990		Yio Chu Kang Flyover, Singapore	16-Sep-2016, 07:04:23 AM	57.78 Km/h	0.25 Km	MOVE	On	On

Showing 1 to 10 of 119 rows 10 records per page

Selected Date: an hour duration

## 10.1.3 Speed Report

- a. This report allow user to view the vehicle driving speed history.
- User can select the vehicle and fill in the speed limit to filter the report.

Speeding Report

SN	Vehicle	Device	Driver	Speed	Timestamp	Engine	Ignition	Bar Light
1	SKN 2742A	861311006049935		69.36 Km/h	16-Sep-2016, 07:02:19 AM	MOVE	On	On
2	SKN 2747L	861311006050990		68.56 Km/h	16-Sep-2016, 07:02:22 AM	MOVE	On	On
3	SKN 2742A	861311006049935		77.41 Km/h	16-Sep-2016, 07:03:16 AM	MOVE	On	On
4	SKN 2747L	861311006050990		77.25 Km/h	16-Sep-2016, 07:03:23 AM	MOVE	On	On
5	SKN 2747L	861311006050990		57.78 Km/h	16-Sep-2016, 07:04:23 AM	MOVE	On	On
6	SKN 2747L	861311006050990		59.87 Km/h	16-Sep-2016, 07:05:23 AM	MOVE	On	On
7	SKN 2742A	861311006049935		59.71 Km/h	16-Sep-2016, 07:19:18 AM	MOVE	On	On
8	SKN 2742A	861311006049935		60.67 Km/h	16-Sep-2016, 07:20:19 AM	MOVE	On	On
9	SKN 2742A	861311006049935		56.97 Km/h	16-Sep-2016, 07:25:17 AM	MOVE	On	On
10	SKN 2742A	861311006049935		64.86 Km/h	16-Sep-2016, 07:26:21 AM	MOVE	On	On

Showing 1 to 10 of 19 rows 10 records per page

Selected Date: an hour duration

### 10.1.4 Mileage Report

a. This report allow user to view the vehicle's mileage report.

- User can select one of the vehicle to filter the report.

The screenshot displays the 'Mileage Report' interface. The main area contains a table with 10 rows of vehicle data. The table has columns for SN, Vehicle, Device, Mileage, Timestamp, Speed, Engine, Ignition, and Bar Light. The data shows various vehicles (SKN 2742A, SKN 2747L) with their respective device IDs, mileage, and timestamps. The Engine status is 'MOVE' and Ignition is 'On' for all entries. The Bar Light status is 'On' for all entries.

Below the table, there is a pagination bar showing 'Showing 1 to 10 of 19 rows' and a dropdown for '10' records per page. A 'Selected Date: an hour duration' is also displayed.

On the right sidebar, there is a 'Report' section with a dropdown menu set to 'Mileage'. Below it is a 'Vehicle' section with a dropdown menu set to 'ALL'. A search bar is present in the vehicle section. A 'Generate' button is located at the bottom of the sidebar.

SN	Vehicle	Device	Mileage	Timestamp	Speed	Engine	Ignition	Bar Light
1	SKN 2742A	861311006049935	0.18 Km	16-Sep-2016, 07:02:19 AM	69.36 Km/h	MOVE	On	On
2	SKN 2747L	861311006050990	0.22 Km	16-Sep-2016, 07:02:22 AM	68.56 Km/h	MOVE	On	On
3	SKN 2742A	861311006049935	0.19 Km	16-Sep-2016, 07:03:16 AM	77.41 Km/h	MOVE	On	On
4	SKN 2747L	861311006050990	0.24 Km	16-Sep-2016, 07:03:23 AM	77.25 Km/h	MOVE	On	On
5	SKN 2747L	861311006050990	0.25 Km	16-Sep-2016, 07:04:23 AM	57.78 Km/h	MOVE	On	On
6	SKN 2747L	861311006050990	0.26 Km	16-Sep-2016, 07:05:23 AM	59.87 Km/h	MOVE	On	On
7	SKN 2742A	861311006049935	0.23 Km	16-Sep-2016, 07:19:18 AM	59.71 Km/h	MOVE	On	On
8	SKN 2742A	861311006049935	0.24 Km	16-Sep-2016, 07:20:19 AM	60.67 Km/h	MOVE	On	On
9	SKN 2742A	861311006049935	0.27 Km	16-Sep-2016, 07:25:17 AM	56.97 Km/h	MOVE	On	On
10	SKN 2742A	861311006049935	0.29 Km	16-Sep-2016, 07:26:21 AM	64.86 Km/h	MOVE	On	On

### 10.1.4 Job Report

a. This report allow user to view the job history, included all details in the job.



### 10.1.5 Job Status Report

a. This report allow user to view the all the job status.

Search Reportroyal

Job Status

Search

SN	Job Number	Ambulance	Caller Name	Date & Time	Pickup Location	Destination	Phone	Receipt No.	Job Status
1	JN-140916-465			14-Sep-2016, 10:00:00 AM	REN CI BUKIT BATOK	NKF WOODLANDS 2			Completed
2	JN-140916-615	SJQ 6983R		14-Sep-2016, 10:15:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			Completed
3	JN-140916-046	SJQ 6983R		14-Sep-2016, 10:45:00 AM	571A Woodlands Avenue 1 Singapore 731571	NKF Woodlands Ave 5			Completed
4	JN-140916-511	861311006050693	Lewis	14-Sep-2016, 06:43:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)	98637670	tj@bj	Completed
5	JN-140916-220	861311006050693	Lewis	14-Sep-2016, 06:44:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)	98637670		Completed
6	JN-140916-884	SJQ 6983R		14-Sep-2016, 08:13:00 PM	Blk 708 Yishun Ave 5 Singapore 760708	Yishun St 21			Completed
7	JN-150916-053	SJQ 6983R		15-Sep-2016, 10:00:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			Completed
8	JN-150916-837			15-Sep-2016, 10:00:00 AM	5 Sembawang Walk Swami Home Singapore 757717	NKF Ang Mo Kio Ave 9			Completed
9	JN-150916-813			15-Sep-2016, 10:00:00 AM	Blk 512 Wellington Circle Singapore 752512	NKF Woodlands Ave 5			Completed
10	JN-150916-443	SJQ 6983R		15-Sep-2016, 10:15:00 AM	Blk 326 Woodlands St 32 Singapore 730326	NKF Woodlands Ave 5			Completed

Showing 1 to 10 of 36 rows10records per page

Selected Date: 2 days duration

Report

Job Status

Vehicle

ALL

Job Status

ALL

14-Sep-2016 07:00 AM

From

16-Sep-2016 08:00 AM

To

Generate

b. Job Status Report Creation.

- Filter by Vehicle.

Vehicle

ALL

ALL

SKN 2742A

SKN 2747L

SJQ 6983R

861311006050693

- Filter by Job Status.

Job Status

ALL

ALL

Completed

In Progress

Transferred

New

### 10.1.5 Call Center Report

a. This report allow user to view all the job was created by which call center and its details.



## 10.1.6 Trip Report

a. This report allow user to view the different trip type of job.

The screenshot displays a web application interface for trip reports. The main area contains a table with 10 columns: SN, Job Number, Ambulance, Caller Name, Date & Time, Pickup Location, Destination, Phone, Receipt No., and Trip. The table lists 10 trips, all marked as 'One Way'. A sidebar on the right includes filters for Report, Trip, Vehicle, and Trip, along with date range selectors and a 'Generate' button. The bottom of the table shows pagination information: 'Showing 1 to 10 of 36 rows' and '10 records per page'.

SN	Job Number	Ambulance	Caller Name	Date & Time	Pickup Location	Destination	Phone	Receipt No.	Trip
1	JN-140916-465			14-Sep-2016, 10:00:00 AM	REN CI BUKIT BATOK	NKF WOODLANDS 2			One Way
2	JN-140916-615	SJQ 6983R		14-Sep-2016, 10:15:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			One Way
3	JN-140916-046	SJQ 6983R		14-Sep-2016, 10:45:00 AM	571A Woodlands Avenue 1 Singapore 731571	NKF Woodlands Ave 5			One Way
4	JN-140916-611	861311006050693	Lewis	14-Sep-2016, 06:43:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)	98637670	tjgibj	One Way
5	JN-140916-220	861311006050693	Lewis	14-Sep-2016, 06:44:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)	98637670		One Way
6	JN-140916-884	SJQ 6983R		14-Sep-2016, 08:13:00 PM	Blk 708 Yishun Ave 5 Singapore 760708	Yishun St 21			One Way
7	JN-150916-033	SJQ 6983R		15-Sep-2016, 10:00:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			One Way
8	JN-150916-837			15-Sep-2016, 10:00:00 AM	5 Sembawang Walk Swami Home Singapore 757717	NKF Ang Mo Kio Ave 9			One Way
9	JN-150916-813			15-Sep-2016, 10:00:00 AM	Blk 512 Wellington Circle Singapore 752512	NKF Woodlands Ave 5			One Way
10	JN-150916-443	SJQ 6983R		15-Sep-2016, 10:15:00 AM	Blk 326 Woodlands St 32 Singapore 730326	NKF Woodlands Ave 5			One Way

b. Trip Report Creation.

- Filter by Vehicle.

The screenshot shows a dropdown menu for filtering by vehicle. The menu is open, displaying a search bar and a list of vehicle identifiers: ALL, SKN 2742A, SKN 2747L, SJQ 6983R, and 861311006050693.

- Filter by Trip.

The screenshot shows a dropdown menu for filtering by trip type. The menu is open, displaying a search bar and a list of trip types: One Way and Return.

### 10.1.7 Payment Report

a. This report allow user to view the payment of all completed job.

The screenshot displays the 'Payment' report interface. The main table lists 10 payment records with columns: SN, Job Number, Ambulance, Caller Name, Date & Time, Pickup Location, Destination, Phone, Receipt No., Amount, New Amount, and Payment. The records show various ambulance services and hospital visits. The total amount is \$SGD 0.00. The sidebar on the right includes filters for Vehicle (ALL), Payment (ALL), and date ranges (14-Sep-2016 07:00 AM to 16-Sep-2016 08:00 AM). A 'Generate' button is at the bottom of the sidebar.

SN	Job Number	Ambulance	Caller Name	Date & Time	Pickup Location	Destination	Phone	Receipt No.	Amount	New Amount	Payment
1	JN-140916-465			14-Sep-2016, 10:00:00 AM	REN CI BUKIT BATOK	NKF WOODLANDS 2			\$ 0	\$ 0	Billing
2	JN-140916-615	SJQ 6983R		14-Sep-2016, 10:15:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			\$ 0	\$ 0	Billing
3	JN-140916-046	SJQ 6983R		14-Sep-2016, 10:45:00 AM	571A Woodlands Avenue 1 Singapore 731571	NKF Woodlands Ave 5			\$ 0	\$ 0	Billing
4	JN-140916-611	861311006050693	Lewis	14-Sep-2016, 06:43:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)	98637670	tjgjbj	\$ 9	\$ 89	Cash
5	JN-140916-220	861311006050693	Lewis	14-Sep-2016, 06:44:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)	98637670		\$ 9	\$ 0	Cash
6	JN-140916-884	SJQ 6983R		14-Sep-2016, 08:13:00 PM	Blk 708 Yishun Ave 5 Singapore 760708	Yishun St 21			\$ 0	\$ 0	Cash
7	JN-150916-053	SJQ 6983R		15-Sep-2016, 10:00:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			\$ 0	\$ 0	Billing
8	JN-150916-837			15-Sep-2016, 10:00:00 AM	5 Sembawang Walk Swami Home Singapore 757717	NKF Ang Mo Kio Ave 9			\$ 0	\$ 0	Billing
9	JN-150916-813			15-Sep-2016, 10:00:00 AM	Blk 512 Wellington Circle Singapore 752512	NKF Woodlands Ave 5			\$ 0	\$ 0	Billing
10	JN-150916-443	SJQ 6983R		15-Sep-2016, 10:15:00 AM	Blk 326 Woodlands St 32 Singapore 730326	NKF Woodlands Ave 5			\$ 0	\$ 0	Billing

Total Amount: \$SGD 0.00

Showing 1 to 10 of 36 rows | 10 records per page

Selected Date: 2 days duration

b. Payment Report Creation.

- Filter by Vehicle.

The screenshot shows a 'Vehicle' filter dropdown menu. The menu is open, displaying a search bar and a list of options: ALL, SKN 2742A, SKN 2747L, SJQ 6983R, and 861311006050693. The 'ALL' option is currently selected.

- Filter by Payment Type.

The screenshot shows a 'Payment Type' filter dropdown menu. The menu is open, displaying a search bar and a list of options: Cash and Billing. The 'Cash' option is currently selected.

## 10.1.8 Paramedic Report

a. This report allow user to view the paramedic assigned in the job.

The screenshot displays the 'Paramedic' report interface. It features a table with 10 rows of data, each representing a job. The table columns are: SN, Job Number, Ambulance, Caller Name, Date & Time, Pickup Location, Destination, Phone, Receipt No., Driver, and Paramedic. The data is as follows:

SN	Job Number	Ambulance	Caller Name	Date & Time	Pickup Location	Destination	Phone	Receipt No.	Driver	Paramedic
1	JN-140916-465			14-Sep-2016, 10:00:00 AM	REN CI BUKIT BATOK	NKF WOODLANDS 2				
2	JN-140916-615	SJQ 6983R		14-Sep-2016, 10:15:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			IMRAN	
3	JN-140916-046	SJQ 6983R		14-Sep-2016, 10:45:00 AM	571A Woodlands Avenue 1 Singapore 731571	NKF Woodlands Ave 5			IMRAN	
4	JN-140916-611	861311006050693	Lewis	14-Sep-2016, 06:43:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)	98637670	tjgjbj	royalking	king
5	JN-140916-220	861311006050693	Lewis	14-Sep-2016, 06:44:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)	98637670		royalking	king
6	JN-140916-884	SJQ 6983R		14-Sep-2016, 08:13:00 PM	Blk 708 Yishun Ave 5 Singapore 760708	Yishun St 21			royalking	
7	JN-150916-053	SJQ 6983R		15-Sep-2016, 10:00:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			RAHIM	
8	JN-150916-837			15-Sep-2016, 10:00:00 AM	5 Sembawang Walk Swami Home Singapore 757717	NKF Ang Mo Kio Ave 9			IMRAN	
9	JN-150916-813			15-Sep-2016, 10:00:00 AM	Blk 512 Wellington Circle Singapore 752512	NKF Woodlands Ave 5			IMRAN	
10	JN-150916-443	SJQ 6983R		15-Sep-2016, 10:15:00 AM	Blk 326 Woodlands St 32 Singapore 730326	NKF Woodlands Ave 5			RAHIM	

Below the table, it shows 'Showing 1 to 10 of 36 rows' and '10 records per page'. A 'Selected Date: 2 days duration' is also indicated. The sidebar on the right contains filters for 'Paramedic', 'Vehicle', and 'Driver', all set to 'ALL'. It also includes date range selectors for '14-Sep-2016 07:00 AM' and '16-Sep-2016 08:00 AM', and a 'Generate' button.

b. Paramedic Report Creation.

- Filter by Vehicle.

The screenshot shows a 'Vehicle' filter dropdown menu. The menu is open, displaying a search bar and a list of vehicle identifiers: ALL, SKN 2742A, SKN 2747L, SJQ 6983R, and 861311006050693. The 'ALL' option is currently selected.

- Filter by Driver.

The screenshot shows a 'Driver' filter dropdown menu. The menu is open, displaying a search bar and a list of driver names: ALIAS, YAHYA, RAHIM, FIKRI, KHAIRUL, ERWAN, IMRAN, KHAIRUL HAKIM, royalking, and Nazri. The 'ALIAS' option is currently selected.



## 10.1.9 Driver Report

a. This report allow user to view the number of job assigned to driver.

The screenshot displays the 'Driver Report' interface. At the top, there's a search bar and a user profile icon. The main area contains a table with columns: SN, Job Number, Ambulance, Date & Time, Pickup Location, Destination, Receipt No., Paramedic, Driver, Email, Phone, Driver Address, and Driver Profile. The table lists 10 jobs. The sidebar on the right includes filters for Report (Driver), Vehicle (ALL), and Driver (ALL). It also has date range selectors for 'From' (14-Sep-2016 07:00 AM) and 'To' (16-Sep-2016 08:00 AM), and a 'Generate' button. At the bottom of the table, it shows 'Showing 1 to 10 of 36 rows' and '10 records per page'. A 'Selected Date: 2 days duration' is also indicated.

SN	Job Number	Ambulance	Date & Time	Pickup Location	Destination	Receipt No.	Paramedic	Driver	Email	Phone	Driver Address	Driver Profile
1	JN-140916-465		14-Sep-2016, 10:00:00 AM	REN CI BUKIT BATOK	NKF WOODLANDS 2				-	-	-	No Driver
2	JN-140916-615	SJQ 6983R	14-Sep-2016, 10:15:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			IMRAN	-	-	-	No Driver
3	JN-140916-046	SJQ 6983R	14-Sep-2016, 10:45:00 AM	571A Woodlands Avenue 1 Singapore 731571	NKF Woodlands Ave 5			IMRAN	-	-	-	No Driver
4	JN-140916-611	861311006050693	14-Sep-2016, 06:43:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)	tjglbj	king	royalking	90467799			royalking
5	JN-140916-220	861311006050693	14-Sep-2016, 06:44:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)		king	royalking	90467799			royalking
6	JN-140916-884	SJQ 6983R	14-Sep-2016, 08:13:00 PM	Blk 708 Yishun Ave 5 Singapore 760708	Yishun St 21			royalking	-	-	-	No Driver
7	JN-150916-053	SJQ 6983R	15-Sep-2016, 10:00:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			RAHIM	-	-	-	No Driver
8	JN-150916-837		15-Sep-2016, 10:00:00 AM	S Sembawang Walk Swami Home Singapore 757717	NKF Ang Mo Kio Ave 9			IMRAN	-	-	-	No Driver
9	JN-150916-813		15-Sep-2016, 10:00:00 AM	Blk 512 Wellington Circle Singapore 752512	NKF Woodlands Ave 5			IMRAN	-	-	-	No Driver
10	JN-150916-443	SJQ 6983R	15-Sep-2016, 10:15:00 AM	Blk 326 Woodlands St 32 Singapore 730326	NKF Woodlands Ave 5			RAHIM	-	-	-	No Driver

b. Driver Report Creation.

- Filter by Vehicle.

The screenshot shows a 'Vehicle' filter dropdown menu. The menu is open, displaying a list of vehicle identifiers: ALL, SKN 2742A, SKN 2747L, SJQ 6983R, and 861311006050693. The 'ALL' option is currently selected and highlighted in blue.

- Filter by Driver.

The screenshot shows a 'Driver' filter dropdown menu. The menu is open, displaying a list of driver names: ALIAS, YAHYA, RAHIM, FIKRI, KHAIRUL, ERWAN, IMRAN, KHAIRUL HAKIM, royalking, and Nazri. The 'ALIAS' option is currently selected and highlighted in blue.

### 10.1.10 Job Type Report

a. This report allow user to view the different job type of completed job.

SN	Job Number	Ambulance	Date & Time	Pickup Location	Destination	Receipt No.	Paramedic	Driver	Job Type
1	JN-140916-465		14-Sep-2016, 10:00:00 AM	REN CI BUKIT BATOK	NKF WOODLANDS 2				
2	JN-140916-615	SJQ 6983R	14-Sep-2016, 10:15:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			IMRAN	Scheduled
3	JN-140916-046	SJQ 6983R	14-Sep-2016, 10:45:00 AM	571A Woodlands Avenue 1 Singapore 731571	NKF Woodlands Ave 5			IMRAN	Scheduled
4	JN-140916-611	861311006050693	14-Sep-2016, 06:43:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)	tjglbj	king	royalking	Normal
5	JN-140916-220	861311006050693	14-Sep-2016, 06:44:00 PM	Changi General Hospital (CGH)	National University Hospital (NUH)		king	royalking	Normal
6	JN-140916-884	SJQ 6983R	14-Sep-2016, 08:13:00 PM	Blk 708 Yishun Ave 5 Singapore 760708	Yishun St 21			royalking	Normal
7	JN-150916-053	SJQ 6983R	15-Sep-2016, 10:00:00 AM	Blk 157 Woodlands St 13 Singapore 730157	NKF Woodlands St 81			RAHIM	Scheduled
8	JN-150916-837		15-Sep-2016, 10:00:00 AM	5 Sembawang Walk Swami Home Singapore 757717	NKF Ang Mo Kio Ave 9			IMRAN	Scheduled
9	JN-150916-813		15-Sep-2016, 10:00:00 AM	Blk 512 Wellington Circle Singapore 752512	NKF Woodlands Ave 5			IMRAN	Scheduled
10	JN-150916-443	SJQ 6983R	15-Sep-2016, 10:15:00 AM	Blk 326 Woodlands St 32 Singapore 730326	NKF Woodlands Ave 5			RAHIM	Scheduled

b. Driver Report Creation.

- Filter by Vehicle.

- Filter by Job Type

- Filter by Driver.

## 11. FREQUENTLY QUESTIONS

Q. Why does my vehicle position defers slightly on the map as compared to the actual physical position A. GPS accuracy typically ranged from 5m to 30m?

Q. Sometimes the address seems to be slightly off?

A. Our addresses come from mapping services. We understood the issue and highly recommend to create zones that user can name it with familiar names to avoid confusion in areas that they encounter such issues.

Q. How do you calculate Speed & Mileage?

A. We estimate based on distance covered between the 2 GPS positions of the 1-minute interval. Thus, our system can derive an accurate speed if the vehicle maintains about the same velocity for a period of 3 to 5 minutes.

The mileage is calculated in same manner. A straight line distance is estimated between the 2 points in the 1-minute interval. Users can self-update the mileage on the Assets page to keep current with the actual mileage clocked by the vehicle.