



Vehicle Tracking System Manager Guide

VERSION 1.1



VEHICLE TRACKING SYSTEM MANAGER GUIDE

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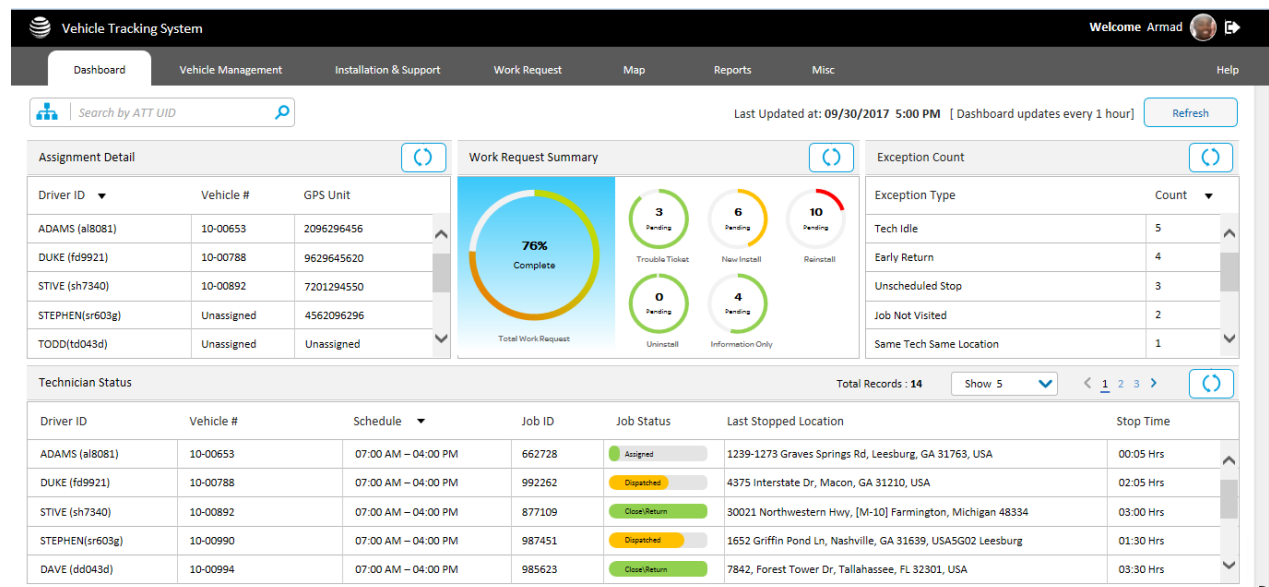
1. Vehicle Tracking System - Overview

The VEHICLE TRACKING SYSTEM (VTS) is used to track and report on the physical location of SBC's vehicle fleet. VTS is used by four regional telephone companies: SBC SOUTHWEST, SBC MIDWEST, SBC EAST and SBC WEST. The organizations within these companies that use VTS to track their vehicles include: Installation and Maintenance (I&M), Special Services, and Construction. Each vehicle tracked by the VTS application has a customized Global Positioning System (GPS) unit installed inside it. This device tracks and stores its physical location coordinates throughout the day. Each evening, the GPS unit downloads its location information to the VTS servers. This information is then processed into "stop" and "transit" points that can be viewed via a Map or Map & Details report. Clients access the VTS application via a web-based browser application - VTS Reports. The VTS clients are primarily field supervisors who use VTS to determine the physical location of their technicians and vehicles on the previous day. In addition, a VTS Center for each of the 4 major SBC regions is equipped with a GUI application (VTS Manager) to maintain the relationships between vehicles-to-crews, technicians-to-vehicles, and technicians-to-crews so that the data in the VTS Reporting application is displayed appropriately for each organization, as well, as field questions and handle problems related to those relationships. Also, the VTS Business Objects universe was deployed in 2001 which allows analysis and reporting of VTS data via Business Objects

2. VTS Manager Guide Overview

3. Manager Console Dashboard - Landing Page

Manager console Dashboard is a summary representation of 'Driver – Vehicle – GPS assignment details, Work Request Summary, Exception Count, Technician Status' of the reportees of a Manager who has logged in.



4. Vehicle Management

The Vehicle Management Tab is the one stop where Manager can find the detail information of Users (Manager and Technician), Vehicle and GPS Unit. In this tab, Manager can have a complete control to view, update the information and control the Vehicle-GPS-User assignment. There are 2 sections, where in the first section list of Vehicle#, Driver ID, GPS Unit and its Manager ID of the Manager logged in will be given. The second section will be having the 5 tabs named “Driver”, “Vehicle”, “GPS”, “Crew” and “View Assignment History”.

The screenshot displays the 'Vehicle Management' interface. At the top, a navigation bar includes 'Dashboard', 'Vehicle Management' (selected), 'Installation & Support', 'Work Request', 'Map', 'Reports', 'Settings', and 'Help'. Below the navigation bar, there's a 'Select Hierarchy' button and a 'Search By' dropdown. The main table lists vehicles with columns: Vehicle #, Indicator, Driver ID, GPS Unit, and Manager ID. The first row is selected, showing details for vehicle 10-00683, driver ADAMS (af3254), and GPS unit 4562098462. The right pane shows the details for the selected vehicle, including Driver info (Last Name: LENON, First Name: ADAMS, ATT UID: ADAMS (af3254), Manager ID: ARMAD (af3254), Job Function Code: 4160, Home Based: No) and Vehicle info (Vehicle #: 10-00683, Effective Date/Time: 04/21/2016 08:00 AM, Expiry Date/Time: 04/21/2016 08:00 AM, No Expiration: No).

In this screen, Manager can search the details of other Manager's Crew using the Hierarchy. Clicking on the “Select Hierarchy” button will open up the Hierarchy list. Manager can select any of the Manager in the list and view the detail, but no data can be edited.

There is a “Search By” option, where manager can select one option and search the data using the search input box.

There are two pane displayed (Left Pane and Right Pane). Left pane list out the search result. When any of the row is selected, then information related to the selected row will be listed in the Right Pane.

Right pane consist of 5 tabs.

- Driver
- Vehicle
- GPS
- Crew
- View Assignment History

4.1 Driver

Driver tab list out the information about the Driver whom is selected in the left pane. This tab hold the details of Driver's Vehicle Information and Driver's Portfolio information. These information is given in two separate secondary Tabs and the information will be provided on selecting them one at a time. The tabs are given below.

- Driver – Vehicle Info
- Driver – Portfolio Info

The screenshot shows the 'Vehicle Tracking System Manager' interface. The 'Vehicle Management' tab is active. A list of drivers is shown on the left, with the first driver selected. The right pane displays the 'Driver - Vehicle Info' tab, which contains two sub-tabs: 'Driver info' and 'Tour info'. The 'Driver info' sub-tab is active, showing fields for Last Name, First Name, ATT UID, Manager ID, Job Function Code, and Home Based. The 'Tour info' sub-tab shows fields for Tour Start Time, Tour End Time, Effective Date, and Expiry Date. An 'Update' button is visible at the bottom right of the form.

Vehicle #	Indicator	Driver ID	GPS Unit	Manager ID
10-00683		ADAMS (af3254)	4562098462	ARMAD (af3254)
10-01009		ATHEY (af3254)	6283929234	ARMAD (af3254)
10-01018		DUKE (af3254)	8545332232	ARMAD (af3254)
10-01083		EVAN (af3254)	2323286323	ARMAD (af3254)
10-01133		STIVE (af3254)	Unassigned	ARMAD (af3254)
10-01189	M	ARMAD (af3254)	377448572	ARMAD (af3254)
Unassigned		Unassigned	566525223	ARMAD (af3254)

This tab has update option. Manager should click on the “Update” button if he want to change the Driver details.

4.1.1 Driver – Vehicle Info

Driver – Vehicle Info tab gives the two type of details, Driver Info and Vehicle Info

Driver Info

Driver Info give the Last Name, First Name, ATTUID, Manager ID, Job Function Code.

Vehicle Info

This tab gives the information like Vehicle ID, Effective Start Date & Time, Effective End Date & Time.

4.1.2 Driver – Portfolio Info

Driver – Portfolio Info gives the two type of details, Driver Info and Tour Info.

Driver Info

Driver Info is the same which we find in the “Driver – Vehicle Info” tab.

Tour Info

This tab gives the information about the Tour like Tour Start Time, Tour End Time, Effective Start Date, Expiry Date.

4.2 Vehicle

Vehicle tab gives the Vehicle details of the record selected in the left pane. Here Vehicle #, Driver ATTUID, Effective Date & Time, Expiry Date & Time.

The screenshot displays the 'Vehicle Tracking System Manager' interface. At the top, there's a navigation bar with tabs: Dashboard, Vehicle Management (selected), Installation & Support, Work Request, Map, Reports, Misc, and Help. Below the navigation bar is a search bar and a table of vehicle records. The 'Vehicle' tab is selected, showing details for a specific vehicle (10-00683). The details include Driver ATTUID (EVAN (er603g)), Effective Date & Time (06/18/2016 08:00 AM), and Expiry Date & Time (06/18/2016 08:00 AM). There is also a list of unassigned vehicles on the right.

Vehicle #	Indicator	Driver ID	GPS Unit	Manager ID
10-00683		EVAN (er603g)	4562098462	ARMAD (af3254)
10-01009		ATHEY (at2323)	6283929234	ARMAD (af3254)
10-01018		DUKE (fd9921)	8545332232	ARMAD (af3254)
10-01083		Unassigned	2323286323	ARMAD (af3254)
10-01133		STIVE (sh7340)	Unassigned	ARMAD (af3254)
10-01189	M	ARMAD (af3254)	377448572	ARMAD (af3254)
Unassigned		Unassigned	566525223	ARMAD (af3254)
Unassigned		ADAMS (al8081)	Unassigned	ARMAD (af3254)

Vehicle Details:

Field	Details
Vehicle #	10-00683
Driver ATT UID	EVAN (er603g)
Effective Date & Time	06/18/2016 08:00 AM
Expiry Date & Time	06/18/2016 08:00 AM
No Expiration	<input type="checkbox"/>

Unassigned Vehicle (s):

- 10-05683
- 10-83643
- 10-97253

Buttons: Cancel, Update

Manager can update the Vehicle details in this tab after clicking the “Update” button. This tab also give the list of unassigned Vehicles as a info to the Manager, so that it can be used.

4.3 GPS

This tab gives the GPS Unit details.

This list the information about GPS Unit#, Effective Start Date & Time, Expiry Date & Time.

The screenshot shows the 'Vehicle Tracking System' interface. The 'Vehicle Management' tab is active. A table lists vehicle records with columns: Vehicle #, Indicator, Driver ID, GPS Unit, and Manager ID. The first row is highlighted. To the right, the 'GPS' tab is selected, displaying details for the selected GPS unit (4562098462). The details include: GPS Unit, Effective Date & Time (04/15/2017 08:00 AM), Expiry Date & Time (04/15/2037 05:00 PM), and No Expiration. Buttons for 'Cancel' and 'Update' are at the bottom.

Vehicle #	Indicator	Driver ID	GPS Unit	Manager ID
10-05683		EVAN (er603g)	4562098462	ARMAD (af3254)
10-01009		ATHEY (at2323)	6283929234	ARMAD (af3254)
10-01018		DUKE (fd9921)	8545332232	ARMAD (af3254)
10-01083		Unassigned	2323286323	ARMAD (af3254)
10-01133		STIVE (sh7340)	Unassigned	ARMAD (af3254)
10-01189	M	ARMAD (af3254)	377448572	ARMAD (af3254)
Unassigned		Unassigned	566525223	ARMAD (af3254)
Unassigned		ADAMS (al8081)	Unassigned	ARMAD (af3254)

Manager is not allowed to update the GPS details.

4.4 Crew

Crew tab will list out the Crew details.

The Crew Name, Effective Date & Time

The screenshot shows the 'Vehicle Tracking System' interface with the 'Crew' tab selected. The details for the selected crew member (AF3254 - A) are displayed. The details include: Crew Name, Effective Date & Time (04/21/2016 08:00 AM), Expiry Date & Time (04/21/2026 05:00 PM), and No Expiration. Buttons for 'Cancel' and 'Update' are at the bottom.

Vehicle #	Indicator	Driver ID	GPS Unit	Manager ID
10-05683		EVAN (er603g)	4562098462	ARMAD (af3254)
10-01009		ATHEY (at2323)	6283929234	ARMAD (af3254)
10-01018		DUKE (fd9921)	8545332232	ARMAD (af3254)
10-01083		Unassigned	2323286323	ARMAD (af3254)
10-01133		STIVE (sh7340)	Unassigned	ARMAD (af3254)
10-01189	M	ARMAD (af3254)	377448572	ARMAD (af3254)
Unassigned		Unassigned	566525223	ARMAD (af3254)
Unassigned		ADAMS (al8081)	Unassigned	ARMAD (af3254)

Manager cannot update the Crew Details.

4.5 View Assignment History

View Assignment History has two sub tabs called VIN to Tech and VIN to GPS Unit. The details of the tab selected will be listed below.

4.5.1 Vin to Tech

This tab gives the history of the Vehicle to Technician association. The tabular view gives the history with Vehicle #, Tech UID, Effective Start Date/ Time, Expiration Date/ Time, Modified by, Modification Date/Time.

The screenshot displays the 'Vehicle Tracking System Manager' interface. The top navigation bar includes 'Dashboard', 'Vehicle Management' (selected), 'Installation & Support', 'Work Request', 'Map', 'Reports', 'Misc', and 'Help'. A user profile 'Welcome Armad' is visible in the top right. Below the navigation bar, there's a search section with 'Select Hierarchy', 'Search By', and a search input field. The main content area shows a table of vehicle assignments. The 'View Assignment History' tab is active, displaying a table with columns: Vehicle #, Tech UID, Effective Date/Time, Expiration Date/Time, Modified by, and Modification Date/Time. The table lists two records for vehicle 10-0683.

Vehicle #	Indicator	Driver ID	GPS Unit	Manager ID
10-0683		EVAN (er603g)	4562098462	ARMAD (af3254)
10-01009		ATHEY (at2323)	6283929234	ARMAD (af3254)
10-01018		DUKE (fd9921)	8545332232	ARMAD (af3254)
10-01083		Unassigned	2323286323	ARMAD (af3254)
10-01133		STIVE (sh7340)	Unassigned	ARMAD (af3254)
10-01189	M	ARMAD (af3254)	377448572	ARMAD (af3254)
Unassigned		Unassigned	566525223	ARMAD (af3254)
Unassigned		ADAMS (al8081)	Unassigned	ARMAD (af3254)

Vehicle #	Tech UID	Effective Date/Time	Expiration Date/Time	Modified by	Modification Date/Time
10-0683	er603g	02/07/2017 09:00:54	08/11/2020 16:15:54	dw23y3	28/06/2017 16:15:54
10-0683	al8081	09/09/2010 09:00:54	22/11/2016 10:15:54	dw23y3	09/09/2010 09:00:54

At the bottom of the assignment history table, there are 'Cancel' and 'Update' buttons.

4.5.2 VIN to GPS Unit

This tab gives the history of the Vehicle to GPS association. The tabular view gives the history with the Vehicle #, GPS Unit, Effective Start Date/ Time, Expiration Date/ Time, Modified by, Modification Date/Time.

The screenshot shows the 'Vehicle Management' module with the 'VIN to GPS Unit' tab selected. The interface includes a search bar, a 'Select Hierarchy' button, and a table of vehicle assignments. The table has columns for Vehicle #, Indicator, Driver ID, GPS Unit, and Manager ID. The selected vehicle is 10-05683, with Driver ID EVAN (er603g), GPS Unit 4562098462, and Manager ID ARMAD (af3254). The 'VIN to GPS Unit' history table shows the following data:

Vehicle #	GPS Unit	Effective Date/Time	Expiration Date/Time	Modified by	Modification Date/Time
10-00683	566525223	02/07/2017 09:00:54	08/11/2020 16:15:54	dw23y3	28/06/2017 16:15:54
10-05683	4562098462	09/09/2010 09:00:54	22/11/2016 10:15:54	dw23y3	09/09/2010 09:00:54

4.6 Task

4.6.1 Search for Driver / Manager

Driver/ Manager can be searched by selecting from Hierarchy tree or Search by option

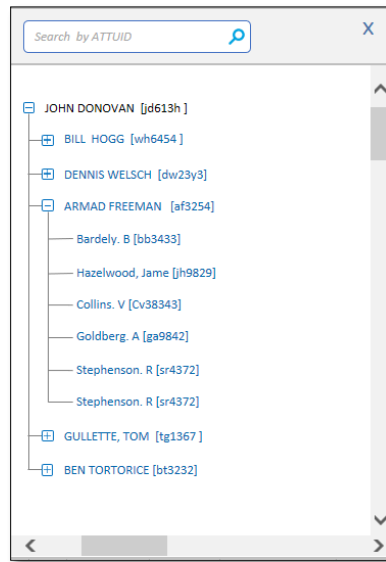
Hierarchy Tree

Step 1: In the 'Vehicle Management' module, Select the Hierarchy button

The screenshot shows the 'Vehicle Management' module with the 'Select Hierarchy' button highlighted. The interface includes a search bar, a 'Select Hierarchy' button, and a table of vehicle assignments. The selected vehicle is 10-05683, with Driver ID EVAN (er603g), GPS Unit 4562098462, and Manager ID ARMAD (af3254). The 'VIN to GPS Unit' history table shows the following data:

Vehicle #	GPS Unit	Effective Date/Time	Expiration Date/Time	Modified by	Modification Date/Time
10-00683	566525223	02/07/2017 09:00:54	08/11/2020 16:15:54	dw23y3	28/06/2017 16:15:54
10-05683	4562098462	09/09/2010 09:00:54	22/11/2016 10:15:54	dw23y3	09/09/2010 09:00:54

Step 2: From the Hierarchy tree displayed, drill down to the Manager/ Driver required or search the name using the search box



Note: Manager would be able to view only the peers or a level down in the Hierarchy tree

Step 3: Navigate between the 'Driver'/'Vehicle'/'GPS'/'Crew'/'View Assignment history' tab to know more details about the Driver/ Manager selected. If Manager is selected from Hierarchy, then select one of the reporting drivers listed in the left pane to know the details

Vehicle		Driver ID	GPS Unit	Manager ID
Vehicle #	Indicator			
<input checked="" type="radio"/> 10-00683		ADAMS (al8081)	4562098462	ARMAD (af3254)
<input type="radio"/> 10-01009		ATHEY (at3232)	6283929234	ARMAD (af3254)
<input type="radio"/> 10-01018		DUKE (fd9921)	8545332232	ARMAD (af3254)
<input type="radio"/> 10-01083		EVAN (er603g)	2323286323	ARMAD (af3254)
<input type="radio"/> 10-01133		STIVE (sh7340)	Unassigned	ARMAD (af3254)
<input type="radio"/> 10-01189		ARMAD (af3254)	377448572	ARMAD (af3254)
<input type="radio"/> Unassigned		Unassigned	566525223	ARMAD (af3254)

Driver
Vehicle
GPS
Crew
View Assignment History

Driver - Vehicle Info

Driver Portfolio Info

Driver info

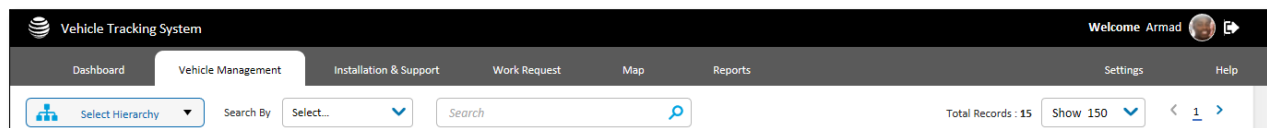
Vehicle Info

Field	Details	Field	Details
Last Name	LENON	Vehicle #	10-00683
First Name	ADAMS	Effective Date/ Time:	04/21/2016 08:00 AM
ATT UID	ADAMS (al8081)	Expiry Date/ Time:	04/21/2016 08:00 AM
Manager ID	ARMAD (af3254)	No Expiration	<input type="checkbox"/>
Job Function Code	4160		
Home Based	<input type="checkbox"/>		

Cancel
Update

'Search By' option

Step 1: In the 'Vehicle Management' module, Select **Driver ID** or **Manager ID** option for the 'Search by' drop down



Step 2: Provide the desired ATTUID of the **Driver** or **Manager** in the search box and click enter

Step 3: Navigate between the 'Driver' / 'Vehicle' / 'GPS' / 'Crew' / 'View Assignment history' tab to know more details about the Driver/ Manager searched. If Manager is searched, select one of the reporting drivers listed in the left pane to know the details

Vehicle		Driver ID	GPS Unit	Manager ID
Vehicle #	Indicator			
<input checked="" type="radio"/>	10-00683	ADAMS (al8081)	4562098462	ARMAD (af3254)
<input type="radio"/>	10-01009	ATHEY (at2323)	6283929234	ARMAD (af3254)
<input type="radio"/>	10-01018	DUKE (fd9921)	8545332232	ARMAD (af3254)
<input type="radio"/>	10-01083	EVAN (er603g)	2323286323	ARMAD (af3254)
<input type="radio"/>	10-01133	STIVE (sh7340)	Unassigned	ARMAD (af3254)
<input type="radio"/>	10-01189	ARMAD (af3254)	377448572	ARMAD (af3254)
<input type="radio"/>	Unassigned	Unassigned	566525223	ARMAD (af3254)

Driver
Vehicle
GPS
Crew
View Assignment History

Driver - Vehicle Info

Driver Portfolio Info

Driver Info

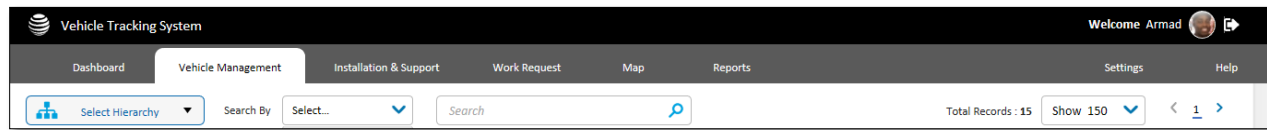
Vehicle Info

Field	Details	Field	Details
Last Name	LENON	Vehicle #	10-00683
First Name	ADAMS	Effective Date/ Time:	04/21/2016 08:00 AM
ATT UID	ADAMS (al8081)	Expiry Date/ Time:	04/21/2016 08:00 AM
Manager ID	ARMAD (af3254)	No Expiration	<input type="checkbox"/>
Job Function Code	4160		
Home Based	<input type="checkbox"/>		

Cancel
Update

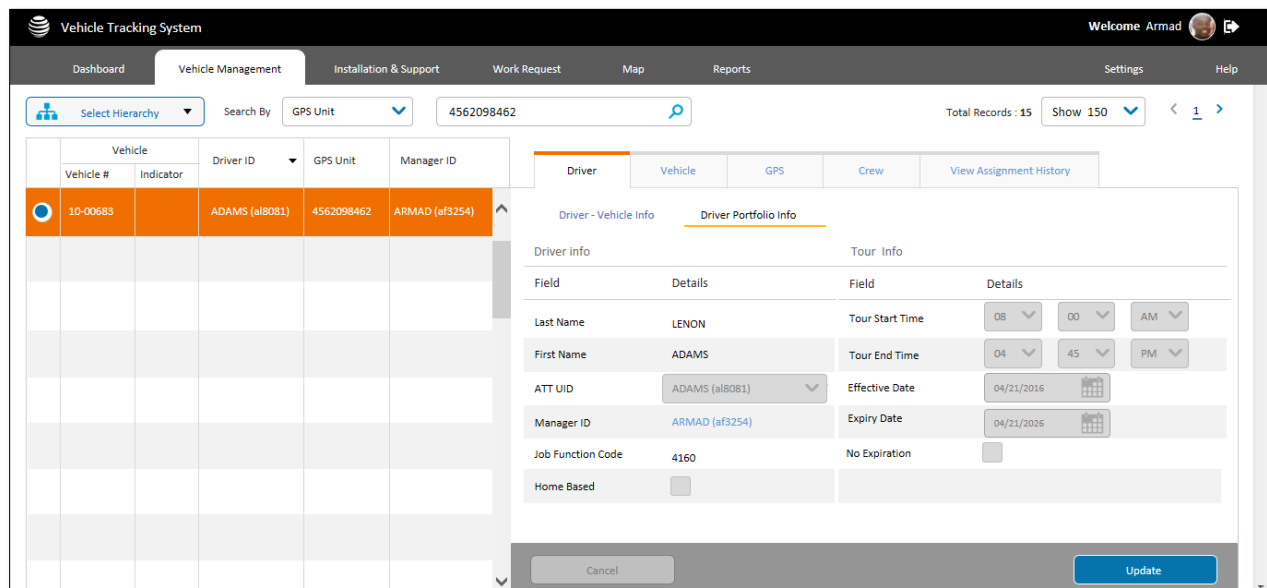
4.6.2 Search for a GPS Unit

Step 1: In the 'Vehicle Management' module, Select **GPS Unit** option for the 'Search by' drop down



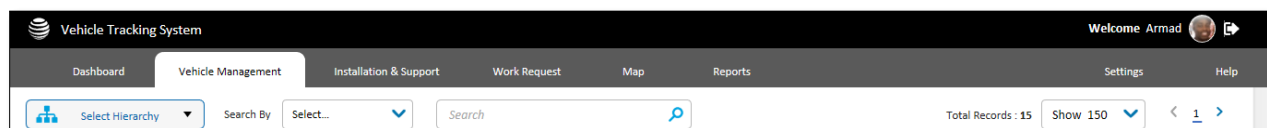
Step 2: Provide the desired GPS Unit # in the search box and click enter

Step 3: Navigate between the 'Driver' / 'Vehicle' / 'GPS' / 'Crew' / 'View Assignment history' tab to know more details about the GPS Unit searched



4.6.3 Search for a Vehicle

Step 1: In the 'Vehicle Management' module, Select **Vehicle #** option for the 'Search by' drop down



Step 2: Provide the desired Vehicle # in the search box and click enter

Step 3: Navigate between the 'Driver' / 'Vehicle' / 'GPS' / 'Crew' / 'View Assignment history' tab to know more details about the GPS Unit searched

The screenshot shows the 'Driver - Vehicle Info' tab in the Vehicle Tracking System Manager. The interface includes a search bar at the top with 'GPS Unit' selected and '10-00683' entered. Below the search bar is a table with columns: Vehicle #, Indicator, Driver ID, GPS Unit, and Manager ID. The first row is highlighted with a blue circle. To the right of the table is a detailed view of the driver's information, including fields for Last Name, First Name, ATT UID, Manager ID, Job Function Code, Home Based, Tour Start Time, Tour End Time, Effective Date, and Expiry Date. The 'Update' button is visible at the bottom right.

4.6.4 Update/ Unassign Driver of a Vehicle

Step 1: In the 'Vehicle Management' module, select the Vehicle from the table listed or search for the Vehicle using 'Search By' option

Step 2: Select the 'Driver' tab from the right pane

The screenshot shows the 'Vehicle Management' module in the Vehicle Tracking System Manager. The 'Driver' tab is selected in the right pane. The interface includes a search bar at the top with 'Select...' selected and a search button. Below the search bar is a table with columns: Vehicle #, Indicator, Driver ID, GPS Unit, and Manager ID. The first row is highlighted with a blue circle. To the right of the table is a detailed view of the driver's information, including fields for Last Name, First Name, ATT UID, Manager ID, Job Function Code, Home Based, Tour Start Time, Tour End Time, Effective Date, and Expiry Date. The 'Update' button is visible at the bottom right.

Step 3: From the 'Driver – Vehicle Info' tab under Driver tab, Click the **Update** button from the button panel

The screenshot shows the 'Driver - Vehicle Info' form. At the top, there are tabs: Driver, Vehicle, GPS, Crew, and View Assignment History. Below the tabs, there are two sub-tabs: Driver - Vehicle Info (selected) and Driver Portfolio Info. The form is divided into two main sections: Driver info and Vehicle info. Each section has a table with 'Field' and 'Details' columns.

Driver info		Vehicle info	
Field	Details	Field	Details
Last Name	LENON	Vehicle #	10-00683
First Name	ADAMS	Effective Date/ Time:	04/21/2016 08:00 AM
ATT UID	ADAMS (al8081)	Expiry Date/ Time:	04/21/2016 08:00 AM
Manager ID	ARMAD (af3254)	No Expiration	<input type="checkbox"/>
Job Function Code	4160		
Home Based	<input type="checkbox"/>		

At the bottom of the form, there are two buttons: 'Cancel' and 'Update'.

Step 4: From **ATT UID** drop down, Select 'Unassigned' or the driver to which the selected vehicle should be assigned

The screenshot shows the 'Driver - Vehicle Info' form with the 'ATT UID' dropdown menu open. The dropdown menu lists several options: 'Unassigned', 'ADAMS (al8081)', 'ATHEY (at2323)', 'DUKE (fd9921)', 'EVAN (er603g)', 'STIVE (sh7340)', and 'ARMAD (af3254)'. The 'Unassigned' option is currently selected.

Driver info		Vehicle info	
Field	Details	Field	Details
Last Name	LENON	Vehicle #	10-00683
First Name	ADAMS	Effective Date/ Time:	04/21/2016 08:00 AM
ATT UID	ADAMS (al8081)	Expiry Date/ Time:	04/21/2016 08:00 AM
Manager ID	Unassigned	No Expiration	<input type="checkbox"/>
Job Function Code	ADAMS (al8081)		
Home Based	ATHEY (at2323)		

At the bottom of the form, there are two buttons: 'Cancel' and 'Save'.

Step 5: Set the Effective Date/ Time and Expiry Date/ Time under Vehicle Info section which gets activated on the completion of step 4

Driver info		Vehicle info	
Field	Details	Field	Details
LastName	MARK	Vehicle#	10-00583
First Name	EVAN	Effective Date/ Time:	04/21/2016 08:00 AM
ATT UID	EVAN (er603g)	Expiry Date/ Time:	04/21/2016 08:00 AM
Manager ID	ARMAD (af3254)	No Expiration	<input type="checkbox"/>
Job Function Code	4111		
Home Based	<input type="checkbox"/>		

Step 6: Click **Save** button from button panel

Step 7: After reviewing the summary of your action, Click Yes (Click No if you want to discard the changes) when prompted

Are you sure you want to **assign a new driver** for this Vehicle?

This action will

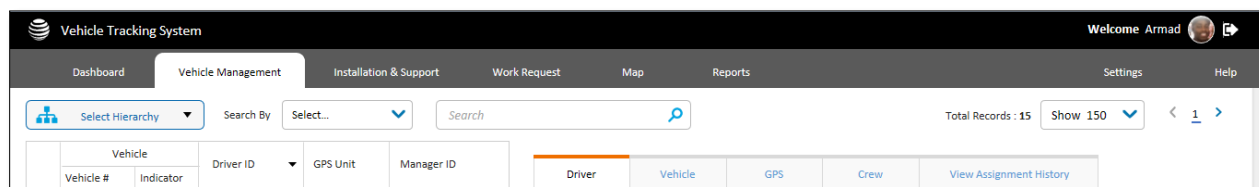
- Unassign the current driver from the selected vehicle.
- Unassign the new driver from their existing vehicle (if any).

No Yes

4.6.5 Driver's tour Info Updation

Step 1: In the 'Vehicle Management' module, select the Vehicle from the table listed or search for the Vehicle using 'Search By' option

Step 2: Select the 'Driver Tab' from the right pane



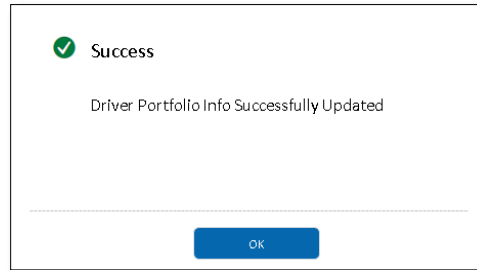
Step 3: From the 'Driver Portfolio Info' tab under Driver tab, Click the **Update** button from the button panel

The screenshot shows the 'Driver Portfolio Info' form. It has two tabs: 'Driver - Vehicle Info' and 'Driver Portfolio Info'. The 'Driver Portfolio Info' tab is active. It contains two sections: 'Driver Info' and 'Tour Info'. The 'Driver Info' section has fields for Last Name (MARK), First Name (EVAN), ATT UID (EVAN (er603g)), Manager ID (ARMAD (af3254)), Job Function Code (4111), and Home Based (checkbox). The 'Tour Info' section has fields for Tour Start Time (08:00 AM), Tour End Time (04:45 PM), Effective Date (04/21/2016), Expiry Date (04/21/2016), and No Expiration (checkbox). At the bottom, there are 'Cancel' and 'Update' buttons.

Step 4: Change the **Tour start time/ Tour End time/ Effective date/ Expiry date/ No Expiration** parameter from 'Tour Info' section under 'Driver Portfolio Info' tab

The screenshot shows the 'Driver Portfolio Info' form, similar to the previous one, but with changes in the 'Tour Info' section. The 'Tour Start Time' is now 08:00 AM, 'Tour End Time' is 04:45 PM, 'Effective Date' is 04/21/2016, 'Expiry Date' is 04/21/2016, and 'No Expiration' is checked. At the bottom, there are 'Cancel' and 'Save' buttons.

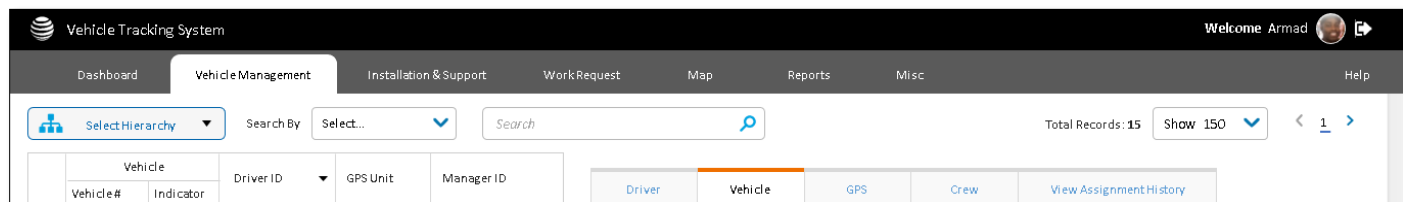
Step 5: Click **Ok** on the confirmation message of the change



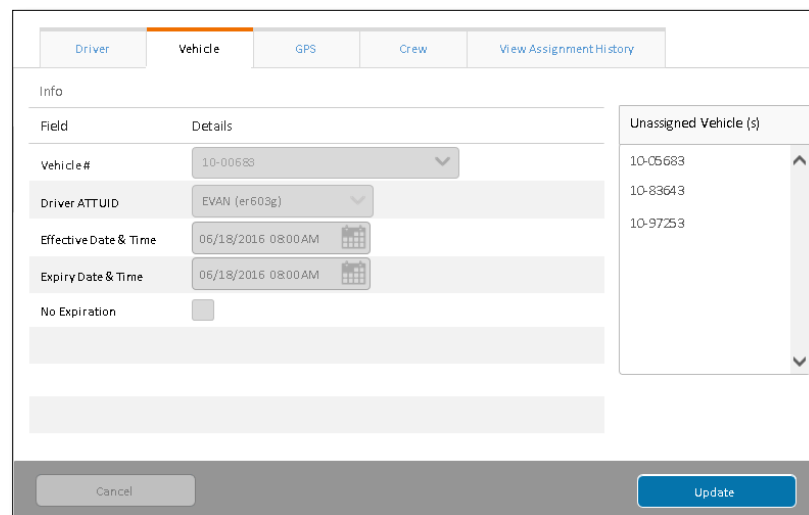
4.6.6 Update / Unassign Vehicle of a Driver

Step 1: In the 'Vehicle Management' module, select the Vehicle from the table listed or search for the Vehicle using 'Search By' option

Step 2: Select the 'Vehicle' tab from the right pane



Step 3: Click the **Update** button from the button panel



Step 4: From **Vehicle #** drop down, Select 'Unassigned' or the Vehicle to which the selected Driver should be assigned

Step 5: Set the **Effective Date & Time/ Expiry Date & Time** as required

Step 6: Click **Save** button from button panel

Step 7: After reviewing the summary of your action, Click Yes (Click No if you want to discard the changes) when prompted

5. Work Request

Work Request tab, by default list out all the work requested created under the logged in User (Manager ID). Manager can also search a particular Work Request by searching the Vehicle ID or Advanced Search.

The screenshot shows the 'Work Request' tab in the Vehicle Tracking System Manager. The interface includes a search bar for 'Search Vehicle #' and an 'Advanced Search' link. The table displays the following data:

Vehicle #	Req ID	Ticket Type	Manager ID	Problem Description	Garage Address	Status	Creation Date	Closed Date
10-00683	3437233	Information Only	ARMAD (sf3254)	145-DRAINING BATTERY	40 S MITCHELL CT, ADDISON	Complete	01/05/2017	-
10-01009	3437239	Trouble Ticket	ARMAD (sf3254)	110- GPS No Power/No lights	1011 PROSPECT AVE SANTEE	Pending Screening	01/09/2017	-
10-01018	3437325	New Install	ARMAD (sf3254)	110- GPS No Power/No lights	10111 PROSPECT AVE, SANTEE	Pending Vendor	01/05/2017	01/09/2017
10-01083	3437356	Trouble Ticket	ARMAD (sf3254)	110- GPS No Power/No lights	16720 W. BERNARDO DR, SAN DIEGO	Pending AT&T	02/15/2017	02/20/2017
10-01133	3437451	Information Only	ARMAD (sf3254)	181 - NEW GPS INSTALL	360 PIONEER WAY, MOUNTAIN VIEW	All Pending	02/01/2017	-
10-01189	3437758	Reinstall	ARMAD (sf3254)	110- GPS No Power/No lights	9210 MRA ESTE CT, SAN DIEGO	Complete	01/29/2017	-
10-01245	3437875	Uninstall	ARMAD (sf3254)	110- GPS No Power/No lights	2275 FLORENCITA AVE, MONTROSE	Depot - Complete	02/15/2017	02/18/2017

At the bottom of the table, there are buttons for 'View Detail' and 'Create New'.

In this screen, Manager User can

- ✓ Use the Advanced Search option to find a work request.
- ✓ Select a Work Request and click “View Detail” button to see the details.
- ✓ Click the “Create New” to create a Work Request.

5.1 Advance Search

Manager can narrow down his search by using this Advance Search option.

The screenshot shows the 'Advance Search' page in the Vehicle Tracking System Manager. The page has a dark header with the system name and a 'Welcome Armad' message. Below the header is a navigation bar with links to Dashboard, Vehicle Management, Installation & Support, Work Request (selected), Map, Reports, Misc, and Help. The main content area is titled 'Dashboard > Advance Search' and contains a search criteria form. The form has two columns: 'Field' and 'Details'. The 'Field' column lists 'Supervisor UID', 'Vehicle #', 'Crew', and 'Creation Date Range'. The 'Details' column contains input fields for these criteria. The 'Creation Date Range' is set from '08/08/2016' to '08/08/2016'. At the bottom of the form are 'Reset' and 'Search' buttons.

Field	Details
Supervisor UID	<input type="text"/>
Vehicle #	<input type="text"/>
Crew	<input type="text"/>
Creation Date Range	From <input type="text" value="08/08/2016"/> To <input type="text" value="08/08/2016"/>

[Reset](#) [Search](#)

5.2 View Detail

View Details has two secondary tabs. Each tab consist of different information. The list of four Tabs are given below,

- Information
- Comments

5.2.1 Information

Information Tab gives the “Work Request Information”, “Vehicle and GPS Unit information”, “Manager ID and Information”.

Vehicle Tracking System

Welcome Armad

Dashboard Vehicle Management Installation & Support **Work Request** Map Reports Misc Help

Dashboard > Req ID: 3437233

Information **Comments**

Work Request Information				Vehicle and GPS Unit Information		Manager ID and Information	
Field	Details	Field	Details	Field	Details	Field	Details
Vehicle #	10-00683	Case Number	-	License	FP30038	Manager ID	af3254
Type	TROUBLE TICKET	Origination Date	04/04/2017	Garage	40 S MITCHELL CT	Manager Name	ARMAD FREEMAN
Problem Description	145-DRAINING BATTERY	Vendor Confirmed App. Date	-	GPS Unit	4562126897	Phone	6307051084
Requested Appointment Date	-	TEAM Close UID	-			Cost Center	QYNGX122V
Vendor Resolution	-	Vendor Completion Date	-	City	ADDISON	Email	AF3254@US.ATT.COM
TEAM Completion Date	-	Last Modified By	SP7166	MDN	4694751036		
Gate Code	N/A			Model	F150		
				State	IL		

Close

Manager can only view this detail and cannot update this.

5.2.2 Comments

This tab gives the “Problem Description”, “Special Access”, “Center Comments” and “Vendor Comments”. Manager can assign or unassign the #Code from the Center Comments selection box. “Glossary for # Code” is given for the user knowledge. Manager can only view these details and cannot update it.

Vehicle Tracking System

Welcome Armad

Dashboard Vehicle Management Installation & Support **Work Request** Map Reports Misc Help

Dashboard > Req ID: 3437233

Information **Comments**

Work Request Comments

Problem Description : 145-DRAINING BATTERY

Special Access/Special Handling Arrangements Gate Code = N/A

Center Comments:

[Glossary for # Codes](#)

Available #Codes

#ATTB

#ATT(# of esc)

#DEL

#ESC(# of esc)

#FLEET

Selected #Codes

#CRID

#DMG

#EQU

----TW1236--06-Apr-2016-- #CRID HAS BEEN ORDERED WO #160406-0024541, INSTRUCTIONS WERE EMAILED TO MANAGER//DEACTIVATE UNIT TPAA524917 AFTER PNP INSTALLED----TW1236--14-Apr-2016--WEST14 installed 4562062533 and reporting//TPAA524917-- #DMG deactivated from the West server//CLOSE

Vendor Comments:

Close

5.3 Create New

Click on Create New will take the user to the “Create New Ticket” page. The Create New Ticket function has 3 process.

1. VID Identification
2. New Ticket
3. Review Information

Vehicle Tracking System

Welcome Armad

Dashboard Vehicle Management Installation & Support **Work Request** Map Reports Misc Help

Dashboard > Create New Ticket

1. VID Identification 2. New Ticket 3. Review Information

5.3.1 VID Identification

In this tab, Manager should enter the Vehicle# and look up for the details. If the entered Vehicle# is not correct the system will through the error. Once the correct Vehicle# is given the corresponding “Vehicle Information” will be displayed. There is another section “Service Location Address” where the data will be pre populated from the system. User can still update them.

Vehicle Tracking System Welcome Armad

Dashboard Vehicle Management Installation & Support **Work Request** Map Reports Misc Help

Dashboard > Create New Ticket

1. VID Identification 2. New Ticket 3. Review Information

Enter Vehicle #:

Vehicle Information

Field	Details	Field	Details
Vehicle #	10-00689	License #	AC94466
Make	CHEV	DriverID	JG1659
Model	C2500HD	Home Based	NO
Year	2002	Manager ID	SS6712
GPS Unit	4562098462	Name	JOEL GREZESZAK
MDN	3142439166	Tour Start	08:00
Entity Name	TFS	Tour Stop	16:30

Service Location Address

Field	Details
Address	26971 FURNIVALL AVE
City	CANYON COUNTRY
State	CA
Zip	913151

Select Request Type:

5.3.2 New Ticket

Here Manager needs to enter the information like *Problem Description*, *GateCode*, *Re-Installation into VIN*, *Additional Problem Description*, *Shipping Address & Additional Comments* and *Center Comment*.

Vehicle Tracking System Welcome Armad

Dashboard Vehicle Management Installation & Support **Work Request** Map Reports Misc Help

Dashboard > Create New Ticket

1. VID Identification 2. New Ticket 3. Review Information

Request Type: **Trouble Ticket** Vehicle #: **10-00689** GPS Unit Number: **4562098462** Tech Driver ID: **JOEL (jg4646)**

Problem Description: GateCode:

Additional Problem Description:

Shipping Address & Additional Comments:

5.3.3 Review Information

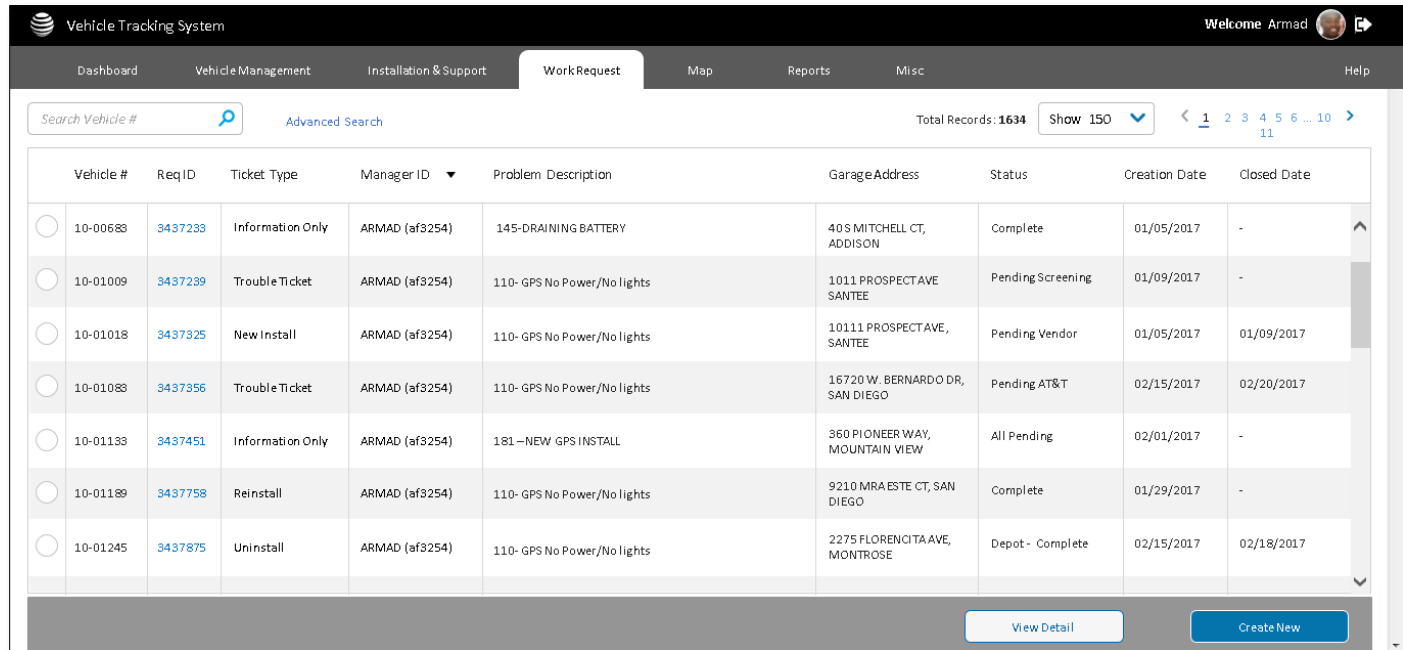
Review Information section will give the overview of all the information given in previous step and presented to Manager for confirmation. Clicking the Submit will create a Ticket.

The screenshot displays the 'Vehicle Tracking System' interface. At the top, a navigation bar includes 'Dashboard', 'Vehicle Management', 'Installation & Support', 'Work Request' (selected), 'Map', 'Reports', 'Misc', and 'Help'. A user profile 'Welcome Armad' is visible in the top right. Below the navigation bar, the breadcrumb 'Dashboard > Create New Ticket' is shown. The main content area features three tabs: '1. VID Identification', '2. New Ticket', and '3. Review Information' (active). The 'Review Information' tab displays the following details: Request Type: Trouble Ticket, Vehicle #: 10-00689, GPS Unit Number: 4562098462, Tech Driver ID: JOEL (jg4646), Problem Description: 111- GPS Unit Not Reporting Data, and GateCode: N/A. Below these details are two text input fields: 'Additional Problem Description' and 'Shipping Address & Additional Comments'. At the bottom, there are three buttons: 'Close', 'Back', and 'Submit'.

5.4 Task

5.4.1 View Work Request

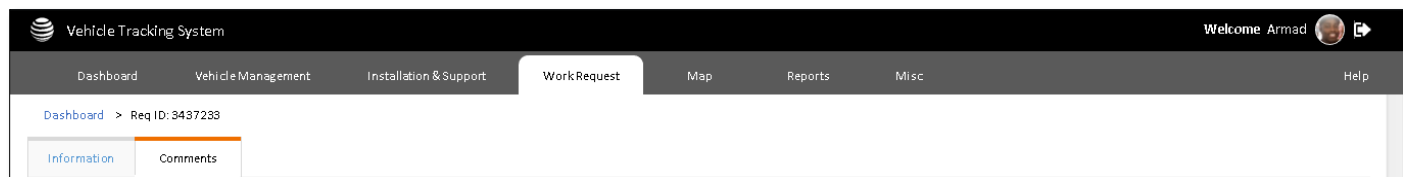
Step 1: Under 'Work Request' functionality, search a work request by Vehicle # or by Advanced search or select a work request from the list displayed in the table



Vehicle #	Req ID	Ticket Type	Manager ID	Problem Description	GarageAddress	Status	Creation Date	Closed Date
10-00683	3437233	Information Only	ARMAD (af3254)	145-DRAINING BATTERY	40 S MITCHELL CT, ADDISON	Complete	01/05/2017	-
10-01009	3437239	Trouble Ticket	ARMAD (af3254)	110- GPS No Power/No lights	1011 PROSPECT AVE, SANTEE	Pending Screening	01/09/2017	-
10-01018	3437325	New Install	ARMAD (af3254)	110- GPS No Power/No lights	10111 PROSPECT AVE, SANTEE	Pending Vendor	01/05/2017	01/09/2017
10-01083	3437356	Trouble Ticket	ARMAD (af3254)	110- GPS No Power/No lights	16720 W. BERNARDO DR, SAN DIEGO	Pending AT&T	02/15/2017	02/20/2017
10-01133	3437451	Information Only	ARMAD (af3254)	181-NEW GPS INSTALL	360 PIONEER WAY, MOUNTAIN VIEW	All Pending	02/01/2017	-
10-01189	3437758	Reinstall	ARMAD (af3254)	110- GPS No Power/No lights	9210 MRA ESTE CT, SAN DIEGO	Complete	01/29/2017	-
10-01245	3437875	Uninstall	ARMAD (af3254)	110- GPS No Power/No lights	2275 FLORENCITA AVE, MONTROSE	Depot - Complete	02/15/2017	02/18/2017

Step 2: Click **View Detail** Button from the button panel

Step 3: Navigate between **Information** and **Comments** tabs to find more details about the selected work request



Step 4: Click **Close** button from button panel to go back to Work Request dash board

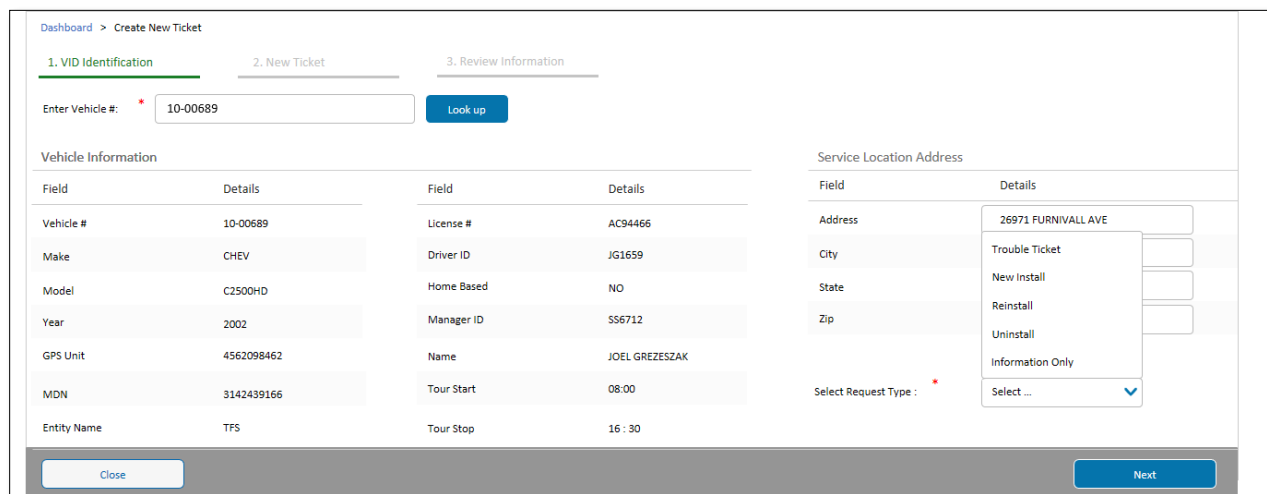
5.4.2 Work Request Creation

Step 1: In 'Work Request' functionality, click **Create New** button from button panel

Step 2: In the 'VID identification' step of the wizard, provide the Vehicle # to search and click **Look Up** button



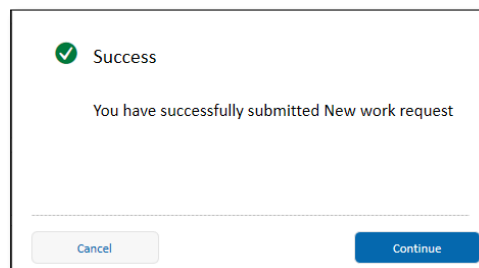
Step 3: Once the details get auto populated in the 'Vehicle information' section, Select the request type from the drop down and click **Next** button from the button panel



Step 4: Fill the details as required in the 'New Ticket' step and click **Next** button from the button panel

Step 5: Review the details in the 'Review Information' step and click **Submit** from button panel

Step 6: When Prompted, click **Continue** to create the Work Request or **Cancel** if you want to cancel the operation



5.4.3 Work Request Advanced Search

Step 1: In 'Work Request' functionality, click **Advanced Search** link

The screenshot shows the top navigation bar of the Vehicle Tracking System Manager. The 'Work Request' tab is selected. Below the navigation bar, there is a search bar with the placeholder text 'Search Vehicle #' and a magnifying glass icon. To the right of the search bar is a link labeled 'Advanced Search'. Further right, it says 'Total Records: 1634' and a 'Show 150' dropdown menu. At the bottom right, there are pagination controls showing '1 2 3 4 5 6 ... 10 11'.

Step 2: Fill the criteria by which you want to search and click **Search** button from button panel

The screenshot shows the 'Advanced Search' form within the 'Work Request' tab. The form is titled 'Criteria' and has two columns: 'Field' and 'Details'. The 'Field' column contains the following labels: 'SupervisorUID', 'Vehicle #', 'Crew', and 'Creation Date Range'. The 'Details' column contains the corresponding input fields: three text boxes for SupervisorUID, Vehicle #, and Crew, and a date range selector for Creation Date Range. The date range selector shows 'From 08/08/2016' and 'To 08/08/2016' with calendar icons. At the bottom of the form, there is a 'Reset' button on the left and a 'Search' button on the right. A mouse cursor is pointing at the 'Search' button.

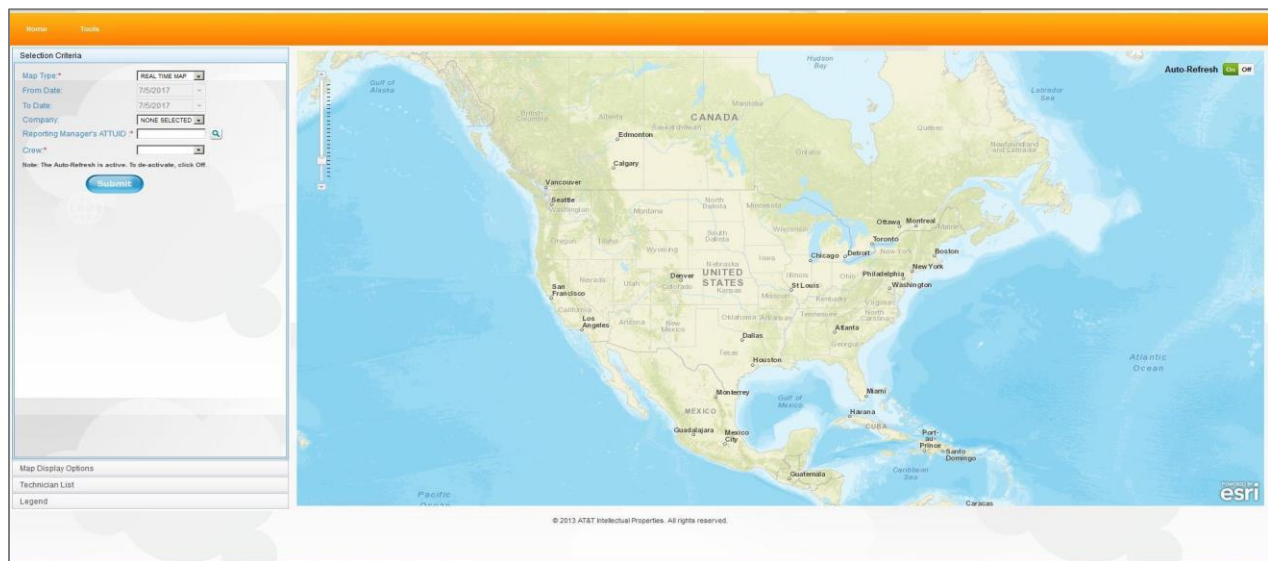
6. Map

Searching Crew in Map:

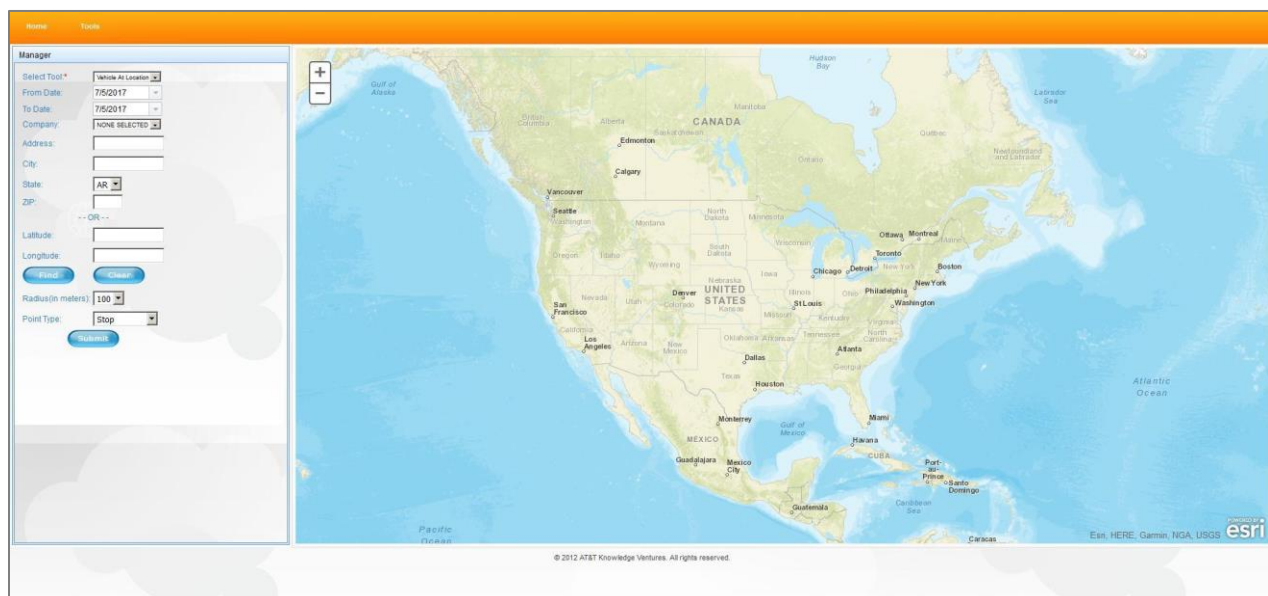
Step 1: In 'Map' functionality, Select the server from Drop down



Step 2: Set the parameters in selection criteria and submit to view the crew in map



Step 3: Set the parameters in tools tab to search for a region



7. Reports

Generating a Report:

Step 1: In 'Report' functionality, Select the server from Drop down

The screenshot shows the top navigation bar of the Vehicle Tracking System Manager. The 'Reports' tab is active. Below the navigation bar, there is a 'Select Servers' dropdown menu with 'St Louise' selected.

Step 2: Set the parameters for report generation and click **Continue** button to generate the report from 'Basic' tab

The screenshot shows the 'Basic' tab of the report generation interface. The 'Report Type' is set to 'SUMMARY'. The 'Date(s)' field shows '07/04/17' to '07/04/17'. The 'Company' is set to 'NONE'. The 'Report Format' is set to 'HTML'. There are dropdown menus for 'Crew' and 'Technician', both currently showing 'NONE SELECTED'. A 'Continue' button is at the bottom right. A note on the left states: 'Report Will Be Based On Technicians Who: Ultimately Report to ATT UID: [field] ATT UID Lookup'.

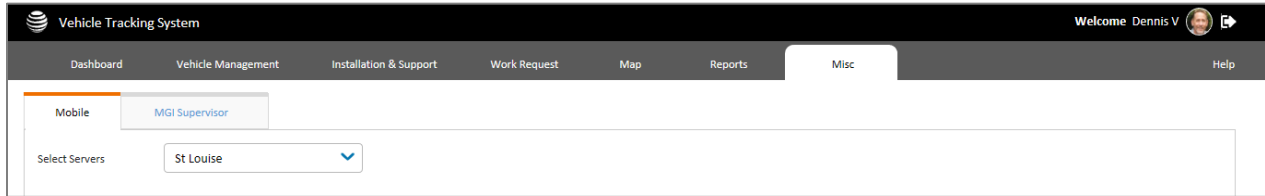
Step 3: To find all the vehicles that were near a location during the date(s) specified, enter the Latitude/ Longitude, Search Area Radius and Point Type and click Continue. To find a Latitude/ Longitude, enter a street address and click **Find** from 'Vehicle at Location' tab

The screenshot shows the 'Vehicle at Location' tab of the report generation interface. The 'Date(s)' field shows '08/30/2017' to '08/30/2017'. The 'Company' is set to 'NONE'. There are input fields for 'Street Address', 'City', 'State', and 'Zip Code'. There are also input fields for 'Latitude' and 'Longitude'. The 'Search Area Radius' is set to '200' meters. The 'Point Type' is set to 'Stop'. There are 'Run Report' and 'Cancel Report' buttons at the bottom. A 'Find' button is next to the 'Zip Code' field. A note at the top says: 'To find all vehicles that were near a location during the date(s) specified, enter the Latitude/Longitude, Search Area Radius and Point Type and click Continue. To find a Latitude/Longitude, enter a street address and click "Find".'

8. Misc

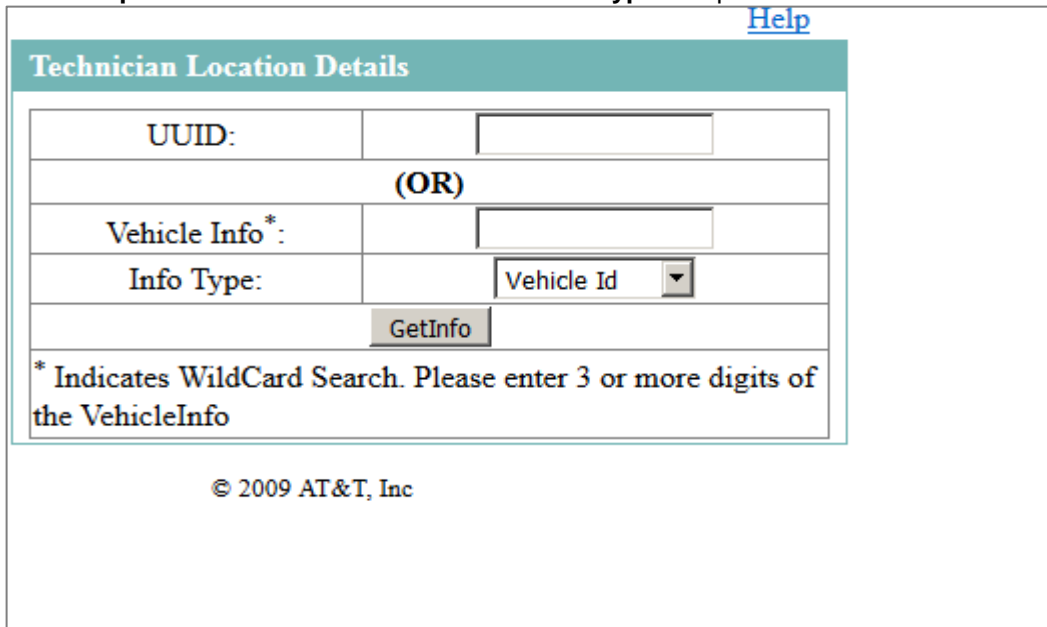
Finding Technician Location:

Step 1: In 'Misc' functionality, Select the server from 'Mobile' tab



The screenshot shows the 'Vehicle Tracking System' interface. The top navigation bar includes 'Dashboard', 'Vehicle Management', 'Installation & Support', 'Work Request', 'Map', 'Reports', 'Misc' (selected), and 'Help'. The 'Misc' section has a 'Mobile' sub-tab selected, with a 'MGI Supervisor' link. Below this, the 'Select Servers' dropdown is set to 'St Louise'.

Step 2: Provide the **UUID** or Select the **Info type** and provide that info



The screenshot shows the 'Technician Location Details' form. It includes fields for 'UUID:', 'Vehicle Info*:', and 'Info Type:' (set to 'Vehicle Id'). A 'GetInfo' button is present. A note states: '* Indicates WildCard Search. Please enter 3 or more digits of the VehicleInfo'. A 'Help' link is visible above the form. The footer indicates '© 2009 AT&T, Inc'.

Step 3: Click **GetInfo** tab to get the information about Technician's Location