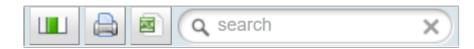# Support – features and tips

• Intro - Navigating the Fleet website 🌐

- Use the 🔍 search boxes

- Mark items as "Favourites"

- Common table controls:

  - Show/Hide columns, sort, print, export

- ❓ - Help page for individual entries

Contents – Pick your Topics! ✋

1. Custom Queries and Scheduled Reports

2. Fatigue Management and adjustment

3. Requirements

4. Location, Address, Area, Zone

5. Timed Properties

6. Load Based Fleet Adjustments

7. Account Booking Portal and Layout Management

8. Reporting / Logs with examples

9. Spare request tips and changes

Custom Queries and Scheduled Reports 📋

- Press " ⭐ " to mark as favourite on the side panel

- Reports for periodic government reporting

- Get data straight to your inbox with a Scheduled Report

- Need something new? Ask us!

Fatigue Management and adjustment 😴

- Automatically comply with working regulations

- Settings in *Fleet Configuration* are flexible, but complex – we can help

- Ease into the system starting with warnings instead of full lockout

- Use **Fatigue and Shift Limits** to check driver status and fix errors

Requirements ✅

- Easily and automatically keep track of data like licenses, rego, etc.

- **Requirement/Licence Search (**under Fleet Administration) for summary and quick multi-setup

- Combine with Scheduled reports to get vehicle servicing notifications!

- Lock out vehicle/driver without retiring vehicle

Location, Address, Area, Zone 🗺️

- Dispatch Client – F11 – Areas, Streets & Places management

- Fleet website – Address Management

- Booking app areas – Zone Serviceability

- Dispatch Algorithm – Zone Editor + Layer Management

Timed Properties ⏱️

- Use for regular changes or one-off adjustments

- Public Holiday changes

- Soft meter tariff + extras switching

- ???

Load Based Fleet Control ⛔

- Ensure specialised vehicles don't get overbooked (e.g. Maxi, WAT)

- Block bookings based on entry type only if needed

- Allow more booking options in-app while keeping peace of mind

Account Booking Portal and Layout Management 🏛️

- Updated version of Express Booker for Account users and some venues

- Super customisable display with one-click fixed bookings

- Works in tandem with account settings to manage spend automatically

- Use on any device with a web browser – PC, Mac, Tablet (can use MDM to lock device down), Phone, SmartFridge, etc

Reporting / Logs with examples ‼️

- Something happened that needs investigating? Get the lowdown on– specific details, by the second

- Use multiple reports in tandem:

  - Vehicle Events Report

  - Booking Details / Search

  - Find vehicle + Route map report

Spare request tips and changes 🏤

- Hardware list is now lean and tidy!

- Get the correct hardware type

- MDT serial – last 4 digits

- Check status of in-progress requests

- Australia Post Business – fixed price boxes

- Packing suggestions

- Courier for larger returns – compare prices!

QUESTIONS?

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