




Dispatch Screen Functionality

1. You have the ability to access real-time tracking by locating the vehicle on the map
 - a. Use the "search by Vehicle" bar in the top left corner of the map
2. Same day Driver assignment options
 - a. Select the unassigned trip from the listed trips under the map which will pull up the assignment screen that will give you your driver options and the ability to finalize the assignment update
 - i. Schedule adjustments and trip reordering can be done on the assignment screen before you assign the driver by dragging the stops to your desired order
 - b. Type in the vehicle number in the "Vehicle ID" column of the unassigned trip under the map which will pull up the assignment screen to finalize the assignment update
 - i. Schedule adjustments and trip reordering can be done on the assignment screen before you assign the driver by dragging the stops to your desired order
3. Same day vehicle change and updates can be achieved by clicking on the  "Manage Vehicles" button to the left of the map
 - a. On the Manage Vehicles screen you only want to utilize the Actions buttons of "Edit" and "Checkout". The other buttons of "To Home/Base Location" and "Start Break" will lock up that vehicle and driver and not allow any new assignments to that vehicle/driver
 - i. "Edit" action will allow you to add a driver to a vehicle by entering the "Driver ID" or "Driver Name"
 - ii. "Checkout" action will allow you to remove a driver from a vehicle and provide you the opportunity to add a different driver to that same vehicle
4. Same day schedule change and re-ordering of trips can be done by...
 - a. Locating the vehicle on the map with the "search by Vehicle" bar in the top left corner of the map
 - i. Click on the vehicle and the schedule will appear on the right of the map
 - ii. Drag the stops to your desired order
 - b. Locating the trip and/or vehicle in the list of trips under the map
 - i. Click on the pin  which is the "Show on map" symbol that allows quick access to the trip order
 - ii. Drag the stops to your desired order
5. Trip status corrections and updates can be done by right clicking on the trip listed under the map that has not already been completed or a no show (completed or no show trips have to be re-status on the reservations screen)
 - a. Select the status or correction that is suitable
 - b. You may have to un-assign and re-assign the trip if the status option you want is not an option when you right click
 - i. Click on the trip to bring up the un-assign button or use the un-assign action button
6. No Show Approvals are done by selecting the In Route trip that has the Red Man X  symbol from the listed trips under the map
 - a. Once you click on the trip the No Show Order screen will appear with options to "Keep Waiting", "No Show", or "Pic Up Later"
 - i. "Keep Waiting" action will be used if the driver accidentally hit the no show button on the app. This will allow the driver to mark the trip as loaded after you put a wait time and hit apply
 - ii. "No Show" action will allow you to explain the reason for the no show, if any, before you apply and approve the no show for the driver
 - iii. "Pick Up Later" action should not be used
7. You have the ability to access the Order Info screen by selecting a trip of your choosing
 - a. The "Info" tab on the Order Info screen provides you with student and trip details
 - b. The "Notes" and "Dispatch Notes" tab allows you to view any notes that may be on file for the student
 - c. The "History" tab allows you to view the status updates, and changes that occur on a trip. Each event has a date and time stamp
8. The "Actions" buttons on the Dispatch screen allows you to un-assign, and show trip on map