

NexTraq



NexTraq Fleet Tracking Platform

Dispatch Overview

NexTraq Dispatch Overview and Benefits

- ④ The NexTraq™ Fleet Dispatch application delivers a dynamic resource management tool that allows you to easily dispatch jobs to vehicles and send messages to and from fleets
- ④ With the Garmin® Portable Navigation Device (PND) in place and the Fleet Dispatch application enabled, you can easily edit and optimize routes on the fly to avoid traffic incidents, roadwork, tolls and to save on fuel
- ④ Enhance your customer service by improving response times and arrivals
- ④ Reduce phone usage and driver distraction with turn-by-turn voice directions and messaging



NexTraq Dispatch System Requirements

- 🎯 NexTraq Vehicle Tracker
- 🎯 Garmin Dispatch Supported Device
 - » Most current Nuvī devices are compatible
- 🎯 Garmin Integration Cable
 - » To connect Garmin unit with NexTraq device
 - › Provides power and dispatch data
 - › Data is only transmitted when vehicle ignition is on



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How it works & Data flow

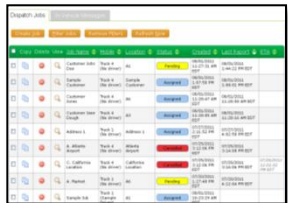
Dispatcher



1-Way Dispatching

Driver

Dispatcher



2-Way Text Messaging

Driver

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Dispatcher: Sending & Viewing Jobs

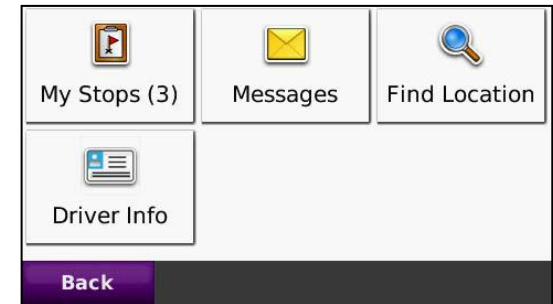
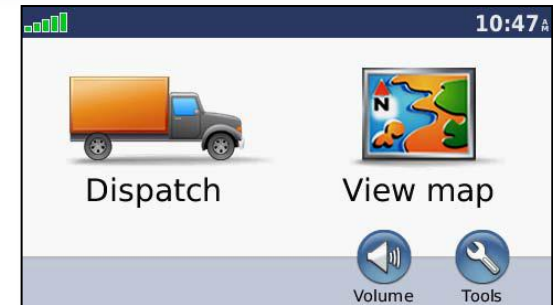
🌀 Sending a stop or job to a driver with the Fleet Dispatch application accelerates and simplifies past methods of assigning jobs

- » The dispatcher can use options on the Find tab, the Routes tab or the Dispatch tab to send a job to a mobile unit
- » From the Dispatch Jobs table, a job may be sorted by any of the fields and re-sent or copied to additional mobiles
- » The Mobiles table lists all dispatch-enabled mobiles and the color-coded job status of each one allowing the dispatcher to determine at a glance current job status

The screenshot displays the 'Dispatch Jobs' interface. At the top, there are buttons for 'Create Job', 'Filter Jobs', 'Remove Filters', and 'Refresh Now'. Below this is a table with columns: Copy, Delete, View, Job Name, Mobile, Location, Status, Created, Last Report, and ETA. The table contains several rows of job data, including 'Parts Warehouse', 'Pick up at Hardware', and 'QT Alpharetta 782 - retur...'. A 'Send Job to Mobile' dialog box is open in the foreground, showing a 'Dispatch List' on the left with a list of mobiles (Truck #21, Van #01, Van #02) and a 'Job' column. The main area of the dialog is a form for sending a job to a mobile. It includes fields for 'Fleet' (set to 'All Mobiles'), 'Filter', 'Location Name', 'Location Description', 'Job Name' (set to 'Parts Warehouse'), 'Message for Driver', 'Start' time, and 'Duration' (0 Hrs, 00 Min). There are also checkboxes for 'Use job name & message for location name & description' and buttons for 'Send Job' and 'Cancel'.

Driver: Receiving Jobs

- ⦿ The Garmin Personal Navigation Device unit's dispatch option allows the driver to receive jobs, easily navigate to the job and inform Dispatch when a job is complete
 - » From the Dispatch home page the driver will be able to see how many stops are in the list and access them by clicking on My Stops
 - » The Garmin will calculate the route to the job and give voice guided turn by turn directions
 - » When the job is completed the driver can mark the job as finished and Dispatch will be notified



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Dispatcher: Sending & Receiving Messages

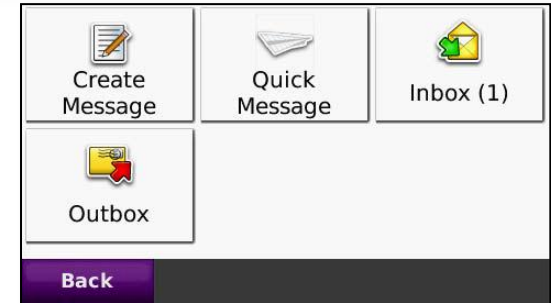
- 🌀 The Fleet Dispatch application provides a messaging system that allows effective two-way communication with drivers, preventing wasted time and increasing the efficiency of operations
 - » To send a message to a driver, the dispatcher can use either the Find Tab or the Dispatch Tab
 - » There are three types of messages available: Yes/No, OK and Text
 - » On the Dispatch tab, the In-vehicle Messages list will include all messages sent and received and may be sorted by any of the fields

The screenshot displays the 'In-Vehicle Messages' interface. At the top, there are buttons for 'Create Message', 'Filter Messages', 'Remove Filters', and 'Refresh Now'. Below these is a table with columns: Delete, From, To, Message, Type, Reply, Sent, Received, and Delivery Status. The table contains several rows of messages, including ones from 'Lester Manchester' and 'Idmathis'. A context menu is open over the table, listing options like 'Save as Location...', 'Send Job to Mobile...', 'Send Message to Mobile...', 'Find Closest Mobiles...', 'Open in Google Maps', 'Hide', 'Show Today's Activity', 'Show Last 30 Minutes', and 'Ping this Mobile'. A 'Send Message to Mobile' dialog box is also open, showing a list of vehicles: 'Bus JSN398B (Jason Bannon)', 'Truck T5381G (Alice Bell)', 'Truck T7830 (Wilma Jeralds)', 'Van V41530 QA (Billy Watson)', and 'Van VJB001 QA (Jon Boxer)'. The dialog also includes a 'Message Type' dropdown set to 'Ok', a text area for the message 'From Mary: Pick up new tank at office.', and a character count 'Using 38 of 199 characters'. At the bottom of the dialog are 'Send Message' and 'Cancel' buttons.

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Driver: Sending & Receiving Messages

- On the Garmin PND a Driver can create messages or quick messages to the dispatcher, be notified of, view and respond to incoming messages and view all sent messages
 - » When there is a new message, a message icon displays in the corner of the screen and an alert tone notifies the driver
 - » There are three types of messages and responses available: Yes/No, OK, and Text
 - » The first 30 characters are shown to help identify the message



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