

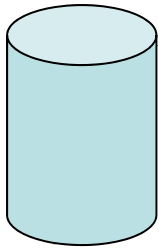


Flagship Fleet Management, LLC.

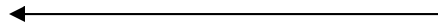
We lead the way...

Fleet User PM Notification & Reservation Process

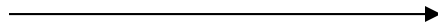
Fleet /
Flagship Data



1. PM/Inspections Due Query



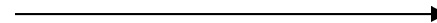
2. PM Due Listing Response



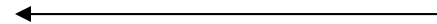
WEB Server/
Flagship Application



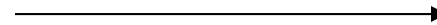
3. PM / Inspections Due
w/ link to reservation eMail



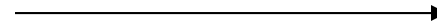
4. User makes new or reschedules
old reservation based on fleet
manager defined shop availability.



5. Reservation Confirmation
eMail / text



6. One day prior reservation
reminder eMail / text sent



WEB Client



Reservation Process

1. User Selects Data from Calendar.
2. Application provides PM time estimate.
3. User Selects Time / Makes Reservation.
4. User receives confirmation eMail or text.

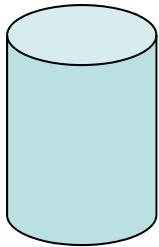


Flagship Fleet Management, LLC.

We lead the way...

Fleet User PM Notification & Reservation Process

Fleet /
Flagship Data



7. Query for 'NO SHOW' reservations, based on no current work order and still due in fleet system.

WEB Server/
Flagship Application



8. 'NO SHOW' reservations, notified to make a new reservation, the old one has been missed.

WEB
Client



All notification activity, including number of 'NO SHOWS' tracked for reporting.



Flagship Fleet Management, LLC.

We lead the way...

Shop Schedule Balancing Work Shifts

One or more work shifts are set-up for each shop location.

Each shift will have specific days and hours available for scheduling.

Flagship Fleet Build 2.1.3													
Admin Settings	Equip Select	Fuel Center	Motor Pool	Work Orders	My Work	Add Work Order	Equip. Sched.	Part Center	Report Center	Karen Vigil	STOP		
General	Security	Organization	Equipment	Parts	Work Order	Scheduling	Reports						
General	Processing	Work Shifts	Resources	Downtime	Notifications	Confirmations							
Work Shifts			Add Shop Shift										
System ID#	Location	Description	Day Start	Day End	Shift hours available to schedule.	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
6	01	Day Shift	8:00 AM	5:00 PM	32								
5	02	Day Shift	8:00 AM	5:00 PM	32								
1	03	Day Shift	7:00 AM	4:00 PM	32								
4	03	Night Shift	5:00 PM	11:00 PM	24								



Flagship Fleet Management, LLC.

We lead the way...

Scheduling & Set-up / Tools

Fleet customers can only schedule time based on the resource availability of the shop.

- Fleet Manager defines shop availability based on the shop resources.
 - Define the numbers available to this resource
 - Define the minimum number of hours available to start a service.
 - Define the number of service bays available to the shop resource.
 - Assign technicians to the shop resource
 - Assign the equipment class to the resource

Flagship Fleet
Build 2.1.3

 Close the browser window when update complete.

Scheduling Resource Update

Seasonal Resource

01 RENO HEAVY EQUIPMENT SHOP
Update Resource Data

Resource Description: Shop Shift: Available Daily Hours:

Minimum hours available to start a multi day service:

Number of service bays / schedule slots:

Shop Technicians Assigned to Resource			
Shop Technician	Daily Hours		
Shop Technician	<input type="text" value="7"/>	<input type="text" value="Brad Block"/>	<input type="button" value="ADD / Update"/>
Sys ID#	Tech Code	Tech Name	Assigned Hours
22	TERM6	Brad Block	7
23	14	David Morris	7
24	20	Karen Vigil	7
25	13	Miles Humpheys	7

Equipment Classes Assigned to Resource			
Active classes assigned to this PM location			
<input type="text" value="1000"/>			<input type="button" value="ADD / Update"/>
Sys ID#	Class Code	Class	
38	2000	2000	<input type="button" value="DELETE"/>
39	4000	SINGLE AXLE DUMP-	<input type="button" value="DELETE"/>
40	5001	JET RODDER	<input type="button" value="DELETE"/>
45	5004	HEAVY TRUCK-26000	<input type="button" value="DELETE"/>
41	6000	TRAILERS	<input type="button" value="DELETE"/>
42	7000	COUNTY OWNED LO	<input type="button" value="DELETE"/>
43	7010	EXCAVATORS/BACKH	<input type="button" value="DELETE"/>
44	8000	EMERGENCY RESPON	<input type="button" value="DELETE"/>



Flagship Fleet Management, LLC.

We lead the way...

Management Reporting Tools

Fleet Manager reporting options available via admin WEB client:

1. *Scheduled appointments by Shop.*
2. *Number of PM Notifications sent per department and vehicle*
3. *Number of PM Reservation 'NO SHOWS' by vehicle and department.*
4. *Number of Reservations canceled by vehicle and department.*



Appointments

Scheduled appointments for the selected date



Notification Status

List of all active/open notification records by date added with log entries for the selected location.



Notification Status Dept

List of all active/open notification records by date added with log entries for the selected department.

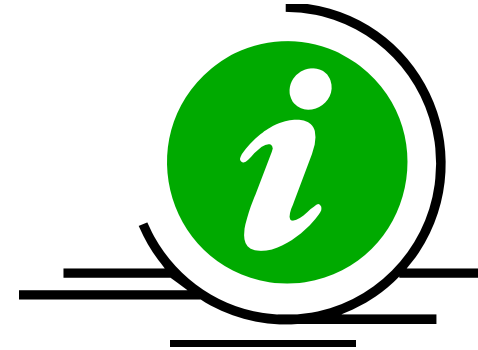


Flagship Fleet Management, LLC.

We lead the way...

Notification Set-up

Who gets notified?



Main Point of Contact

- 1. Equipment Operator**, eMail address assigned to the equipment operator.
- 2. Department Manager** from Department Assignment, the email address from the department record.
- 3. Department Supervisor** from Department Assignment, *if no response from Operator or Department Manager, we use a empty address field for the email address.*



Flagship Fleet Management, LLC.

We lead the way...

User Notifications Administration

Each type of notification has specific text for email
and text messaging that is managed by you.



- Set-up 1st, 2nd & 3rd level email notification wording for equipment due for service, reservations and notification options.

Scheduling Notifications		Update Notifications
First Level Notify Subject	<input type="text" value="PM/Inspection Service Due"/>	
First Body	<input type="text" value="You have one or more equipment units due for service. Please click the link to review and schedule the equipment for service."/>	
First Text Msg.	<input type="text" value="You have one or more equipment units due for service. Check your email or log into the scheduling site for more information."/>	
Second Level Notify Subject	<input type="text" value="PM/Inspection Service Due, 2nd Notice"/>	
Second Body	<input type="text" value="You have one or more equipment units due for service. Please click the link to review and schedule the equipment for service. Second Notice."/>	
Second Text Msg.	<input type="text" value="You have one or more equipment units due for service. Check your email or log into the scheduling site for more information."/>	
Third Level Notify Subject	<input type="text" value="PM/Inspection Service Due, 3rd Notice"/>	
Third Body	<input type="text" value="You have one or more equipment units due for service. Please click the link to review and schedule the equipment for service. Third Notice."/>	
Third Text Msg.	<input type="text" value="You have one or more equipment units due for service. Check your email or log into the scheduling site for more information."/>	



Flagship Fleet Management, LLC.

We lead the way...

User Notifications Administration

Confirmation & Reminder email & text messages



Scheduling Confirmations  Update Confirmations

Schedule Confirmation Subject PM/Inspection Scheduled

Body Your equipment has been scheduled for service. Please bring your equipment unit in on or before your scheduled service time.

Text Msg. Your equipment has been scheduled for service. Please bring your equipment unit in on or before your scheduled service time.

Schedule Reminder Email Subject PM/Inspection Reminder

Body Your equipment is scheduled for service tomorrow. Please bring your equipment unit in on or before your scheduled service time.

Text Msg. Your equipment has been scheduled for service. Please bring your equipment unit in on or before your scheduled service time.

Missed Appointment Email Subject PM/Inspection Service, Missed Appointment

Body You scheduled equipment for service but missed the appointment. Please click the link to re-schedule the equipment for service.

Text Msg. You scheduled equipment for service but missed the appointment. Please set a new schedule time.

User Canceled Email Subject PM/Inspection Canceled

Body ASAP.
Thank-you.

Text Msg..



Flagship Fleet Management, LLC.




We lead the way...


Shop Downtime Scheduled Downtime


Vacation, training and other downtime will limit availability that users can schedule equipment to the shop.

Downtime loaded between 06/20/2012 and 06/22/2012.
02 RENO LIGHT VEHICLE SHOP




Location  Set Location  Add Shop Downtime

Start Date 
 End Date 
 Shop Tech 

Reason
 Resource 

Daily Hours Down
 Shift 

If "Daily Hours Down" is set to 0 and Tech is selected, hours down based on hours assigned to tech.

System ID#	Day	Hours Down	Shop Tech	Shift	Reason	
103	06/22/2012	7	Dustin Freeman	Day Shift	Vacation	
102	06/21/2012	7	Dustin Freeman	Day Shift	Vacation	
101	06/20/2012	7	Dustin Freeman	Day Shift	Vacation	




Flagship Fleet Management, LLC.

We lead the way...

PM Notification



Fleet customers receive an email that notifies them that a PM is due on one or more of their assigned equipment. In each email is a link to a dynamic WEB page. Users can save the WEB link to the favorites on their WEB browser, enabling them to see what equipment is due/scheduled at any given time.

 PM Notification / Work Order Scheduling Equipment Due for PM Service / Inspection												Flagship Fleet Management PM Notification System! Phil Raffel 602-954-9099 praffel@flagshipfleet.com	
Equipment Due for Service										Show SCHEDULED Equipment			
Equip #	License	Year	Make	Model	Current Meter	PM Due Meter	PM Due Date	Task Due	Task Hours	Shop	Schedule		
2671	WSO 201	2005	CHEVROLET	TAHOE P/P 5.3 L	110,551	0	11/04/09	PM A-SERV	1	03	Schedule		
1000	EX30345	2007	CHEVROLET	COBALT 4/D	12,120	0	04/14/10	PM A-SERV	1	02	Schedule		
1082	EX33693	2007	CHEVROLET	COBALT 4/D	22,992	0	07/15/10	PM A-SERV	1	02	Schedule		
2456	EX19077	2003	FORD	F-250 2W/D 5.4	45,000	0	07/15/10	PM A-SERV	1	02	Schedule		
2229	EX26514	2004	CHEVROLET	C-1500 2W/D RFG	32,582	0	10/20/10	PM A-SERV	1	02	Schedule		
2556	EX44619	2007	CHEVROLET	G2500	18,342	0	11/05/10	PM A-SERV	1	02	Schedule		
1154	EX44621	2003	TOYOTA	PRIUS	49,142	0	11/11/10	PM A-SERV	1	02	Schedule		
2048	EX19160	2006	GMC	CANYON P/U	16,063	0	11/26/10	PM A-SERV	1	02	Schedule		
1346	EX34878	2000	JEEP	CHEROKEE	94,677	0	11/27/10	PM A-SERV	1	02	Schedule		
1436	WSO 203	2007	FORD	CROWNVIC	107,495	0	11/30/10	PM A-SERV	1	03	Schedule		
2426	EX26513	2000	FORD	F-150XBIFUEL	56,369	0	12/22/10	PM A-SERV	1	02	Schedule		
2223	EX19206	2004	CHEVROLET	K-1500 EXT CAB	36,449	0	12/25/10	PM A-SERV	1	02	Schedule		
1434	WSO 206	2007	FORD	CROWNVIC	98,366	0	01/01/11	PM A-SERV	1	03	Schedule		



Flagship Fleet Management, LLC.

We lead the way...

PM Notification

Fleet customers can view and have the opportunity to cancel a previously scheduled service with-in two days of service, the default setting is two days. Any canceled service will go back to the due list.

All scheduling activity is logged for reporting purposes.

Scheduled Equipment												Show DUE Equipment	
Equip #	License	Year	Make	Model	Class	Shop	Drop-Off	Start	End	Task	Task Hrs	Comment	Cancel
1438	WSO 205	2007	FORD	CROWNVIC	1000	03	06/26/2012	09:00 AM	10:00 AM	PM A-SERV	1	Fix the brakes.	Cancel
2169	EX19211	2008	FORD	ESCAPE	1000	02	06/28/2012	10:00 AM	11:00 AM	PM A-SERV	1	Fix the brakes, pulls to the right.	Cancel
6008	WSO 003	1997	ECONOLINE	MP428DE	6000	01	06/21/2012	08:00 AM	09:00 AM	PM A-	1		

PM/Inspection Canceled, Equip: 4402 - Message (Plain Text)

Message Adobe PDF

Reply Reply Forward Delete Move to Create Other Block Safe Lists Categorize Follow Mark as Find
to All Respond Folder Rule Actions Sender Not Junk Up Unread Related Select

Extra line breaks in this message were removed.

From: FlagPMNotify@flagshipfleet.com Sent: Thu 6/21/2012 9:03 AM
To: praffel@flagshipfleet.com
Cc:
Subject: PM/Inspection Canceled, Equip: 4402

Your PM/Inspection for the equipment item listed above has been canceled. The above equipment item has been placed back on the TO BE scheduled list. Please reschedule ASAP.

Thank-you.

WEB Link: <http://flagshipfleet.com/flagship/PMNotify/LogVer.cfm?cm-praffel@flagshipfleet.com>

Phil Raffel
602-954-9099
praffel@flagshipfleet.com



Flagship Fleet Management, LLC.

We lead the way...

PM Scheduling

Fleet customers pick the day to bring their equipment in for service. The only days available to select will be days that have availability. For services that will require more time than available in one shift, the system will verify the next work day/shift has availability to accommodate the specific PM.

The fleet customer can enter service comments at the time of scheduling, these service comments will show on the scheduled "Appointments" report.



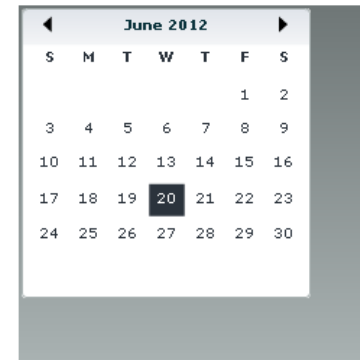
PM Notification / Work Order Scheduling

Equipment Due for PM Service / Inspection

Flagship Fleet Management PM Notification System!

Phil Raffel
602-954-9099
praffel@flagshipfleet.com

Equip #:	2671
PM Class:	1000
Task:	PM A-SERV
Task Hrs:	1
Shop:	03
Shop Hrs:	07:00 AM to 04:00 PM



Available Days | 6/21/2012 | [Set the schedule date first, then you can pick an available time.](#)

Service
Comments

Set Schedule Date

Cancel



Flagship Fleet Management, LLC.

We lead the way...

PM Scheduling

Fleet customers pick the time to drop off their equipment. Time is dependent on available time with-in the resource. Time can also be set based on what times the shop will accept equipment for service.

	PM Notification / Work Order Scheduling Equipment Due for PM Service / Inspection	Flagship Fleet Management PM Notification System! Phil Raffel 602-954-9099 praffel@flagshipfleet.com
-----------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------

Equip #:	2453
PM Class:	1000
Task:	PM A-SERV
Task Hrs:	1
Shop:	02
Shop Hrs:	08:00 AM to 05:00 PM



Selected Day 7/3/2012

Available drop-off times 8:00AM [Set the schedule drop-off time.](#)

Service Comments

8:00AM	Set Schedule Time
8:30AM	
9:00AM	
9:30AM	
10:00AM	
10:30AM	
11:00AM	
11:30AM	
12:00PM	
12:30PM	
1:00PM	
1:30PM	
2:00PM	
2:30PM	
3:00PM	
3:30PM	
4:00PM	
4:30PM	
5:00PM	

Cancel



Flagship Fleet Management, LLC.

We lead the way...

Reporting

Each shop can run an appointments report to show what the fleet users have scheduled.

Appointments

06/20/2012

ALL Locations

Date Range Between 06/01/2012 and 07/02/2012

Start/End	Service Task	Equip. Number	Last Meter	Make / Model / Year	Fuel	Contact	Phone eMail	New Meter	Work Order #	Next Inspection	Hat Number
Thursday - 06/21/2012											
08:00 AM - 09:00	PM A-SERV	6008	0	ECONOLINE/MP428DE/1997							
Tuesday - 06/26/2012											
09:00 AM - 10:00	PM A-SERV	1438	122,298	FORD/CROWNVIC/2007	U87	Phil Raffel					
Fix the brakes.											
Thursday - 06/28/2012											
10:00 AM - 11:00	PM A-SERV	2169	9,490	FORD/ESCAPE/2008	U99						
Fix the brakes, pulls to the right.											





Flagship Fleet Management, LLC.

We lead the way...

Scheduling Administration

Schedulers will have access to all due equipment with the ability to schedule equipment with-out the resource constraints placed on fleet customers.

 PM Notification / Work Order Scheduling <small>Equipment Due for PM Service / Inspection</small>												Flagship Fleet Management PM Notification System! Phil Raffel 602-954-9099 praffel@flagshipfleet.com	
Query Type:		Query Value:		EQ Active:		 Re-Query Equipment Records		<input type="button" value="Show SCHEDULED Equipment"/>					
EQ Number ▾		<input type="text"/>		Yes ▾									
Equip #	License	Year	Make	Model	Current Meter	PM Due Meter	PM Due Date	Task Due	Task Hours	Shop	Schedule		
2453	EX19407	2003	FORD	F-150XBIFUEL	108,838	0	09/25/11	PM A-SERV	1	02	<input type="button" value="Schedule"/>		
7430		2006	CATAPILLAR	245-8360	0	0	10/06/11	PM A-SERV	1	01	<input type="button" value="Schedule"/>		
6600	EX43631	1987	TRAILZEZE	TRANSPORT	0	0	10/13/11	PM A-SERV	1	01	<input type="button" value="Schedule"/>		
4402	EX19332	1989	INTERNATIO	1800	1,747	0	12/01/11	PM A-SERV	6	01	<input type="button" value="Schedule"/>		
2521	EX19215	2006	FORD	F-250 4X4 EXTCD	48,500	0	12/03/11	PM A-SERV	1	02	<input type="button" value="Schedule"/>		
7756		2001	ALAMO	MB21	3,805	0	12/30/11	PM A-SERV	1	01	<input type="button" value="Schedule"/>		
2221	EX34197	2003	CHEVROLET	S-10 4X4 EXT	79,459	0	01/01/12	PM A-SERV	1	02	<input type="button" value="Schedule"/>		
2520	EX30294	2006	FORD	F-250 C/C	96,600	0	01/21/12	PM A-SERV	1	02	<input type="button" value="Schedule"/>		
2452	EX21862	2003	FORD	F-150XBIFUEL	101,081	0	02/22/12	PM A-SERV	1	02	<input type="button" value="Schedule"/>		
6631	EX19312	2002	TRAIL KING	TK-110HDG	0	0	03/08/12	PM A-SERV	1	01	<input type="button" value="Schedule"/>		
6025	EX19004	2004	PARKER	GVW7700	0	0	03/15/12	PM A-SERV	1	01	<input type="button" value="Schedule"/>		
6026	EX19304	2004	PARKER	GVW7700	0	0	03/30/12	PM A-SERV	1	01	<input type="button" value="Schedule"/>		
7299		1998	ZIPPER	ASPHALT GRIN	1,396	0	03/30/12	PM A-SERV	1	01	<input type="button" value="Schedule"/>		
7303	N/A	2006	ZIPPER	ASPHALT GRIN	432	0	03/30/12	PM A-SERV	1	01	<input type="button" value="Schedule"/>		
2454	EX19237	2003	FORD	F-150XBIFUEL	109,204	0	04/11/12	PM A-SERV	1	02	<input type="button" value="Schedule"/>		
6628	EX19275	2001	TRAIL KING	TKT40LP	0	0	04/20/12	PM A-SERV	1	04	<input type="button" value="Schedule"/>		



Flagship Fleet Management, LLC.

We lead the way...

Reporting

The logging of notification activity, reservations, and cancellations provides fleet managers the information they need for departmental review.

06/20/2012

Notification Status Dept

ALL Departments

Equip	Dept Number	Contact	Phone	eMail	Notification Log	PM Due Date	PM Task Due	Notice Date
3042	127610					06/15/12	PM A-SERV	06/19/12
					06/19/12 06:00 PM Record Loaded Check for valid email address			
3040	127610					06/15/12	PM A-SERV	06/19/12
					06/19/12 06:00 PM Record Loaded Check for valid email address			
7789	165300					06/16/12	PM A-SERV	06/19/12
					06/19/12 06:00 PM Record Loaded Check for valid email address			
7903	140610					06/17/12	PM A-SERV	06/19/12
					06/19/12 06:00 PM Record Loaded Check for valid email address			
3052	172400					06/18/12	PM A-SERV	06/19/12
					06/19/12 06:00 PM Record Loaded Check for valid email address			
7289	165400					06/25/12	PM A-SERV	06/19/12
					06/19/12 06:00 PM Record Loaded Check for valid email address			

Reschedule

2671	150450	Phil Raffel		praffel@flagshipfleet.com		11/04/09	PM A-SERV	06/19/12
					06/19/12 06:00 PM Record Loaded Check for valid email address			
					06/19/12 06:00 PM First Notification of service sent			
					06/19/12 06:06 PM Service Scheduled			
					06/19/12 07:26 PM Reschedule			



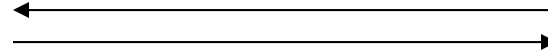
Flagship Fleet Management, LLC.

We lead the way...

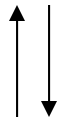
WEB PM Reservation Data Flow / Requirements

Web Server, Compatibility:

IIS, Internet Information Server



WEB Client
Scheduling

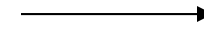


ColdFusion Application

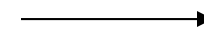
Windows Platform



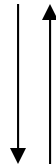
SMS Server
Text Messaging



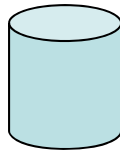
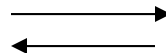
SMTP Server
eMail



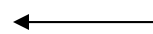
Notification
eMail, Text



**System Admin,
Shop Reporting**
WEB Application



Flagship Data
Read/Write
SQL Server



Fleet Data
Read Only