



FleeTrak™



FleeTrak™ FMA

Fleet management Solution

Helpdesk Module

USER Guide

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Helpdesk Module

It's a self-service resource which provides solution to common questions / problems while using the FleeTrak application.

Click on the *Help Desk* module on the main menu to display the submenus below.

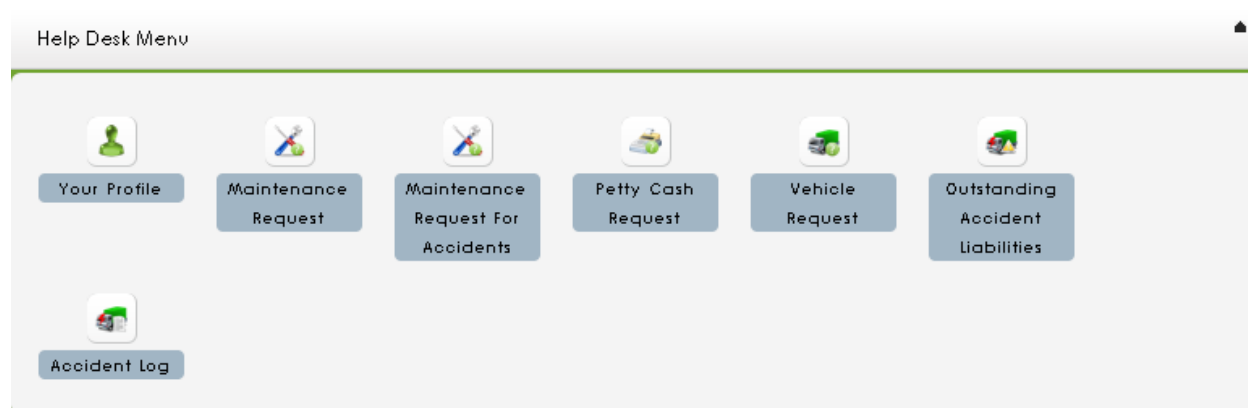
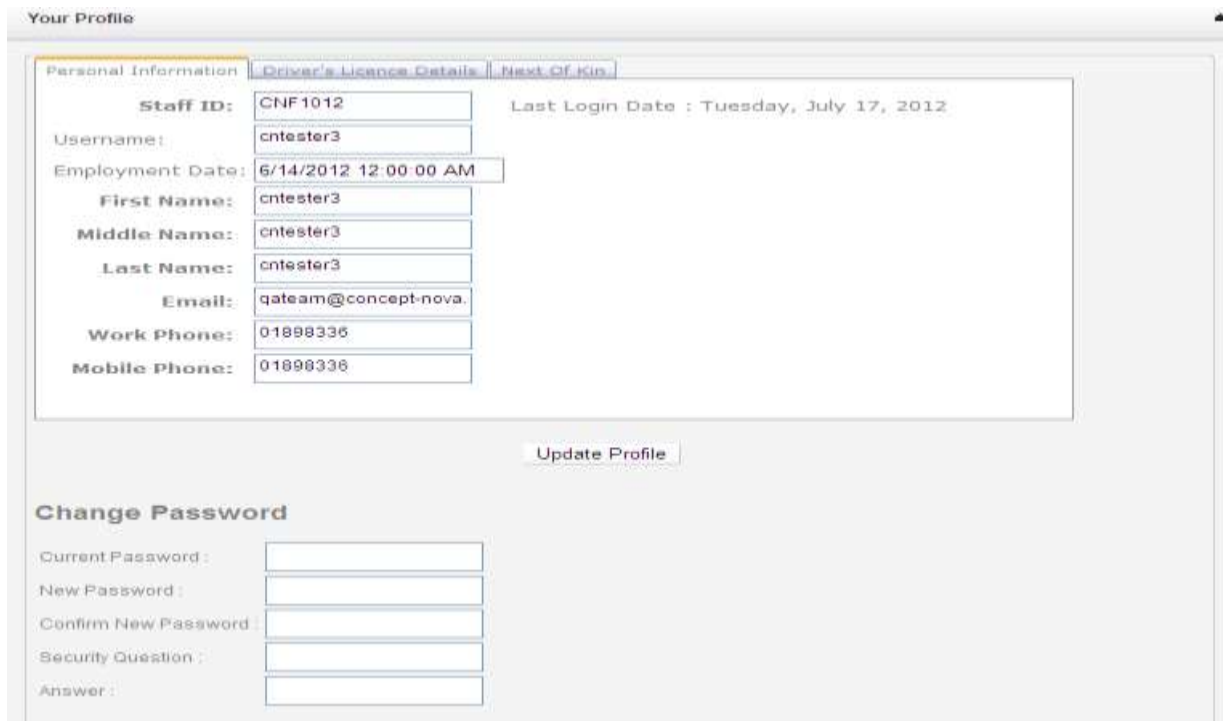


Fig 4.0 Help Desk Menu

User's Profile

This is a submenu that Displays information for Fleetrak Users, employees including login details, etc. On the first tab personal information is display while the second tab contains the drivers' license information.



The screenshot shows a web interface titled "Your Profile" with three tabs: "Personal Information", "Driver's Licence Details", and "Next Of Kin". The "Personal Information" tab is active and displays the following fields:

Staff ID:	CNF1012	Last Login Date :	Tuesday, July 17, 2012
Username:	cntester3		
Employment Date:	6/14/2012 12:00:00 AM		
First Name:	cntester3		
Middle Name:	cntester3		
Last Name:	cntester3		
Email:	qteam@concept-nova.		
Work Phone:	01898336		
Mobile Phone:	01898336		

Below the profile information is an "Update Profile" button. Underneath is a "Change Password" section with the following fields:

- Current Password :
- New Password :
- Confirm New Password :
- Security Question :
- Answer :

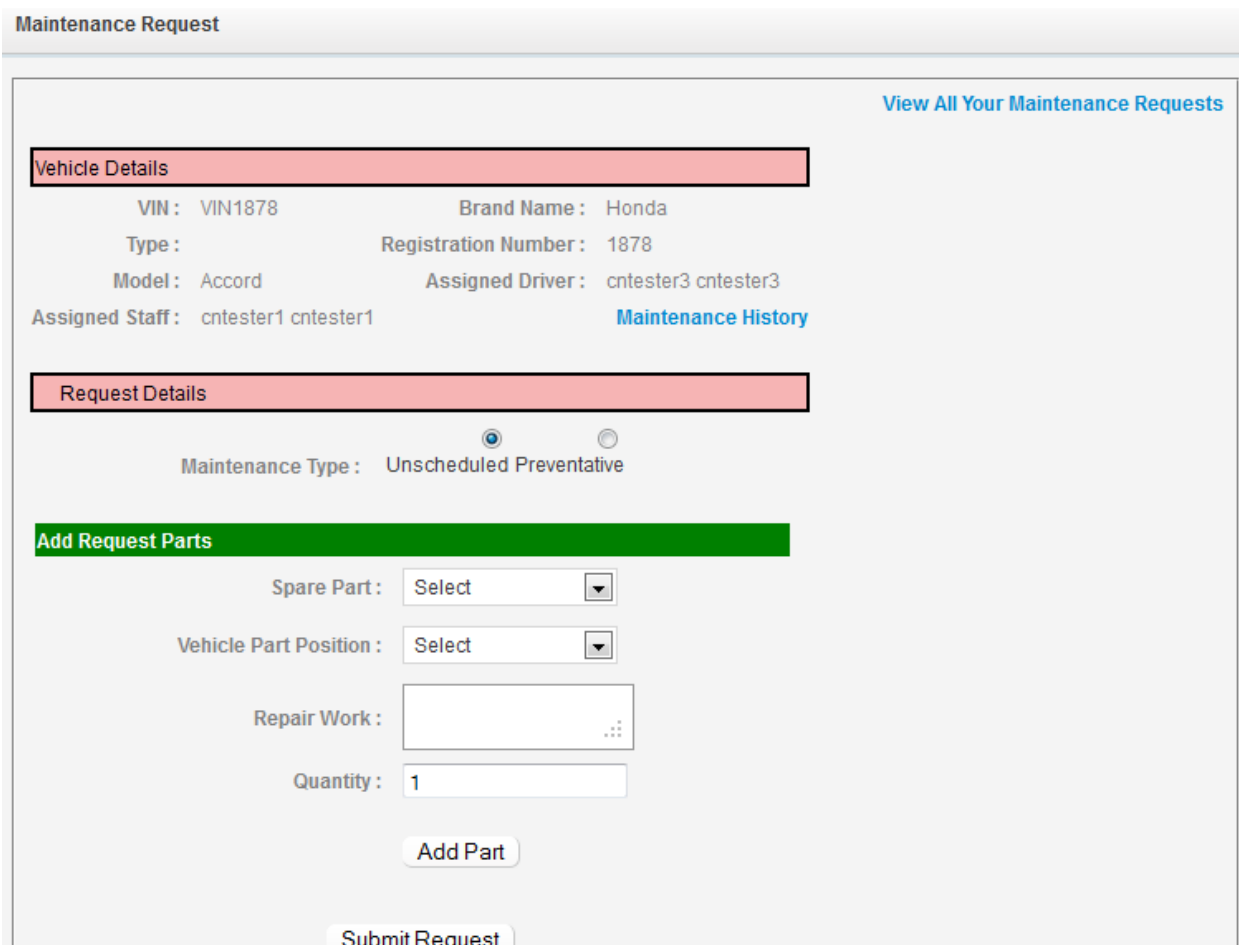
Fig 4.1.0

Maintenance Request

The **Maintenance request** process can be explained in the three phases below:

- User creates **Maintenance request**.
- Supervisor **Approves or Disapprove Maintenance Request**.
- Fleet Manager **Approves/Disapprove Maintenance Request**.

1. Click on **Maintenance request on Help desk** menu to complete **Maintenance request** form below:



The screenshot shows a web application interface for creating a maintenance request. At the top, there is a header bar with the title "Maintenance Request" and a link "View All Your Maintenance Requests". Below the header, the form is divided into three main sections:

- Vehicle Details:** A pink-bordered box containing fields for VIN (VIN1878), Brand Name (Honda), Type, Registration Number (1878), Model (Accord), Assigned Driver (cntester3 cntester3), and Assigned Staff (cntester1 cntester1). A link for "Maintenance History" is also present.
- Request Details:** A pink-bordered box containing a "Maintenance Type" section with radio buttons for "Unscheduled" (selected) and "Preventative".
- Add Request Parts:** A green-bordered box containing input fields for "Spare Part" (a dropdown menu), "Vehicle Part Position" (a dropdown menu), "Repair Work" (a text area with a help icon), and "Quantity" (a text input field with the value "1"). An "Add Part" button is located below these fields.

At the bottom of the form, there is a "Submit Request" button.

Fig 4.2.1

- Supervisor Click to **Approve or Disapprove Maintenance Request** displayed below:

Approvals ▲

VEHICLE REG NO	REQUESTER	REQUEST DATE	REQUEST TYPE	SOURCE	MILEAGE VALUE	SUPERVISOR APPROVAL STATUS	FLEET ADMIN APPROVAL STATUS	
444	ROSTESTER3 ROSTESTER3	7/18/2012	UNSCHEDULED			PENDING	PENDING	View Details

Spare Part Items

SPARE PART	QUANTITY	REPAIR WORK	LAST REPAIR DATE	REQUEST DATE	BASE WARRANTY (MONTH)	PART EFFICIENCY(%)	COMMENTS	
FUEL TANK	1	CHANGE PART	N/A	7/18/2012	56	0		<div style="display: flex; align-items: center;"> <input style="width: 100px; height: 20px; margin-right: 5px;" type="text"/> <div style="border: 1px solid #ccc; padding: 2px;"> Pending ▼ Pending Disapproved Approved </div> </div> <div style="margin-top: 5px; display: flex; justify-content: flex-end; gap: 10px;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </div>

Fig 4.2.2

3. Fleet Manager Click on **Maintenance request** on the **Help desk** Menu

Approve Maintenance Requests

VEHICLE REG NO	REQUESTER	REQUEST DATE	REQUEST TYPE	SOURCE	MILEAGE VALUE	SUPERVISOR APPROVAL STATUS	SUPERVISOR COMMENT	FLEET ADMIN APPROVAL STATUS	
555	CNTESTER3 CNTESTER3	7/17/2012	UNSCHEDULED			APPROVED		PENDING	VIEW DETAILS

Spare Part Items

SPARE PART	VEHICLE PART	QUANTITY	REPAIR WORK	LAST REPAIR DATE	REQUEST DATE	BASE WARRANTY(MONTH)	PART EFFICIENCY(%)	COMMENTS	
CRANKSHAFT	N.A	1	CHANGE	7/17/2012	7/17/2012	12	.00		Approved <input type="button" value="v"/>

Fig 4.2.3

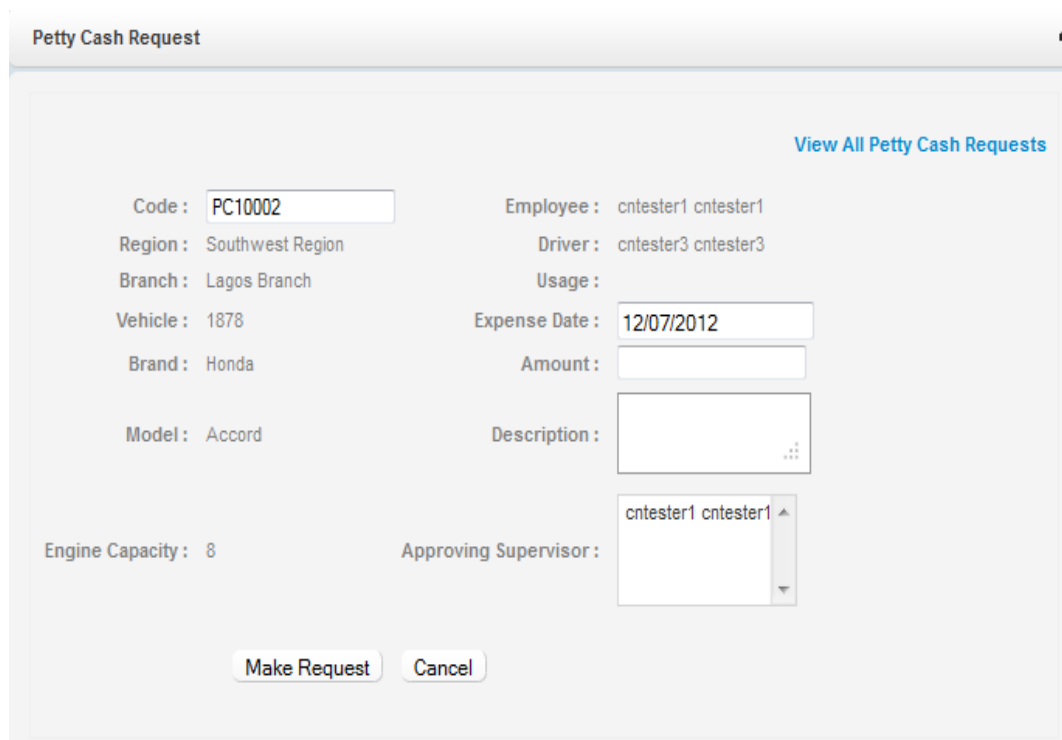
Note: When a **Fleet manager** creates **Maintenance Requests**, it's automatically approved and when **Supervisors** make a Maintenance Requests, the fleet manager approval is required.

Petty Cash Request

The **Petty Cash request** process can be explained in the three phases below:

- User **requesting for petty cash.**
- Supervisor **Approves or Disapprove request.**
- Fleet Manager **Approves/Disapprove request.**

1. User Clicks to create **Petty Cash request.**



Petty Cash Request

[View All Petty Cash Requests](#)

Code :

Region : Southwest Region

Branch : Lagos Branch

Vehicle : 1878

Brand : Honda

Model : Accord

Engine Capacity : 8

Employee : cntester1 cntester1

Driver : cntester3 cntester3

Usage :

Expense Date :

Amount :

Description :

Approving Supervisor :

Fig 4.3.1

2. Supervisor Clicks to **Approve or Disapprove Petty Cash.**

Operations Menu (Supervisor)

Pending Petty Cash Requests

VEHICLE REG NO	AMOUNT	DETAILS	DATE OF EXPENSE	REQUESTER	SUPERVISOR APPROVAL STATUS	FLEET ADMIN APPROVAL STATUS	COMMENTS	
1234	2000.00	DFDFDFDFDF	7/3/2012	CNTESTER2CNTESTER2	PENDING	PENDING		APPROVE DISAPPROVE
1234	2000.00	TTT	7/3/2012	CNTESTER2CNTESTER2	PENDING	PENDING		APPROVE DISAPPROVE

Fig 4.3.2

3. Fleet Manager clicks to **Approve or Disapprove Petty Cash Request.**

Approve Petty Cash Requests

VEHICLE REG NO	REQUESTER	AMOUNT	DETAILS	DATE OF EXPENSE	SUPERVISOR APPROVAL STATUS	SUPERVISOR COMMENTS	FLEET ADMIN APPROVAL STATUS	COMMENTS	
555		20000.00	FOR REPAIRS	7/17/2012	APPROVED	THIS IS OK	PENDING		APPROVE DISAPPROVE

Fig 4.3.3

After requests are approved by fleet manager, Payment is made to the user.

Petty Cash Request

User clicks to **View petty cash requests** made including approved and rejected requests.

Petty Cash Requests ▲

Approved Petty Cash Requests

Rejected Petty Cash Requests

Pending Petty Cash Requests ▲

CODE	VEHICLE REG NO	AMOUNT	DETAILS	DATE OF EXPENSE	REQUESTER	SUPERVISOR APPROVAL STATUS	FLEET ADMIN APPROVAL STATUS
PC10002	1234	2000.00	DFDFDFDFDF	7/3/2012	CNTESTER2CNTESTER2	PENDING	PENDING
PC10003	1234	2000.00	TTT	7/3/2012	CNTESTER2CNTESTER2	PENDING	PENDING

Fig 4.3.4

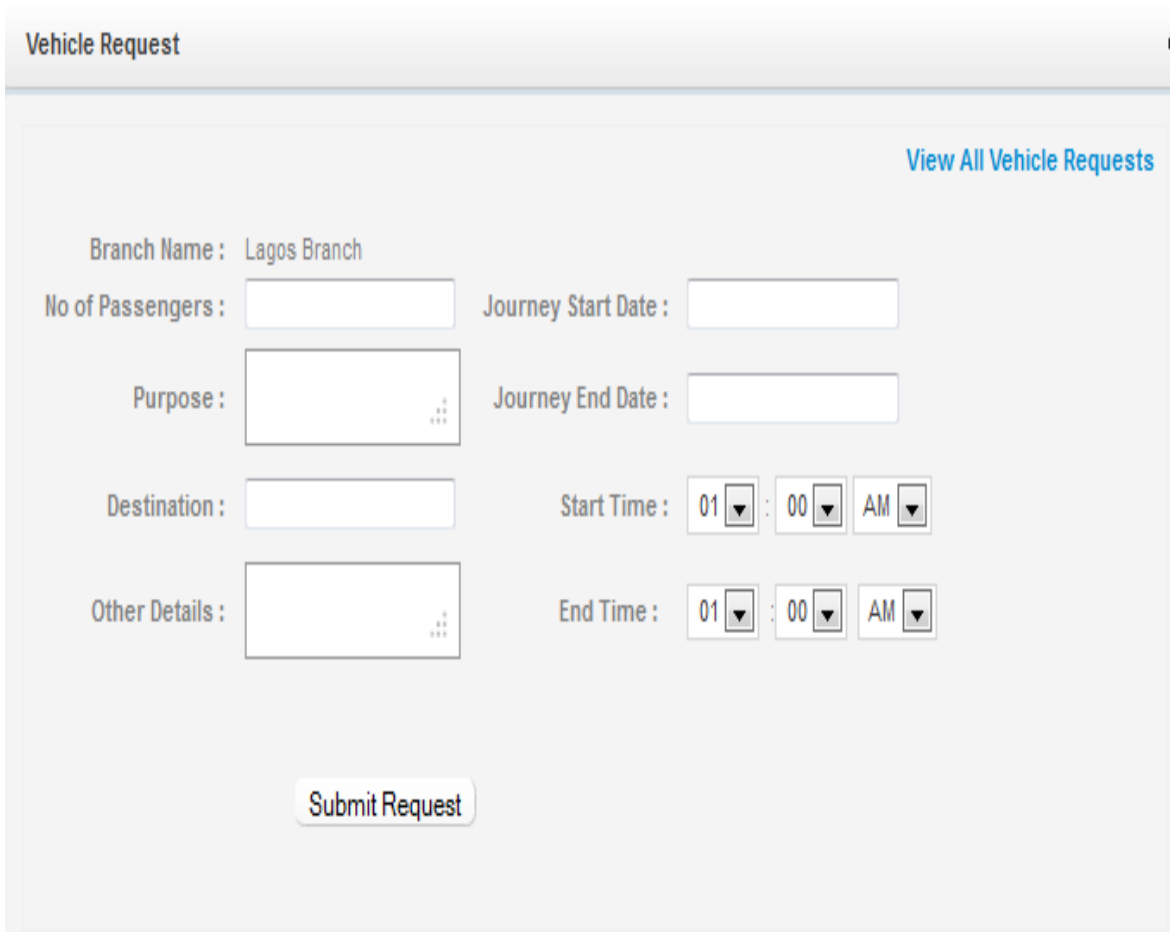
Note: When a **fleet manager** creates Petty Cash Requests, it's automatically approved and when **Supervisors** make a Petty Cash Requests, the fleet manager approval is required.

Vehicle Request

Vehicle request can be explained in three phases below:

- User **Request for vehicle from department.**
- Supervisor **Approves/Disapprove vehicle request.**
- Fleet Manager **Approves/Disapprove the vehicle request**

1. Click to **Create Vehicle Requests**



The screenshot shows a web form titled "Vehicle Request". At the top right of the form area is a link that says "View All Vehicle Requests". The form contains several input fields:

- Branch Name:** A text field containing "Lagos Branch".
- No of Passengers:** An empty text input field.
- Purpose:** A text area with a small grid icon at the bottom right.
- Destination:** An empty text input field.
- Other Details:** A text area with a small grid icon at the bottom right.
- Journey Start Date:** An empty date input field.
- Journey End Date:** An empty date input field.
- Start Time:** A time selection field with three dropdown menus showing "01", "00", and "AM".
- End Time:** A time selection field with three dropdown menus showing "01", "00", and "AM".

At the bottom center of the form is a button labeled "Submit Request".

Fig 4.4.1

2. Supervisor clicks to **Approve or Disapprove vehicle request**

Operations Menu (Supervisor) ▲

Pending Vehicle Requests ▲

VEHICLE REG NO	BRANCH	PURPOSE	DESTINATION	NO OF PASSENGERS	START DATE & TIME	END DATE & TIME	REQUESTER	COMMENTS	
	LAGOS BRANCH	TRAVEL	PORT HARCOURT	25	7/18/2012 07:00:00	7/19/2012 11:00:00	CNTESTER3CNTESTER3		<p>APPROVE</p> <p>DISAPPROVE</p>

Fig 4.4.2

- Fleet Manager clicks to **check for availability** from the pool of vehicles and **Approve/ Disapprove** request.

Approve Vehicle Requests

REQUESTER	BRANCH	PURPOSE	DESTINATION	NUMBER OF PASSENGERS	REQUEST DATE	START DATE & TIME	END DATE & TIME	SUPERVISOR APPROVAL STATUS	FLEET ADMIN APPROVAL STATUS	
ROSTESTER3 ROSTESTER3	PH BRANCH	TRAVELLING TEST	LAGOS	2	6/8/2012	6/8/2012 03:00:00	6/8/2012 08:00:00	APPROVED	PENDING	CHECK AVAILABILITY
ROSTESTER2 ROSTESTER2	LAGOS BRANCH	TEST	LAGOS	2	6/15/2012	6/15/2012 10:50:00	6/15/2012 11:00:00	APPROVED	PENDING	CHECK AVAILABILITY
CNTESTER2 CNTESTER2	LAGOS BRANCH	TEST	LAGOS	5	7/3/2012	7/3/2012 02:00:00	7/3/2012 02:50:00	APPROVED	PENDING	CHECK AVAILABILITY
CONCEPT TEST ADMIN CONCEPT TEST ADMIN	LAGOS BRANCH	RUNS	VI	1	7/13/2012	7/14/2012 10:00:00	7/14/2012 07:00:00	APPROVED	PENDING	CHECK AVAILABILITY
CONCEPT TEST ADMIN CONCEPT TEST ADMIN	LAGOS BRANCH	TRAVEL	IBADAN	18	7/16/2012	7/16/2012 06:00:00	7/18/2012 07:00:00	APPROVED	PENDING	CHECK AVAILABILITY
CONCEPT TEST ADMIN CONCEPT TEST ADMIN	LAGOS BRANCH	VISIT	IBADAN	18	7/16/2012	7/16/2012 06:00:00	7/18/2012 07:00:00	APPROVED	PENDING	CHECK AVAILABILITY
CNFLEETMANAGER FLEETMANAGER	LAGOS BRANCH	VISIT	IBADAN	5	7/17/2012	7/18/2012 01:00:00	7/19/2012 02:00:00	APPROVED	PENDING	CHECK AVAILABILITY

Available Vehicles :

Vehicle Identification Number : 111 Brand Name: Toyota
 Type : 4-Door Sedan Registration Number : 111
 Model : Corolla Engine Capacity : 8
 Manufacturer Year : 2007 Vehicle Description : Toyota Corolla

Fig 4.4.2

Note: When a fleet manager creates vehicle requests, it's automatically approved and when Supervisors make a Vehicle Requests, the fleet manager approval is required.

Logging an Accident

This is a module where accident records are logged by assigned users/employee. When an accident log is entered, it is logged in the system as a maintenance request which therefore goes the maintenance process cycle.

Click on **Accident log** on Help desk menu to view accident Log form below:

[Accident Log DashBoard](#) [Outstanding Accident Liabilities](#)

VEHICLE REGIONAL DETAILS

Subsidiary: ▾

Region: ▾

Branch: ▾

Vehicle Reg No: ▾

VEHICLE DETAILS

Vehicle Brand: Toyota Vehicle Model: Corolla

Registration No: 111 Color: yellow

Fuel Type: Diesel Usage Purpose: movements

VEHICLE ACCIDENT DETAILS

Accident Code: ACCI 1206 Operator: N/A

Accident Date: Location Of Accident: ⋮

Details Of Accident: ⋮ Severity Of Accident: ▾

Photograph 1: C:\Documents and Sett... Photograph 2: C:\Documents and Sett...

Photograph 3: C:\Documents and Sett... Photograph 4: C:\Documents and Sett...

Police Station: Date Reported:

Date Released From Police Station: Police Report : C:\Documents and Sett...

General Comments : ⋮

Fig 4.6.1

On the Above [Accident log](#) image, click on **Next** to complete accident log form below:

Accident Log

[Accident Log Dashboard](#) [Outstanding Accident Liabilities](#)

VEHICLE REGIONAL DETAILS

Subsidiary: ▼

Region: ▼

Branch: ▼

Vehicle Reg No: ▼

VEHICLE DETAILS

Vehicle Brand: Toyota Vehicle Model: Corolla

Registration No: 111 Color: yellow

Fuel Type: Diesel Usage Purpose: movements

ACCIDENT LIABILITY DETAILS

Estimated Repair Cost: Approved Repair Cost: Remainder

Cost Bearer 1: ▼ Enter Value:

Cost Bearer 2: ▼ Enter Value:

Cost Bearer 3: ▼ Enter Value:

Total Entered: Percentage:

Fig 4.6.2

Note: After completing the accident log entry, refer to the [physical inspection](#) link to complete the maintenance process.

Maintenance Request for accident


The **Maintenance Request for accident** can only be raised for accidented vehicles logged in the system with completed payment.

To raise Maintenance request for accidented vehicle,

Click on "**Maintenance Request for accident**"

Click **Raise Maintenance** link before the vehicle to be maintained

After Raising the Maintenance request, the **Maintenance Request** process is initiated.

Raise Maintenance Requests for Accidents 

[View All Your Maintenance Requests](#)

Raise Maintenance For Accidents :

	REGNO.	ACCIDENT DATE	DATE REPORTED	SEVERITY	PLACE
RAISE MAINTENANCE	AUTOVIN-FERGIE07ACCIDENT06	12/19/2012 12:00:00 AM	12/19/2012 12:00:00 AM	MEDIUM	VCBCVBC

Fig 4.6.3

How to Raise Preventative Maintenance

Preventative Maintenance Alerts can only be checked after a **Preventative Maintenance** schedule is setup and the vehicle is due for maintenance. An Alert is sent to the Super fleet Administrator.

After Super fleet Administrator receives Alert. He proceeds to click **Help desk** menu

Click **Pending Alerts**

Click **Raise** or **Ignore**.

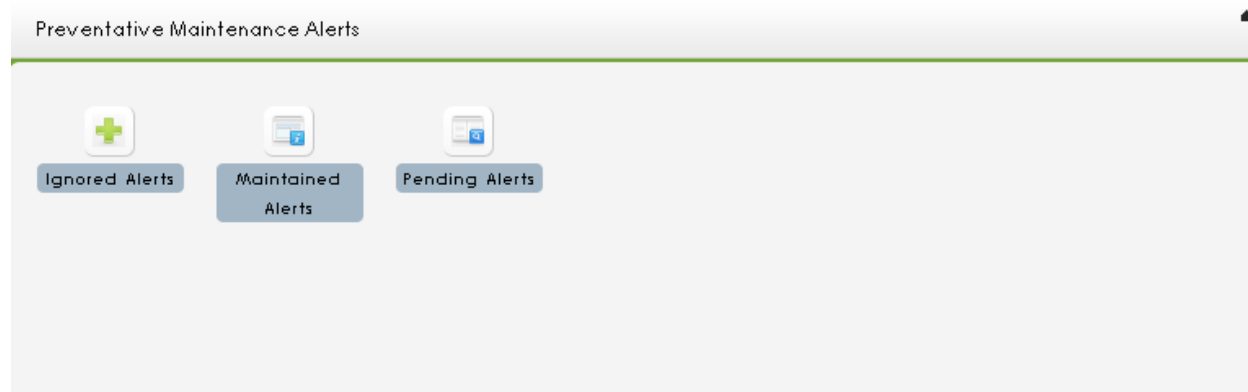


Fig 4.6.4

After Raising the Preventative maintenance and completed the maintenance request.

The ***maintained / ignored alerts*** can be check by clicking Maintained alerts from the above image