

# Garmin Driver Dispatch Quick Reference Guide

## Building a Route

To begin the task of building a route, select “Routes” from the manage area in the upper right hand corner of the screen as shown here and then click the manage button. The route management screen will appear. Here you can create new routes, name and save them. You can edit existing routes and assign routes to drivers. Routes can be scheduled to be sent to the driver immediately or in the future based both on date and time.

[My Profile / Logoff / Home](#)

Routes

**Search for a route**

7/31/08 Tom  
AAP Goes Home  
Audio Video Route  
bill  
Boch Auto Parts Thur. 6/19/0  
Coffee break  
communications direct  
communications direct  
Demo RT  
DL Sales Route  
emergency call  
Englewood Farm

New Edit Delete

**Assign and Schedule**

Date 12/19/2008  
Time 2:00 PM

**Select a driver**

Andrew Petrov - None  
John Darlenzo - None  
John Garmin - 21332481  
John HOS - Tundra HOS

Send Route Now  
 Remove Old Jobs on Mobile

Map controls: Street View, Traffic, Map, Satellite, Terrain

Enter address: Street, City, State (AK), Zip, Name

Buttons: Add Stop, Add All, Find on Map, Add Address, Add and Save Location

Include:  Seq#  Name  Address  Both  Comment

## Creating or editing a route

1. Click the new button to build a new route or select a route from the list of your saved routes to edit.
2. If creating a new route enter the route name.
3. A route is made up of either a single stop or multiple stops. A stop can be created either by picking a saved location or by entering in a new address.
4. After entering an address, hit the find on map button to insure the address you entered was properly located. If this is an address that you do not plan to visit again, hit the add address button to place the stop on the route grid. If this is an address you plan to visit often and add to many routes than enter a location name and type. Hit the add and save location button to add this address to the list of your saved locations. *Tip – saved location names appear on reports, can be placed as icons on the map and can be used for alerts.*
5. Once a stop is added to the route grid, it can be sequenced and a comment can be added to provide further information to the driver. Remember to save each comment after you type it.
6. Use the include section to determine how your route will appear when sent to the driver. You can choose to show or not show the sequence # or the comment. You can also select whether the driver sees the location name or the address when viewing the jobs list on the device.
7. You can easily re-sequence stops on a route by moving them up or down using the arrows in the grid. You can also easily remove a stop by hitting the X.

Search for a route

Route name: **DL Sales Route** Created: 8/20/2008 5:51:11 PM Last updated: 12/12/2008 3:54:05 PM

Map controls: Street View, Traffic, Map, Satellite, Terrain

Map data ©2008 Tele Atlas - Terms of Use

Assign and Schedule  
 Date: 12/19/2008  
 Time: 4:00 PM

Select a driver

Include:  Seq#  Name  Address  Both  Comment

#	Name	Address	Comment	Up	Down	Edit	Remove
1	G&H Auto Service	1200 Main St Walpole, 02081	Please get lunch for me on the way back	⬆	⬇	✎	✕
2	Corsair	41 Chase Ave Dennis Port, 02639	Hi Guvs. Thanks for your time today.	⬆	⬇	✎	✕
3		800 W Cummings Park Woburn, 01801	Hello Jason. Please get a deposit	⬆	⬇	✎	✕
4	Patriot Auto Sales	1450 Hancock St Quincy, 02169	Hi Don, please say hello to bill	⬆	⬇	✎	✕

- Now save or update the route and it is ready to be dispatched to a driver. *Tip – if you want to add a stop to a drivers device you can send the driver multiple routes. If you want to drastically change the driver’s route then you should edit the route and select remove old jobs on Mobile before retransmitting the revised route to the driver.*

### Dispatching a Route to a Driver -

- Once a route is selected from the saved routes list, it can be assigned and scheduled.
- Scheduling refers to the date and time a route will be transmitted to the mobile device. Using this feature, you can preplan a driver’s entire week in advance.
- You can also select to send a route immediately by checking the send route now checkbox before hitting the dispatch button.
- To assign a route to a driver, select the driver from the list. If you want the driver to only see the current route, check the box next to remove old jobs on mobile.
- Hit the dispatch button and the route is assigned to the driver. You can see if the route was sent and received by the mobile by hitting the home button in the upper right hand corner of the screen and then selecting the Dispatch View. Select the driver and look for the timestamps to appear as the route is transmitted and as the driver works the route throughout the day.

## Things to do before you can get started

Before you can send messages or dispatch routes, both your vehicle and your driver have to be setup properly in the system. Each driver must be assigned a vehicle. The data is actually being sent to the vehicle. The mobile device must have vehicle power in order to send and receive data. It will not function correctly on battery power only. In addition, the unit must be connected to the SmartAntenna via the serial cable. If a red circle appears in the upper right hand corner of the device, one of these two requirements has not been met.

## Setting up the vehicles

Select vehicles and hit the manage button on the upper right hand corner of the screen. *Tip -If you do not have this button, you are not setup as an administrator and cannot perform this function.* Each vehicle in the system requires a vehicle name that is setup by the customer. This name needs to be initially entered in two places. Enter the vehicle name in both the Vehicle Name section and the VIN section. This is critical. When a driver is assigned to a vehicle, the driver name will be appended to the VIN and the vehicle name will be automatically modified to driver – VIN. It is this name that will appear on reports and when selecting a vehicle or driver to view. This step must be performed before setting up driver.

# Vehicle Management

Select a Fleet or All

Search for

John Garmin - 21332481

John HOS - Tundra HOS

List by  Name  Hardware ID

Vehicle	Device	Maintenance	Sensors
Vehicle Name: <input type="text"/>			
License Plate: <input type="text"/>			
VIN: <input type="text"/>			
State: <input type="text" value="ALBERTA"/>			
Type: <input type="text" value="Auto"/>			
First Move Event: <input type="text"/>			
Install Location: <input type="text"/>			
Odometer: <input type="text"/>	<input type="button" value="Odometer History"/>		
Engine Hours: <input type="text"/>	<input type="button" value="Engine Hour History"/>		
<input type="button" value="Edit"/>		<input type="button" value="Cancel"/>	

## Setting up the drivers

1. Select drivers and hit the manage button on the upper right hand corner of the screen.
2. Hit the new button or select a driver to edit.
3. The only required information is the drivers first and last name and the vehicle assignment. You can enter data in the other fields for your own use.
4. Once you have entered the driver information, you can assign a vehicle. Vehicles can be selected by fleet and you should only assign vehicles that have not been assigned to other drivers. Tip – if you want to assign a vehicle to a different driver, you should first edit the driver that has the vehicle assigned to him or her and either assign them another vehicle or remove the vehicle by selecting none from the VIN list.
5. Once a driver has been set up and a vehicle assigned, the vehicle name will automatically be modified to reflect this assignment.

# Driver Management

## Select a driver type

All

## Search for

Andrew Petrov - None  
John Darienzo - None  
John Garmin - 21332481  
John HOS - Tundra HOS

List by  Name  ID

## Driver information:

Driver ID: 000003

Start Date: 7/23/2008

Pin: 1221

Address: 200 Vail Avenue

First Name: John

City: Staten Island

Last Name: HOS

State: NEW YORK

SSN:

Zip: 01801

Status: Activated

## Vehicle assignment:

Fleet: HOS

VIN: Tundra HOS

Show unassigned only

New

Edit

Driving History

*Driver Messages & Dispatched Jobs will appear on the Garmin Device as shown*



1. When a Garmin device is configured with the Fleet Management Interface, the Where To button is replaced by a Dispatch button on the main Garmin screen. Selecting Dispatch brings you to the Dispatch main menu.
2. The main menu has three functions. It allows you to view the number of jobs you have and to enter the Dispatched Jobs screen. It allows you to enter the Driver Messages screen. It also allows you to perform the original Where To functions via the Find Location screen. The Find Location screen can be used by the driver to get directions to places not on his or her route.
3. The Dispatched Job screen allows a driver to see the route, see the status of each stop on the route and select a route so that comments can be viewed and the direction can be obtained to the stop. By selecting a stop and hitting the GO button, the driver receives verbal directions and the website is updated with a timestamp to reflect that the driver has started to drive to that stop. The system automatically sends a timestamp when the vehicle arrives and departs from and to the stop. The driver can also mark the stop as complete or incomplete. If the driver is sent new messages or jobs while in map mode, the system will display an icon on the map to notify the driver of the incoming job or message. The driver can touch the icon to immediately view the message or job.
4. The driver can send and receive messages. There are three types of messages a driver can receive. The first requires no driver action as this is for information purposes only. The second requires the driver to acknowledge that he read the message by hitting the OK button at the bottom of the message screen. The third option requires a driver to answer a YES or NO question by selecting the appropriate answer at the bottom of the screen.