

The system will default to show all the **Companies** and **Locations** available to the logged in user. You can select multiple Locations by using the check boxes.

The option to **'Show All Open Incidents'** is selected by default and will show incidents regardless of the date range selected in the parameters.

You can use this option to filter Incidents by status. The additional filters (Show Open/ Priority and Pre Planned) will become active if the Open status has been selected.

If you have lost mileage and minutes displayed on your summary screen, you can toggle as to whether you want to show just Live mileage etc.

The columns displayed on the summary screen are customisable.

The **Print** option allows you to print or save the Summary Screen. It will print what is currently displayed as per the parameters.

Right click function is available on the summary screen to 'close' or 'open' an incident.

The **Incident Reminders** screen will appear when you have a reminder due. These are created within the Incident Entry screen. You can either 'Dismiss All' reminders or 'Snooze' before clicking OK. You can open up an incident by highlighting it and clicking 'Open'.

You can open an existing call by highlighting it and clicking **Edit**. You may also delete a call by highlighting and clicking **Delete**.

New will open up a blank **Incident Entry** screen.

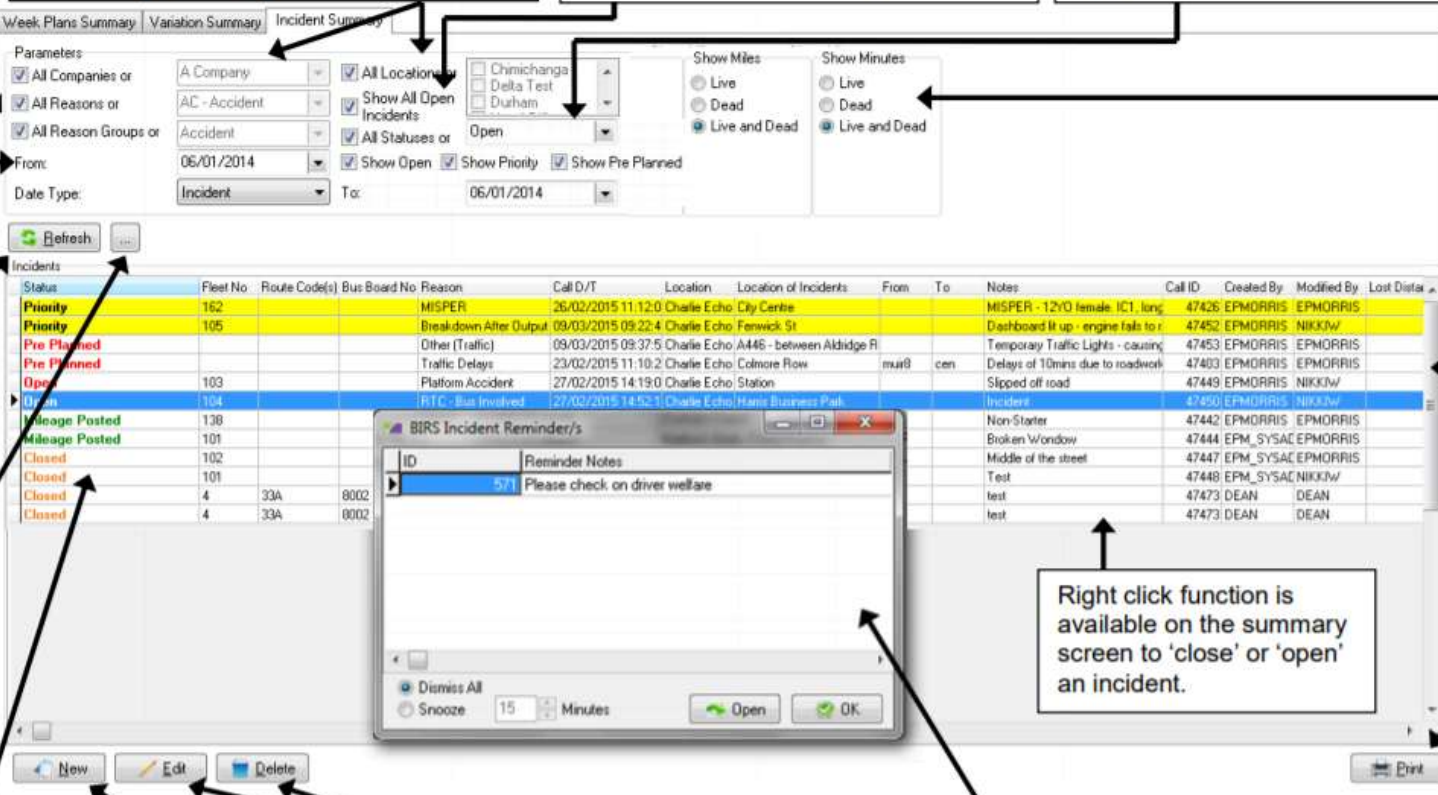
There are up to 5 Incident **Status** types available, depending on your system configuration. **Open**, **Pre-Planned** and **Priority** incidents will always default to the top.

The ellipses next to the **Refresh** button can be used to hide the display parameters.

The screen will **Refresh** at set intervals, but you can manually refresh the screen using this button.

A **Date Range** can be selected. The system defaults to show the current day only.

You can filter the summary screen to display a single **Reason Code** or **Reason Group**.



Status	Fleet No	Route Code(s)	Bus Board No	Reason	Call D/T	Location	Location of Incidents	From	To	Notes	Call ID	Created By	Modified By	Lost Dispar
Priority	162			MISPER	26/02/2015 11:12:0	Charlie Echo: City Centre				MISPER - 12y/o female, ICT, long	47426	EPMORRIS	EPMORRIS	
Priority	105			Breakdown After Output	09/03/2015 09:22:4	Charlie Echo: Fenwick St				Dashboard lit up - engine fails to s	47452	EPMORRIS	NIKKIW	
Pre Planned				Other (Traffic)	09/03/2015 08:37:5	Charlie Echo: A446 - between Aldridge R				Temporary Traffic Lights - causing	47453	EPMORRIS	EPMORRIS	
Pre Planned				Traffic Delays	23/02/2015 11:10:2	Charlie Echo: Colmore Row	muar	cen		Delays of 10mins due to roadwork	47403	EPMORRIS	EPMORRIS	
Open	103			Platform Accident	27/02/2015 14:19:0	Charlie Echo: Station				Slipped off road	47449	EPMORRIS	NIKKIW	
Open	104			RTC - Bus Involved	27/02/2015 14:52:3	Charlie Echo: Hange Business Park				Incident	47450	EPMORRIS	NIKKIW	
Mileage Posted	138									Non Starter	47442	EPMORRIS	EPMORRIS	
Mileage Posted	101									Broken W/indow	47444	EPM_SYSA	EPMORRIS	
Closed	101									Middle of the street	47447	EPM_SYSA	EPMORRIS	
Closed	4	33A	8002							Test	47448	EPM_SYSA	NIKKIW	
Closed	4	33A	8002							Test	47473	DEAN	DEAN	
Closed	4	33A	8002							Test	47473	DEAN	DEAN	

Caller / Driver / Fleet No / Reason are all selected from a drop down menu.

The option to **Add Reminder** will bring up the box as displayed in the centre. Update the Date/Time and Text.

Use the **notes** section to record further details for a mechanical / other non-deductible incident.

Status is selected here – Open is for ongoing incidents (these can also be flagged as Pre-Planned or Priority). Change to Close once the full incident details have been entered.

Select **No** if no lost miles are to be recorded against the entry. This will remove the requirement to complete the **Highlighted** cells in Mileage Details.

If there is consequential gained mileage, select **Type Gained** from the drop down options.

In Service – the gained miles incurred by the vehicle that the incident relates to e.g. defective so driven back to depot

Replacement – the gained miles operated by the vehicle that was sent out in replacement of the original "defective" vehicle to cover service

Positioning – the gained miles operated to position the vehicle back on the route

Schedule Tender Linking – configurable option (in Basic System) to link schedule information to the contracts register.

Point to Point mileages for Dead trips are saved here.

Notes linking to the lost mileage details are entered here.

Search by Name or Employee No'.

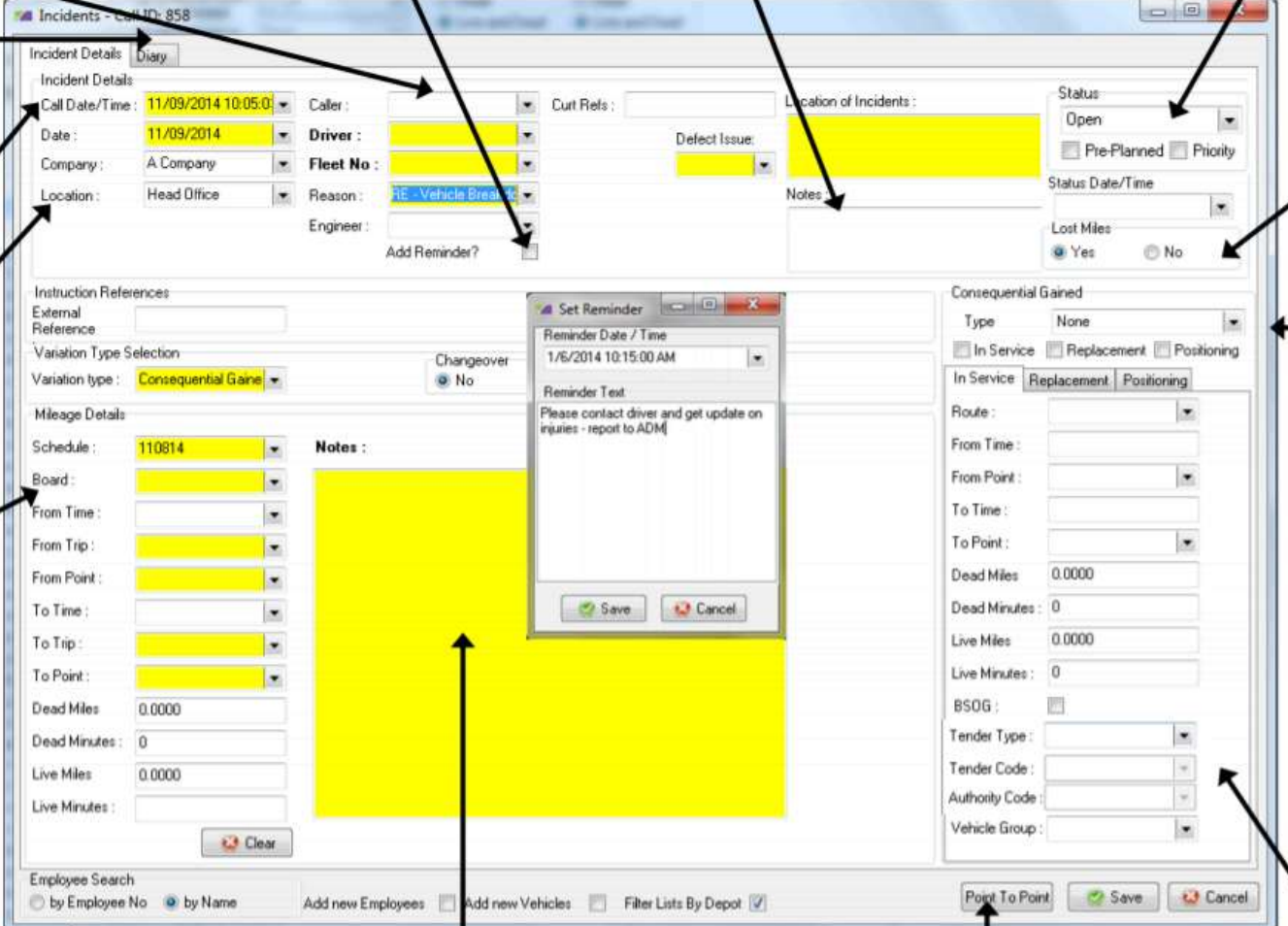
All **HIGHLIGHTED** cells must be completed to allow you to **Close** and **Save**. If you wish to save the Incident but leave it **Open** all Highlighted cells except for the To Time, To Trip and To Point must be completed

Select Board and then use trip number to search for the required entry – time, from and to points can then be used to drill further down

Select the Location for where the board is scheduled. This, combined with the date, will allow the correct schedule and boards to be available to select.

Auto populates as date and time incident created.

The Diary tab is an additional notes field with a non-editable username/ and date stamp field.



Incident Details - Call ID: 858

Incident Details

Call Date/Time: 11/09/2014 10:05:00

Date: 11/09/2014

Company: A Company

Location: Head Office

Reason: RE - Vehicle Breakdown

Engineer: Add Reminder?

Notes

Set Reminder

Reminder Date / Time: 1/6/2014 10:15:00 AM

Reminder Text: Please contact driver and get update on injuries - report to ADM

Save Cancel

Consequential Gained

Type: None

In Service Replacement Positioning

In Service

Route: From Time: From Point: To Time: To Point: Dead Miles: 0.0000 Dead Minutes: 0 Live Miles: 0.0000 Live Minutes: 0 BSOG: Tender Type: Tender Code: Authority Code: Vehicle Group:

Point To Point Save Cancel