

ENCOMPASS LOG SCANNING - FAQs



Table of Contents

Technical	5
How often will updates to the Verification Station and/or Scanning Station occur?	6
How will updates be delivered?	6
What are the minimum requirements for this software?	6
Can I use Windows 10 with this?	7
Why can't I use Google Chrome?	7
What is Silverlight and why do I need it?	7
How are we being setup?	8
Is the Scanning Station some software I need installed?	8
How do I setup Scanned Logs or configure my settings?	8
What type of setup can I have in Encompass?	12
Scanning Station	13
What forms work with this?	14
What if I want to use a Custom form type of one the approved log forms?	14
Can I use any scanner with this?	14
Do I have to have specific scanner drivers installed?	14
Is there something special with scanner settings I need to set?	14
Can I change the size of the log image?	16
Can I verify logs in the Scanning Station?	20
How will I know how to get into the Scanning Station?	21
Can I have users who can scan but don't verify logs or vice versa?	21
Do my users have to be in Encompass as well to use the Scanning Station?	21
Can I have multiple locations use the Scanning Station?	21
I've been using a "hot folder" for my log scans – i.e., drivers using scanners at gas stations and sending them to a folder. Will be able to get to these files with the Scanning Station?	22
Do I have to be "online" to use this?	22
How many images can be in 1 batch?	23
Can I add images to a batch I already created?	23

Where do my scans go when they are sent (i.e., I use the “Send” link)? They seem to disappear. 24

What if I’ve scanned in something upside down? Can I fix it? 24

What if my images are blurry or not very readable? Is there anything I can do in the Scanning Station to fix them?
Or do I have to rescan? 25

Why can’t I scan and immediately verify? It seems awkward to have to go to some other software... 25

Doesn’t the scan just go to Encompass? What if I don’t want to use the Verification Station to verify it? 25

Can I see other people’s scans or just my own? 25

What is the oldest Log Date I can scan? 25

When I scan, do my logs need to be in chronological order? 26

Do I have to scan one driver at a time? 26

Verification Station 27

Why is the Verification Station loaded to my computer? Why not have it web based like the Scanning Station is? . 28

Who sets me and my users up for the Verification Station? 28

Can I work “off line”? 28

Can I see everybody’s log batches and manage them? Or just my own? 28

How can I filter to just manage my own log batches? 28

What are these lists – Verification versus Exceptions? What are they? 28

How do exceptions happen? 29

Can a batch be sent to Encompass without all images verified? 29

Why do I have to verify the images? Used to be (in software) I didn’t have to. 29

How do I get this to Encompass? There doesn’t seem to be any export button anywhere. 30

Can I filter these lists by date or something else? 31

How long does it take for a set of logs to get into Encompass from the Verification Station? 31

How will duplicates be identified and handled? 31

My drivers are really sloppy. Does the Verification Station still check the log for sloppiness? 31

How do violations work? I’m not seeing any violations in the Verification Station when I KNOW there’s a problem. 32

Can I change the size of the grid view? It’s too small and annoying me. 33

What’s with these really long error messages? I don’t understand them. 33

If I sent a bunch of stuff by mistake, can I get them back? 33

There's a lot of stuff in the menus and I'm not sure I know what I'm doing? Do you have a "best way to use this" guide? 33

Is there an easier way to verify the grid? It's hard to see what's wrong with 96 boxes on a form..... 33

Why can't the scans just go to Encompass? It seems awkward to have to use this Verification Station. 34

Do the images stay in the Verification Station or do they go to Encompass when exported? 34

What if I have a log for a driver that isn't in the system yet? How would I handle that? 34

What forms can I use with this? 34

How can I know how much the Verification Station identified on the log? How accurate it is?..... 35

What are all these stages and what do they do? 36

Is there a Time-Out with the Scanning Station? 37

Encompass..... 38

How long does it take for the log to get from the Verification Station into Encompass?..... 39

Is there a way to see what logs are Scanned versus added manually or added by KellerMobile? 39

How do I know if all my scanned logs came into Encompass?..... 40

Can I use intrastate rules with one of the approved forms?..... 40

Is there a way to purge scanned log images from Encompass? 40

Are my images actually in Encompass? 40

How can I view the original image in Encompass?..... 41

What if I have one driver who's using KellerMobile and another with scanned logs. Can I use Encompass with both KellerMobile AND Log Scanning?..... 42

What's this Duplicate Log Alert and how does it work? 42

Does the Employee Log Report show the scanned log image? 50

Do I have run the Hours of Service Audit for the scanned logs once they've come into Encompass? 50

What if I've entered a log manually and then a scanned log comes in for the same day. What happens to the scanned log? 51

Technical

How often will updates to the Verification Station and/or Scanning Station occur?

Answer:

Since the Scanning Station is a web-based interface, any updates will not affect you directly. The Verification Station, since it is a local installation to your computer, may require an update over the time you use it. Any required updates to your Verification Station will come with notifications and instructions on how to update.

How will updates be delivered?

Answer:

The updates will be located at a private web site server. You'll be given notifications and instructions on how to download the update and install.

What are the minimum requirements for this software?

For the Web Scanning Station

Computer

- **Operating system:** Windows XP SP3, Windows Vista SP2, Windows 7 SP1, Windows 8/8.1, Windows Server 2003 SP2, Windows Server 2008 SP2 + Desktop Experience, Windows Server 2008 R2 SP1 + Desktop Experience, Windows Server 2012 + Desktop Experience, Windows Server 2012 R2 + Desktop Experience (for localized interfaces, corresponding language support is re-quired)
- **Video card** and display with a resolution of 1024x768
- Scanner supporting **TWAIN**. **WIA** scanners are visible to the station but they are not guaranteed to work.
- **Silverlight** 5.1.20913 or later.

Note. Microsoft **Internet Explorer 11 only supports SilverLight when running under Windows 7 SP1, Windows 8.1 or Windows 10.**

Note. Google Chrome 45 or later does not support SilverLight.

One of the following web browsers:

Internet Explorer 7, 8, 9, 10 or 11.

Browser security settings: Internet Explorer medium-high protection level. Detailed required settings for Internet Explorer:

- Run ActiveX controls and plug-ins = Enable
- Script ActiveX controls marked safe for scripting = Enable
- Active scripting = Enable
- File Download = Enable (to install Silverlight)

Note. To insure that Internet Explorer 11 works correctly, install .NET Framework 4.5 on the computer with the Application Server or add the address of an application server to the list of websites that are opened in compatibility mode.

Note. The Metro-style version of Internet Explorer 10 that comes with Windows 8 is not supported.

Note. Internet Explorer 64-bit is only supported under Windows 7/2008+ if Silverlight 5 is installed.

Mozilla Firefox 14 or later (32-bit).

- Security settings for Mozilla Firefox:
- Java scripting = Enable

Google Chrome 20 to Google Chrome 45 (32-bit).

- Security settings for Google Chrome:
- JavaScript = Allow all sites
- Plug-ins = Run automatically

Note. All plugins are disabled by default. To enable a plugin, open chrome://plugins/ in the browser and select the **Always allowed** option for the desired plugin.

For the Remote Verification Station

- **Hardware:** PC with Intel® Pentium®/Celeron®/Core™2 Duo/Quad/Xeon®/Core™ i3/Core™ i5/Core™ i7, AMD K6/Turion™/Athlon™/Duron™/Sempron™ with a minimum clock speed of 2 GHz.
- **Operating system:** Windows XP SP3, Windows Vista SP2, Windows 7 SP1, Windows 8/8.1, Windows 10, Windows Server 2003 SP2, Windows Server 2008 SP2 + Desktop Experience, Windows Server 2008 R2 SP1 + Desktop Experience, Windows Server 2012 + Desktop Experience, Windows Server 2012 R2 + Desktop Experience (for localized interfaces, corresponding language support is required)
- **Memory:** 1 GB
- **Hard disk space:** 100 MB
- Video card and display with a resolution of 1024x768
- Microsoft .NET Framework 3.5 SP1

Can I use Windows 10 with this?**Answer:**

Yes, although using Internet Explorer 11.0 with Windows 10 will not work with the "Edge" browser.

Why can't I use Google Chrome?**Answer:**

Google Chrome 45 (or more recent versions) does not support plug-ins like Silverlight. Silverlight is a necessary plug-in to run the Scanning Station.

What is Silverlight and why do I need it?**Answer:**

Silverlight is a Microsoft plug-in (more info can be found here: <https://www.microsoft.com/silverlight/>). It is part of the Scanning Station interface and is necessary to run the Scanning Station.

How are we being setup?

Answer:

After your company is initially setup in the Encompass system (whether done via software data migration or otherwise), someone from our Technology Services Department will be in contact with you to discuss the next steps. They will be working with you to get software installed as well as to help setup your users. They will also help you with initial training on how to use the new tools.

Is the Scanning Station some software I need installed?

Answer:

The Scanning Station is actually a web-based program. This is not a software installation.

How do I setup Scanned Logs or configure my settings?

Answer:

Once your company has been enabled to use the Scan Log feature set, there will be a link in your Setup tools to Configure Scanned Log Settings.

Step 1



You would click on "**Configure Scanned Log Settings**"

Step 2

Logged into Cheryl RoleTest User | Setup | Learning Center | Log Out

Configure Scanned Log Settings

General **Edit...**

Form: FORM0801
 FORM0815

Verification

Show all Violations: No

Images

Max Images per Batch: 200

Form Specific Settings

Select form 0801 or 0815 to see initial settings. Then select "Edit."

Step 3

Logged into Cheryl RoleTest User | Setup | Learning Center | Log Out



Driver Management | Vehicle Management | Performance Management | Compliance Review/CSA

Home | Employees | Driver Qualification | Alcohol & Drug | Accident/Incident | Training | Hours of Service | Roadside Inspection | Reports & Forms

Back to Previous Page
System Setup Home
Home Page

Scanned Log Options
Select Scanner
Setup Scanner
View Dictionary
Create Dictionary

Configure Scanned Log Settings

General

Form: FORM0801

Verification

Show All Violations:

Images

Max Images per Batch: 200

Form Specific Settings

Setting Maximum MPH: ←

Setting Maximum Days Off Duty:

Audit Checks

Audit For Vehicle Numbers Missing:

Audit For Driver Signature Missing:

Review settings...

Step 4

Logged into Cheryl RoleTest User | Setup | Learning Center | Log Out

Configure Scanned Log Settings

General

Form: FORM0801

Verification

Show All Violations:

Images

Max Images per Batch: 200

Form Specific Settings

Setting Maximum MPH: 70

Setting Maximum Days Off Duty: 7

Audit Checks

Audit For Vehicle Numbers Missing:

Audit For Driver Signature Missing:

Audit For Co-Driver Name Missing:

Audit For Pre-Trip Inspection Incomplete:

Audit For Post-Trip Inspection:

Change settings...

Step 5

Six Months

Violations
⌆

Enable

Select...

of corrections required:

0

i

Add Custom Violation

Save

Cancel



SAVE

What type of setup can I have in Encompass?

Encompass Log Scanning has only been approved for one container ("flat") setups. Multiple location/container setups (i.e., "virtual") have not been approved.

Scanning Station

What forms work with this?

Answer:

You can use J. J. Keller log forms 0801 and 0815. The Encompass Log Scanning solution does not currently support other form versions -- i.e., 0803. It also doesn't support Canadian or Oil Field rule sets.

What if I want to use a Custom form type of one the approved log forms?

Answer:

You can continue to use a form you've had customized for your company as long as it's 0801 or 0815.

Can I use any scanner with this?

Answer:

You should be able to use any scanner, although we would recommend using scanners that align images accurately and cleanly. The more aligned and cleanly scanned, the more accurate the Verification Station will be in interpreting the form.

Do I have to have specific scanner drivers installed?

Answer:

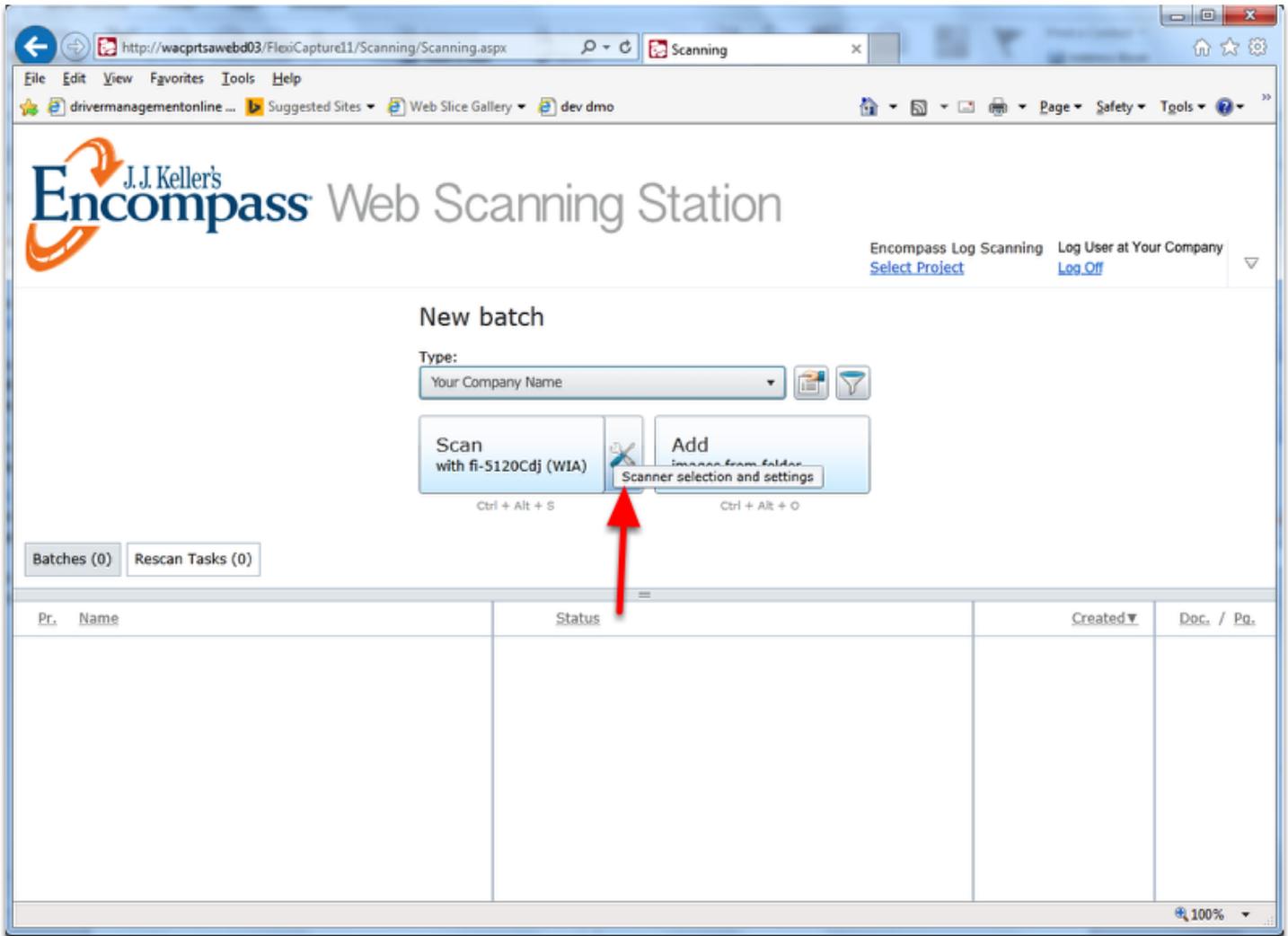
You will need a scanner supporting TWAIN or WIA drivers.

Is there something special with scanner settings I need to set?

Answer:

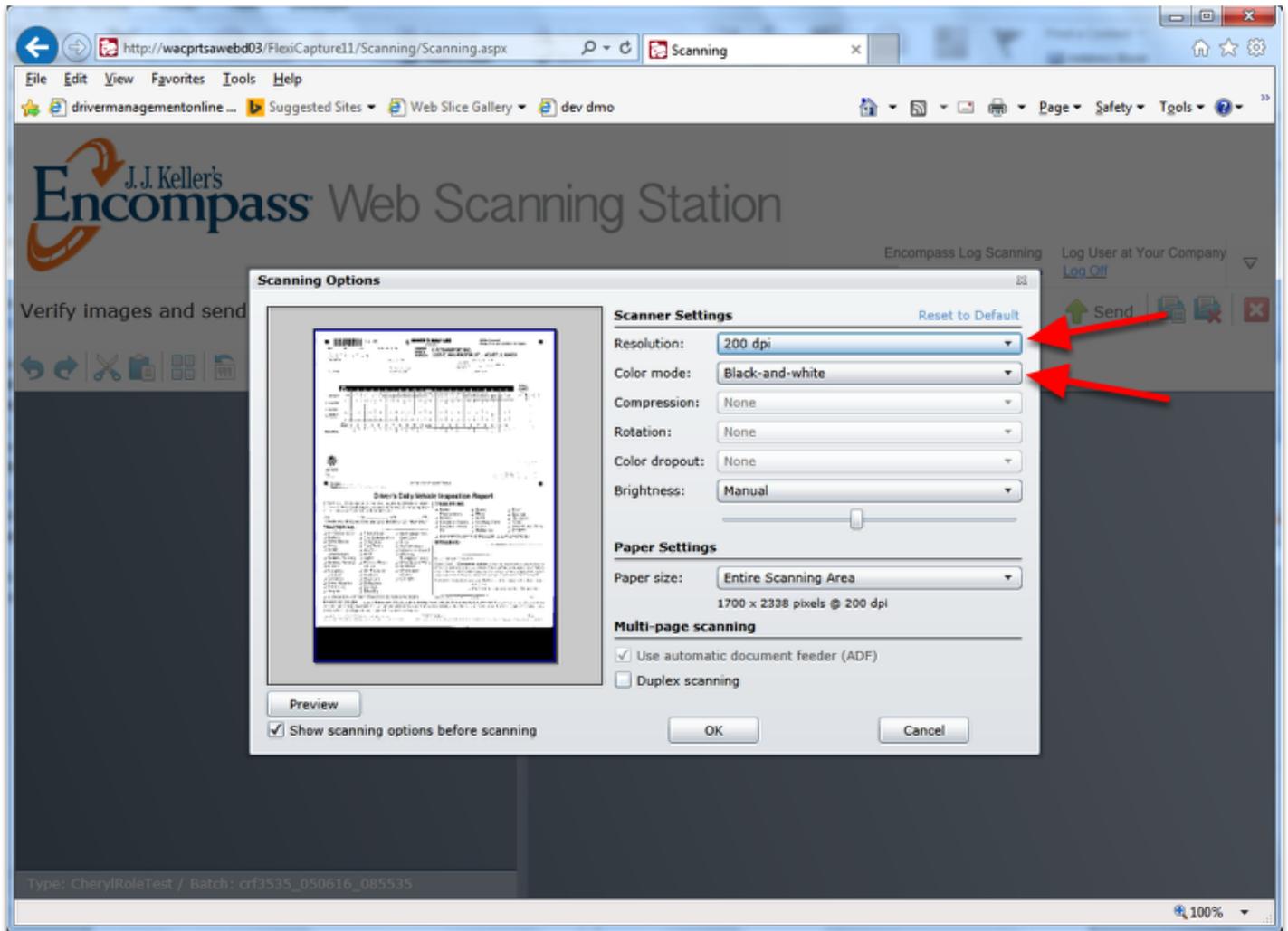
For best accuracy and results, set the Scanner Settings to Black & White at 300 DPI. You will be able to do this within the Scanning Station.

Step 1



Select the "Scan" button or the tool icon.

Step 2



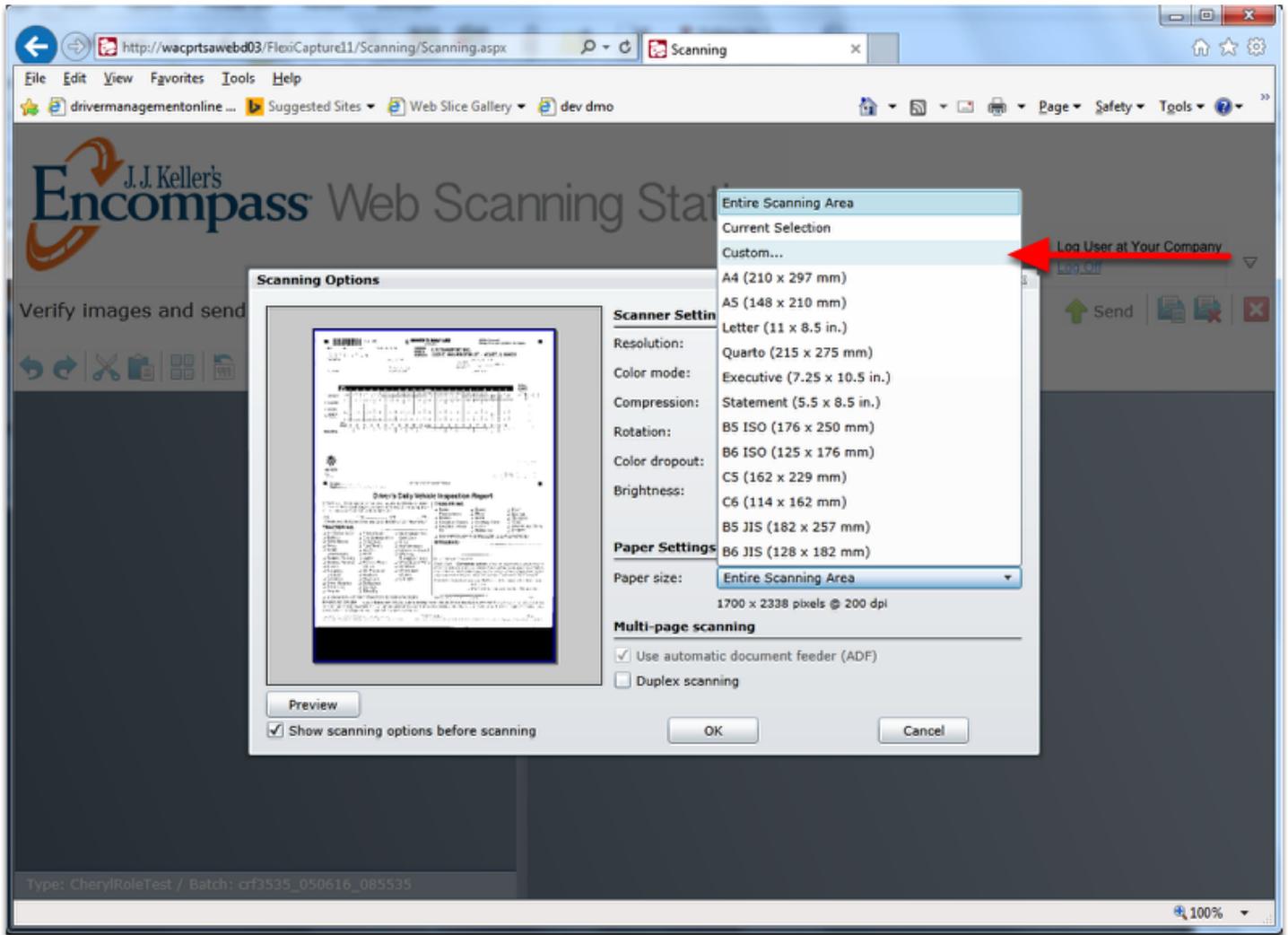
Scanner settings will load. Set resolution to **300 DPI**. Set Color Mode to **Black & White**.

Can I change the size of the log image?

Answer:

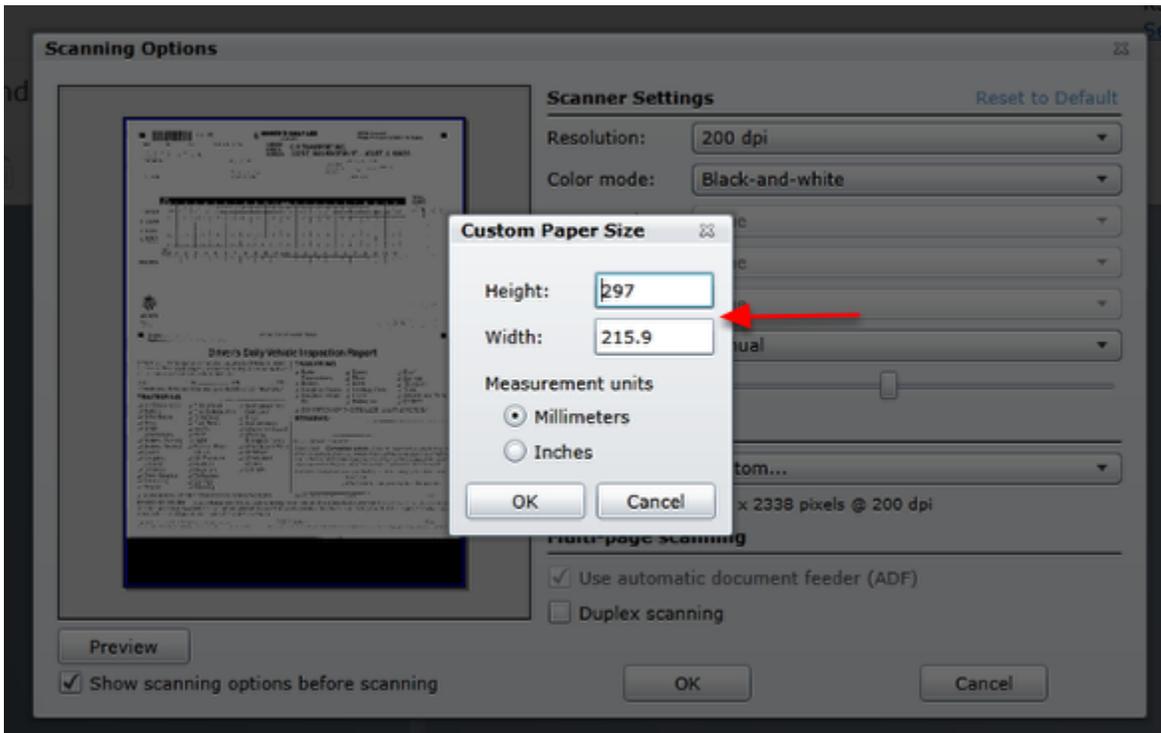
Yes, the log image size can be customized.

Step 1



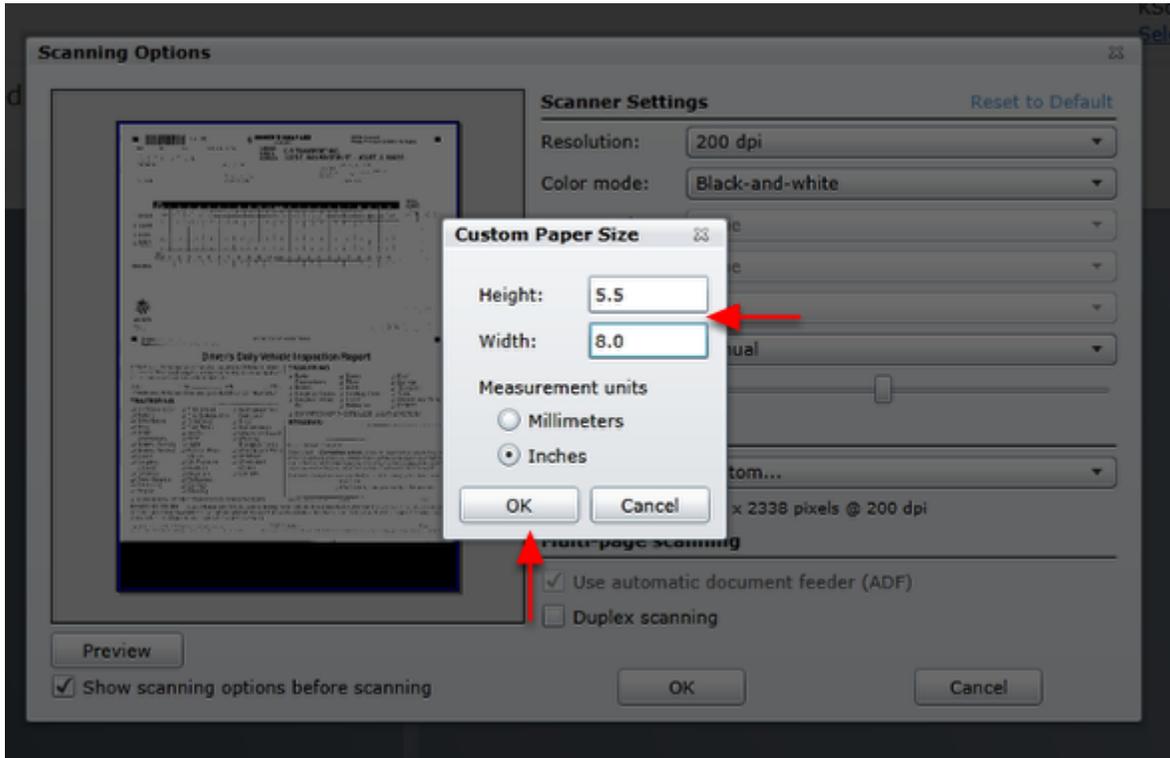
Select the drop down for "Paper Size:" and select "Custom"

Step 2



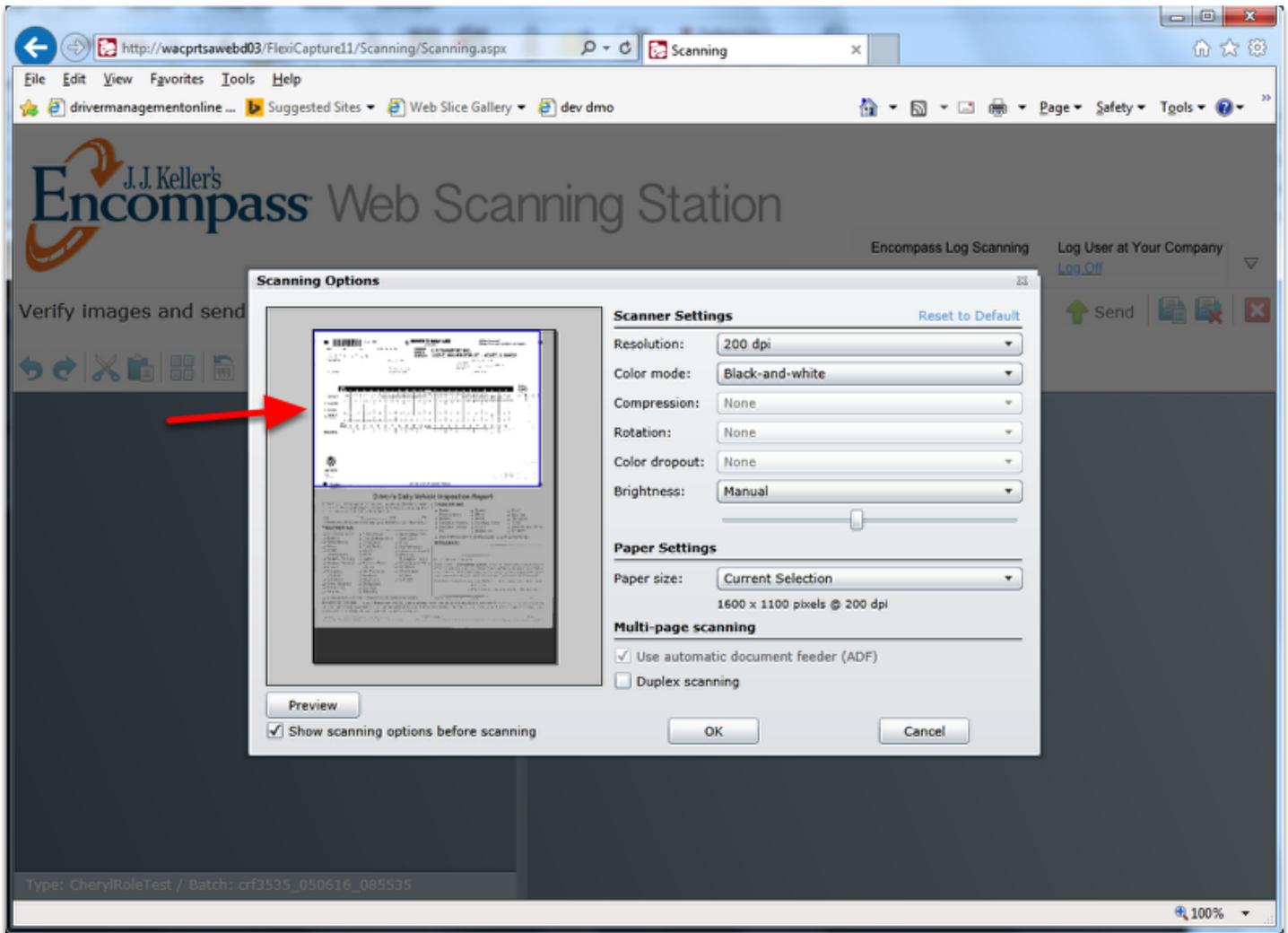
You can type in your own values (millimeters or inches).

Example



For instance, the settings are changed to the above... and "OK" is clicked.

After setting...



You'll notice that after you've applied the custom setting, the Preview pane will show the active area for scanning.

Can I verify logs in the Scanning Station?

Answer:

No. The Scanning Station is the tool to scan the log. But the Verification Station is the tool that helps you to verify and review the log images.

How will I know how to get into the Scanning Station?

Answer:

There is a guide for the Scanning Station. There is also a Quick Start guide. And there will also be training by Support to help you understand how to use the tools.

Can I have users who can scan but don't verify logs or vice versa?

Answer:

Yes. You can have users set up to only scan documents OR to only verify documents. You can also set up users to do both.

Do my users have to be in Encompass as well to use the Scanning Station?

Answer:

No, your users don't have to be users of Encompass to scan or verify logs. It might help the user understand or track logs into Encompass if you DO allow them access. But it isn't necessary.

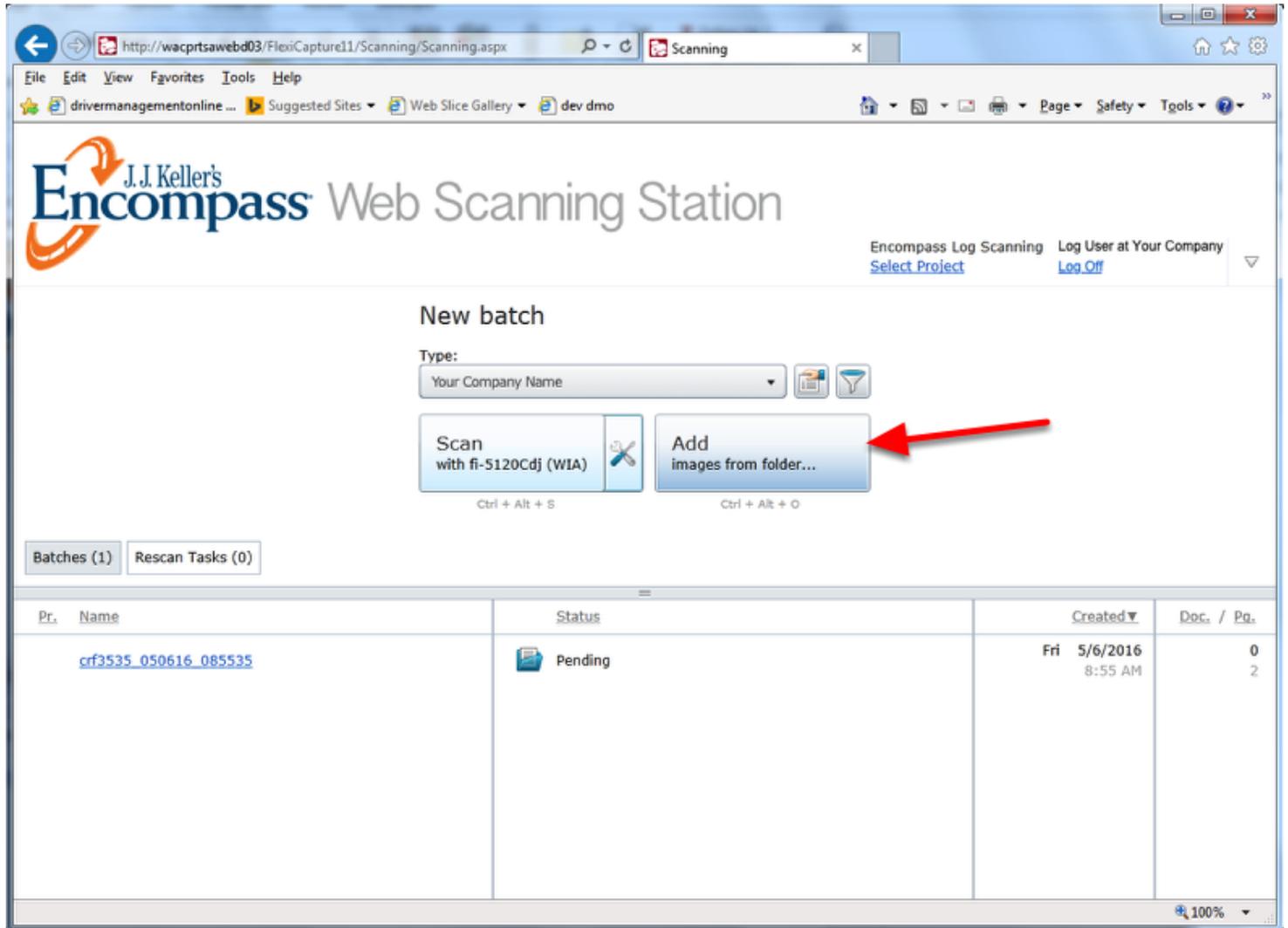
Can I have multiple locations use the Scanning Station?

Answer:

Yes. You can set up users in several different locations to use the Scanning Station.

I've been using a "hot folder" for my log scans – i.e., drivers using scanners at gas stations and sending them to a folder. Will be able to get to these files with the Scanning Station?

Answer:



Encompass Log Scanning [Select Project](#) Log User at Your Company [Log Off](#)

New batch

Type: Your Company Name

Scan with fi-5120Cdj (WIA)  Add images from folder... 

Ctrl + Alt + S Ctrl + Alt + O

Batches (1) Rescan Tasks (0)

Pr.	Name	Status	Created	Doc. / Pg.
	crf3535_050616_085535	 Pending	Fri 5/6/2016 8:55 AM	0 / 2

Yes. You would use the "Add" option in the scanning station to locate the hot folder and attach in images.

Do I have to be "online" to use this?

Answer:

Since the Scanning Station is web-based, yes you need to on-line to use it.

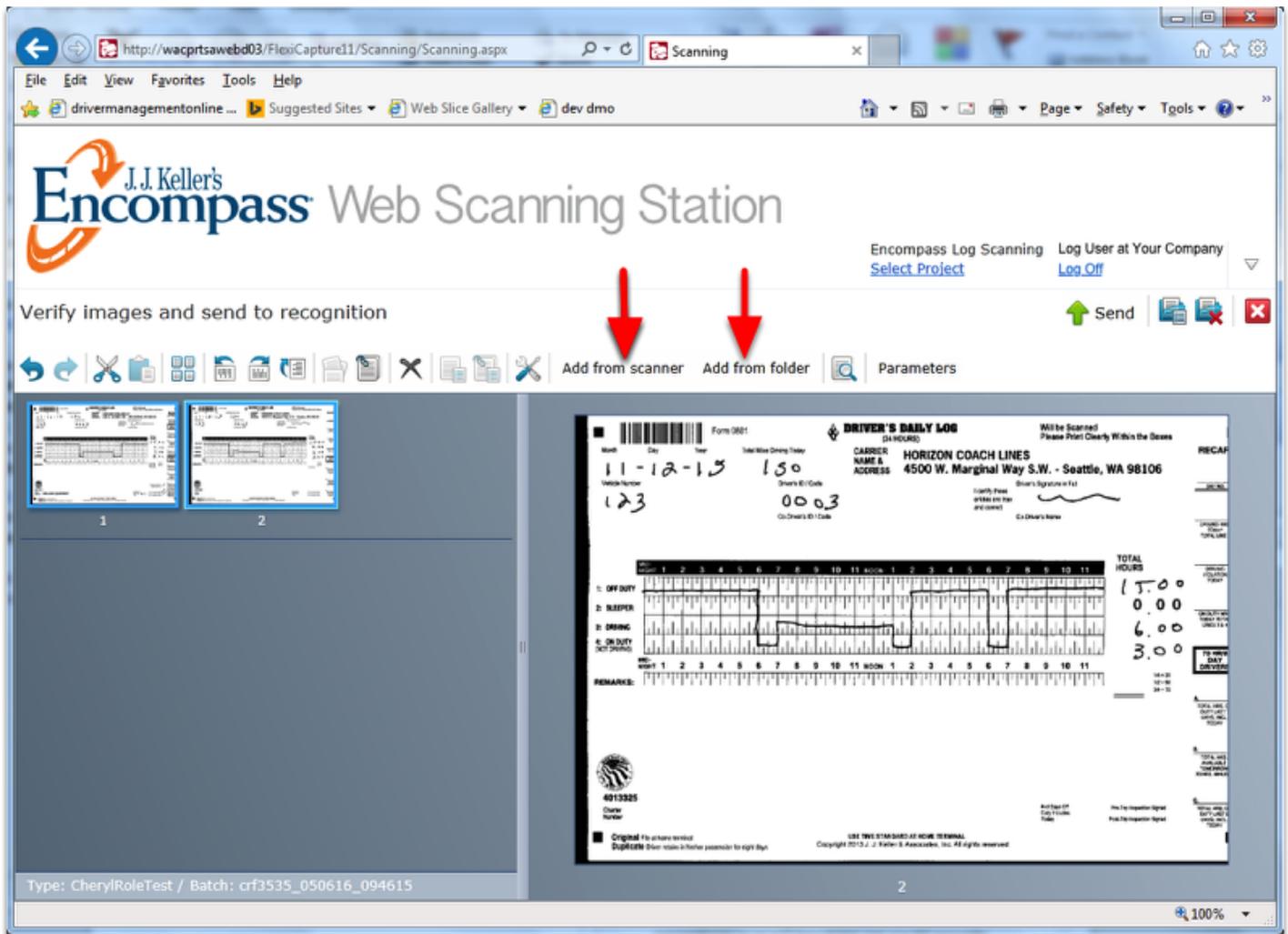
How many images can be in 1 batch?

Answer:

You can have up to 200 images (by default). You could actually have more. But we recommend keeping the batch size down to 20 or less. This will make it easier to verify and manage within in the Verification Station.

Can I add images to a batch I already created?

Answer:



Yes. You would click to either "Add from scanner" or "Add from folder."

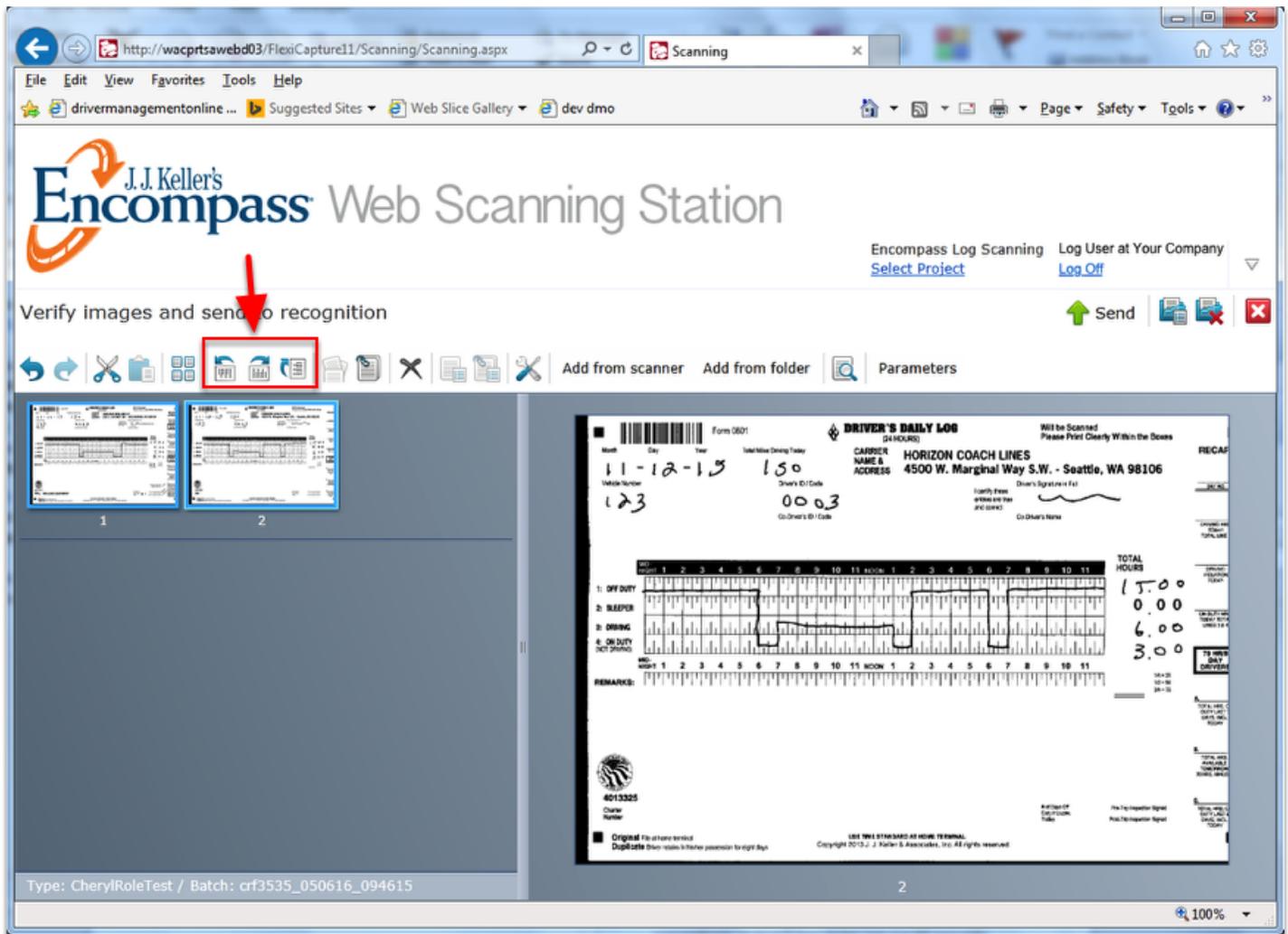
Where do my scans go when they are sent (i.e., I use the “Send” link)? They seem to disappear.

Answer:

The images are exported out to the Verification Station.

What if I’ve scanned in something upside down? Can I fix it?

Answer:



Yes. You can rotate the image using the rotation tools on your menu bar.

What if my images are blurry or not very readable? Is there anything I can do in the Scanning Station to fix them? Or do I have to rescan?

Answer:

Unfortunately, no. You would want to check your Scanning Settings and rescan.

Why can't I scan and immediately verify? It seems awkward to have to go to some other software...

Answer:

This is the way our scanning and verification processes work. The Scanning Station is web-based while the Verification Station is a local install. There's no way of directly linking them at this point.

Doesn't the scan just go to Encompass? What if I don't want to use the Verification Station to verify it?

Answer:

The Scanning Station does not provide Optical Character Recognition (OCR) -- the basis of the Verification Station's capability. Without the Verification Station step, there would be little difference between attaching a log image into Encompass directly and the Scanning Station. The value in this process comes from the Verification Station's ability to read the log and help you determine errors and violations. The Verification Station step also exports the validated log to Encompass and creates a log record for you.

Can I see other people's scans or just my own?

Answer:

You will be able to see log images from other users of your particular company. This means your queues can be shared and managed as a team, rather than a set of individuals.

What is the oldest Log Date I can scan?

Answer:

You **can** scan very old logs. There's nothing in the Scanning Station to prevent this. But, the Verification Station will be able to detect logs that fall out of specific date ranges if your company has been set up to detect this. For instance, your setup might be enabled to not allow dates past 6 months. If you attempt to Verify a log that's 7 months old, the Verification Station will give you an error on the date indicating the log date falls outside the acceptable range for a log.

When I scan, do my logs need to be in chronological order?

Answer:

No. They can be in any order. However, it should be noted that as you scan and verify logs, gaps in the log date ranges can mean not all violations are caught in Encompass. They won't be caught until any and all date gaps are also scanned. For instance, you may have a driver with an overnight hours violation. Until both days of logs are present in the system, the system won't detect the violation.

Do I have to scan one driver at a time?

Answer:

No. You can scan multiple images of multiple drivers. The Verification Station will be able to detect and handle the variety.

Verification Station

Why is the Verification Station loaded to my computer? Why not have it web based like the Scanning Station is?

Answer:

The Verification Station is actually a "remote" installation tied in with the larger Encompass Log Scanning product. User settings, preferences, views and such are able to be recalled and remembered because the station is housed on your computer and not web-based. This makes for better customization and use.

Who sets me and my users up for the Verification Station?

Answer:

Someone from the Technology Services Department will be working with you to install the links and software as well as setting up your users. They will also train you on how to use the tools.

Can I work "off line"?

Answer:

No. The Verification Station actually requires an online connection to communicate with the Encompass system.

Can I see everybody's log batches and manage them? Or just my own?

Answer:

You will be able to see the log batches for your company in the Verification and Exceptions queues. It will not be filtered by just your user credentials.

How can I filter to just manage my own log batches?

Answer:

You can sort by columns present in the view, but there is no filter for log batches in the Verification or Exceptions queues.

What are these lists – Verification versus Exceptions? What are they?

Answer:

A list for Verification means the forms have gone through the Recognition phase and are ready for you to verify. If there's something wrong with an image after verification and attempted export to Encompass (i.e., there's an error or a problem missed with verification), the batch can end up in an Exceptions queue with an explanation as to why it didn't export to Encompass. You will always start with Verification. Exceptions come if there's been an issue exporting to Encompass.

How do exceptions happen?

Answer:

If there's been an error (red flag) with an image, it means the log image isn't quite verified. Any red-flag errors must be handled and cleared before the image can export. Warnings (yellow flags) are ok for export. The following list is considering "red flag" types of errors:

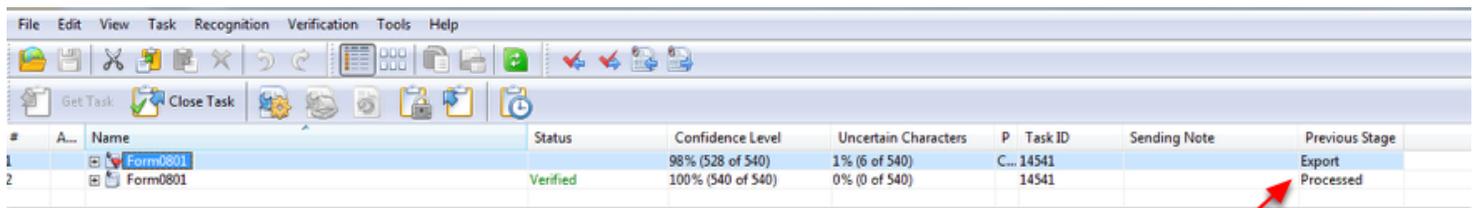
1. Incomplete or invalid log date
2. Driver code doesn't exist in Encompass database
3. Co-driver code doesn't exist in Encompass database
4. Driver code/co-driver code are the same
5. Grid interval has a value (cannot have multiple items or no items selected)

The following are considered warnings (yellow flags) and logs can still export:

1. Log date out of range
2. Driver code is for an employee that is inactive on recognized log date
3. Team driver code is for an employee that is inactive on recognized log date
4. Calculated MPH greater than configured value for max MPH
5. Days off duty value greater than configured value
6. Duplicate – log date and driver code already exist in Encompass database
7. Grid hours/entry hours don't match

Can a batch be sent to Encompass without all images verified?

Answer:



#	A...	Name	Status	Confidence Level	Uncertain Characters	P	Task ID	Sending Note	Previous Stage
1		Form0801		98% (528 of 540)	1% (6 of 540)	C...	14541		Export
2		Form0801	Verified	100% (540 of 540)	0% (0 of 540)		14541		Processed

Yes. You can right click on a specific image and upload this for export. If you do this, the log will show up in Encompass and will read as "Processed" in the list views.

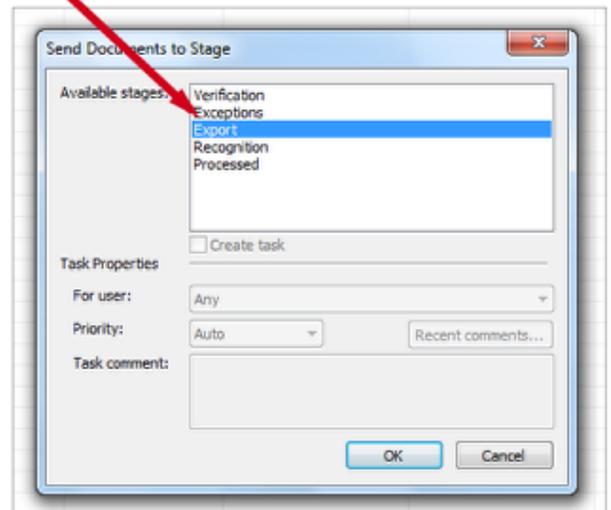
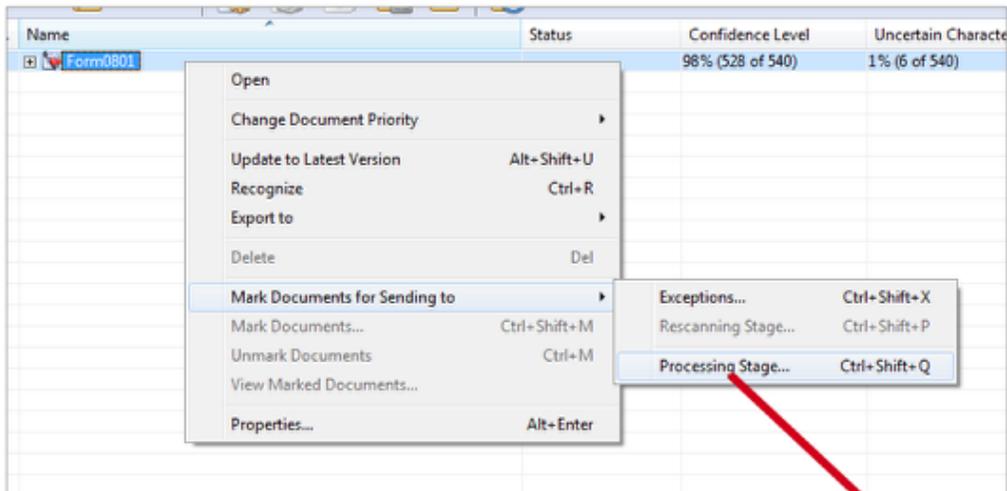
Why do I have to verify the images? Used to be (in software) I didn't have to.

Answer:

This Verification Station's Optical Character Recognition (OCR) is very sensitive. Most of the log images will have 1% inaccuracy or greater. With this new tool, you'll need to ensure there are no red-flag errors in order for the log to export. Most logs will require a review to ensure this is the case.

How do I get this to Encompass? There doesn't seem to be any export button anywhere.

Answer:



When you "CloseTask" (menu bar) for a batch, the Verification Station sends the batch to an Export stage. This will happen behind the scenes. You won't see it happen. You can also set a specific image to export.

Steps (within the log form listing view):

1. Right click on the form you wish to export
2. Select "Mark Documents for Sending to ->"
3. Select "Export"
4. Click OK

This will mark the document for export when the task is closed.

Can I filter these lists by date or something else?

Answer:

You can sort the batch and documents lists by the header columns. But there is no way to filter the lists.

How long does it take for a set of logs to get into Encompass from the Verification Station?

Answer:

From the point that you close a task for export to the point where it shows up in Encompass is about 15 minutes.

How will duplicates be identified and handled?

Answer:

Some duplicate logs will be identified in the Verification Station. This will happen when the station sees a log with the same date in the same batch. When this happens, the "Duplicate Log" audit box should come on.

As you know, though, most duplicate log issues won't happen this way. They happen because duplicate logs sneak into different piles. Duplicates that aren't caught by the Verification Station are later caught in Encompass. There will be a Duplicate Scanned Log alert you'll use to help identify where this has occurred. These duplicate records will happen when a log image coming for the Verification Station clashes with a log for the same date and driver that's already in the system.

The duplicate log image is not imported. It does not replace or overwrite the existing log. Rather, it goes into this new alert table where you can review the existing log to the duplicate log and determine which log to keep. For more information, see the Encompass section of this Frequently Asked Questions guide.

My drivers are really sloppy. Does the Verification Station still check the log for sloppiness?

Answer:

Yes. There's a custom violation setting to check for suspicious marks on the log image. You can set this up in the **Company Scanned Log Settings**.

How do violations work? I'm not seeing any violations in the Verification Station when I KNOW there's a problem.

Answer:

Verification		
Show All Violations	<input checked="" type="checkbox"/>	
Images		
Max Images per Batch	<input type="text" value="200"/>	
Form Specific Settings		
Setting Maximum MPH	<input checked="" type="checkbox"/>	<input type="text" value="70"/>
Setting Maximum Days Off Duty	<input checked="" type="checkbox"/>	<input type="text" value="7"/>
Audit Checks		
Audit For Vehicle Numbers Missing	<input checked="" type="checkbox"/>	
Audit For Driver Signature Missing	<input checked="" type="checkbox"/>	
Audit For Co-Driver Name Missing	<input checked="" type="checkbox"/>	
Audit For Pre-Trip Inspection Incomplete	<input checked="" type="checkbox"/>	
Audit For Post-Trip Inspection Incomplete	<input checked="" type="checkbox"/>	
Audit For Duty Status Change Missing	<input checked="" type="checkbox"/>	
Audit For Shipment Info Missing/Incomplete	<input checked="" type="checkbox"/>	
Audit For Carrier Name & Address Missing	<input checked="" type="checkbox"/>	
Audit For Log Grid Incomplete	<input checked="" type="checkbox"/>	

This is part of Company Setup and **Company Scanned Log Settings**. You need to turn on the violations you want the Verification Station to track.

Can I change the size of the grid view? It's too small and annoying me.

Answer:

The "Edit Full Grid" view is a fixed size. In order to enlarge or reduce the size, you'll need to adjust your computer's resolution. There's no way in the tool itself to change the size.

What's with these really long error messages? I don't understand them.

Answer:

This is a by-product of the way the Verification Station works. We've done our best to modify them such that the fields show up on the first part of the message and the error is the second part of the message so you can read them more easily.

If I sent a bunch of stuff by mistake, can I get them back?

Answer:

If you've sent a bunch of logs to Encompass by mistake and they have been processed, there's no way to get them back. If there was something wrong with the batch, though, the batch will hit the Exceptions queue. In that case, yes, you can get them back into the Verification queue.

There's a lot of stuff in the menus and I'm not sure I know what I'm doing? Do you have a "best way to use this" guide?

Answer:

We do have a guide for using the Verification Station. This walks you through the happy and easiest path for using the Verification Station.

Is there an easier way to verify the grid? It's hard to see what's wrong with 96 boxes on a form...

Answer:

There is an "Edit Full Grid" option that will bring up the log data in a user-friendly way. The log line will be in red with any problems or issues in blue. You can use numbers (1 to 4) and/or drag and drop to move the status around.

Why can't the scans just go to Encompass? It seems awkward to have to use this Verification Station.

Answer:

It may seem awkward to use the Verification Station but the station is providing a valuable service. It's helping you recognize and address violations, issues, bad dates, wrong driver codes and such. When exported, it also sends any and all violations to Encompass as well as creates an Encompass Employee Log for you. It saves on time and helps with log compliance.

Do the images stay in the Verification Station or do they go to Encompass when exported?

Answer:

The images are exported from the Verification Station for copy and upload to the Employee Log tables in Encompass. As such, a copy is made for Encompass. The original log images stay in Abbyy until you (or an admin) decides to delete them.

What if I have a log for a driver that isn't in the system yet? How would I handle that?

Answer:

You would enter the driver and driver code into the system. Then you would use the Driver lookup to find the driver's code. You might have to exit and re-enter the log image, though, for the new driver code to show up.

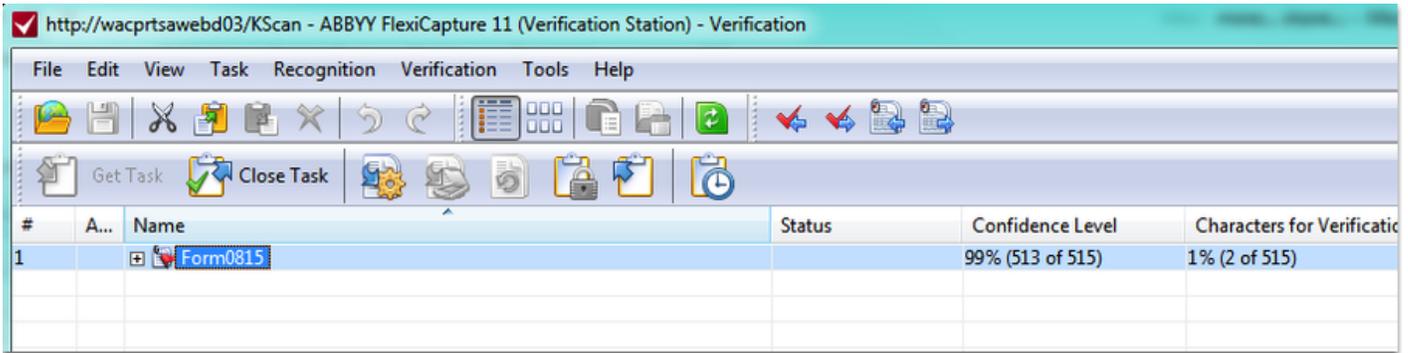
What forms can I use with this?

Answer:

This software has been programmed to handle 0801 and 0815 only.

How can I know how much the Verification Station identified on the log? How accurate it is?

Answer:

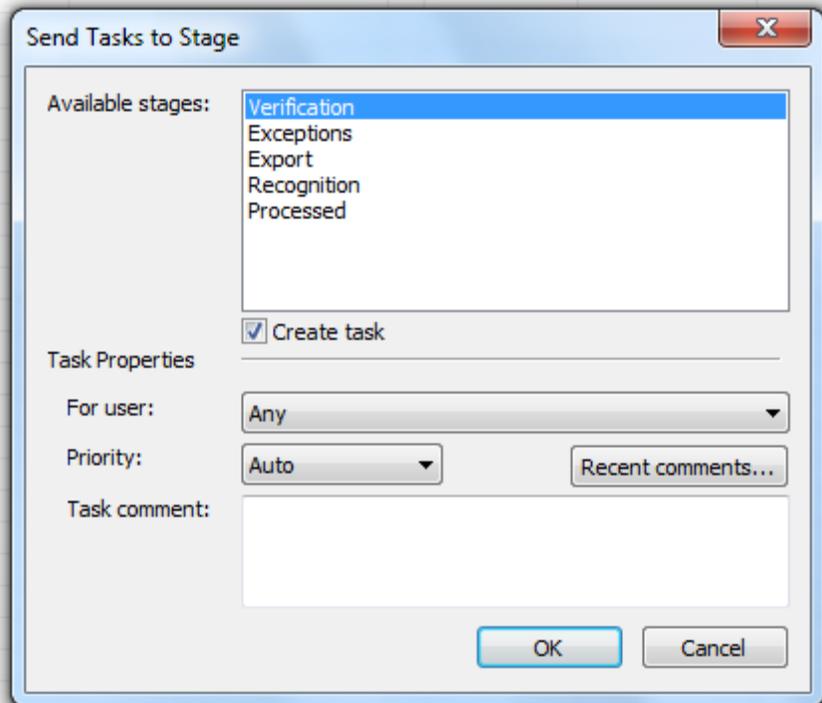


#	A...	Name	Status	Confidence Level	Characters for Verification
1		Form0815		99% (513 of 515)	1% (2 of 515)

There is a confidence level indicated in the Verification Station. You can refer to this AND the column "Characters for Verification" to help determine how much of the log was recognized by the OCR.

What are all these stages and what do they do?

Answer:



When working in the Verification Station, you will notice there are different staging options you will have access to. Two are actually put into queues to manage (i.e., Verification and Exceptions). The others may not have queues but are integral to the process.

1. **Recognition** is the first step. This is the part of the process where the program scans the document and recognizes marks and data.
2. **Verification**. The document goes into the Verification Queue where you can review and manage the image.
3. **Export**. When you close a validated batch of log images, the program will attempt to Export them for Encompass
4. **Processed**. Provide all goes well and there aren't any errors or issues, the logs are exported and processed into Encompass.

OR

4. **Exceptions**. If there's been a problem exporting and processing, the logs come into an Exceptions Queue for you to review.

Recognition happens automatically for you once an image has been sent from the Scanning Station into the Verification Station. **Verification** is something you do. **Export** is something you also set. **Processed** or **Exceptions** happen automatically for you.

Is there a Time-Out with the Scanning Station?

Answer:

Answer:

Yes. It is 60 minutes. If you leave the Scanning Station idle for an hour, it will automatically time you out.

Encompass

How long does it take for the log to get from the Verification Station into Encompass?

Answer:

From the point you close a task (or export) from the Verification Station, there will be about 15 minute delay until it shows up in Encompass.

Is there a way to see what logs are Scanned versus added manually or added by KellerMobile?

Answer:

The screenshot displays the 'View Employee Log - Luke Skywalker' interface. At the top, there are navigation tabs: Home, Employees, Driver Qualification, Alcohol & Drug, Accident/Incident, Training, Hours of Service, and Roads. A left sidebar contains a menu with 'Employee Log' selected, showing options for 'Change Log - Employee' and 'Change Log - Log Date'. Below the menu is a small icon of a log sheet with a red arrow pointing to it. The main content area has a title bar 'View Employee Log - Luke Skywalker' with 'Previous' and 'Next' buttons. Below this is a 'Log Information' section with 'Edit...' and 'View Image' buttons. The log details include: Log Date (4/19/2016), Total Miles (300), Driver Type (Property Carrying), Driver Returned/Released From Duty? (No), Exempt Log? (No), Inactive Log? (No), Shorthaul Exception Used? (No), 34 Hour Reset Start Time, and 34 Hour Reset Used. The 'Log Summary' section shows a grid of numbers representing hours for different activities: Off Duty (4:00), Sleeper (9:30), Driving (7:30), and On Duty (3:00).

Yes. There will be an icon with Scanned Logs within the log view itself.

How do I know if all my scanned logs came into Encompass?

Answer:

Very good question. Within Encompass, you will have a couple of options:

- Check the "**Drivers with Logs**" alert. As you scan and input logs, the drivers should show up in this list.
- Review the logs and check for the **Scanned Log icon** (shown above).
- Run the **Employee Log Report** (Reports & Forms tab) and review the logs.

Within the Verification Station, as batches are processed and go to Encompass, the batch will leave your verification queues and go into a processed queue. Any "processed" batches mean they will have been exported and processed in Encompass.

Can I use intrastate rules with one of the approved forms?

Answer:

Yes as long as the form is 0801 or 0815.

Is there a way to purge scanned log images from Encompass?

Answer:

Yes. Please see the "**How to Purge Scanned Logs**" guide.

Are my images actually in Encompass?

Answer:

Yes. When the export from the Verification Station to Encompass is processed, a copy of the image is added to an **Employee Log Attachment** table.

How can I view the original image in Encompass?

Answer:

View Employee Log - Luke Skywalker

Previous Next

Employee Log
▶ Change Log - Employee
▶ Change Log - Log Date

Log Information Edit... **View Image**

Log Date 4/19/2016
Total Miles 300
Driver Type Property Carrying
Driver Returned/Released From Duty? No
Exempt Log? No
Inactive Log? No
Shorthaul Exception Used? No
34 Hour Reset Start Time
34 Hour Reset Used

Log Summary

1										1	1	1								1	1	1		
2	1	2	3	4	5	6	7	8	9	0	1	2	1	2	3	4	5	6	7	8	9	0	1	2

There will be a "View Image" button within the log view.

What if I have one driver who's using KellerMobile and another with scanned logs. Can I use Encompass with both KellerMobile AND Log Scanning?

Answer:



Yes. Encompass will be able to keep both types of logs, including manually entered logs. For KellerMobile logs, you'll see the KellerMobile icon with log record. For Scanned Log, you'll see the Scanned Log icon. And for manually entered logs, neither icon will be present.

What's this Duplicate Log Alert and how does it work?

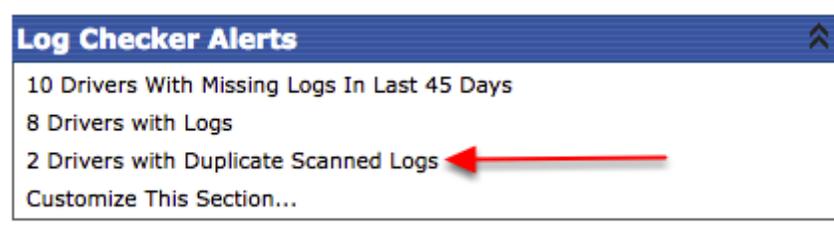
Answer:

The "Drivers with Duplicate Scanned Logs" alert will help you to keep track of instances where an imported log scan conflicts with an existing log record already in the system.

The Process

As log images come in from the Verification Station, they are compared with existing logs already in Encompass. If an incoming log conflicts with an existing log, the duplicate is routed to an alert for further processing. These conflicts form the basis for the "Drivers with Duplicate Scanned Logs" alert.

The Alert



Depending on how you have your alerts setup, the alert can show up in "Priority Alerts" or in "Log Checker Alerts."

Step 1

You would click on the **Alert** link.

Step 2

Log Checker

[Add New Employee](#)

Select View: Drivers with Duplicate Scanned Logs

Employee Name ▲	Employee Code	Company Level	Log Date	Scanned By user	Process Duplicate	
Leia, Princess	0006	Cheryl Proj Setup Test 2	5/10/2016	createuser@dm.com	Process duplicate	Del
Skywalker, Luke	0005	Cheryl Proj Setup Test 2	5/7/2016	createuser@dm.com	Process duplicate	Del

1 - 2

Select Column
Select Qualifier
Enter Value

Review the list and select "**Process duplicate.**"

Step 3



[Home](#)
[Employees](#)
[Driver Qualification](#)
[Alcohol & Drug](#)
[Accident/Incident](#)
[Training](#)
[Hours of Service](#)
[Roadside Inspection](#)
[Reports & Forms](#)

[Back to Previous Page](#)
[Home Page](#)

Edit Scanned Log - Duplicate Log for Princess Leia

Compare log images

Conflicting Log Creating a Duplicate Record

Conflicting Log - Change History

Conflicting Log - Information

Log Date	5/10/2016
Driver Code	0006
Scan Date	5/12/2016
Image File	00007935_2.jpg

Conflicting Log - Image

[Edit/Change the Conflicting Record](#)

Existing Log in Encompass

Existing Log - Information

Log Date	5/10/2016
Driver Code	0006
Scan Date	5/12/2016
Image File	00007935.jpg

Existing Log - Image

[Edit/Change the Existing Record](#)

Review the images and attempt to assess which one is correct and which one is not.

Step 4

Edit Scanned Log - Duplicate Log for Princess Leia

Compare log images

Conflicting Log Creating a Duplicate Record

Existing Log in Encompass

Conflicting Log - Change History

Conflicting Log - Information

Existing Log - Information

Log Date 5/10/2016

Conflicting Log

Existing Log

DRIVER'S DAILY LOG (24 HOURS)

05-10-16 12.5

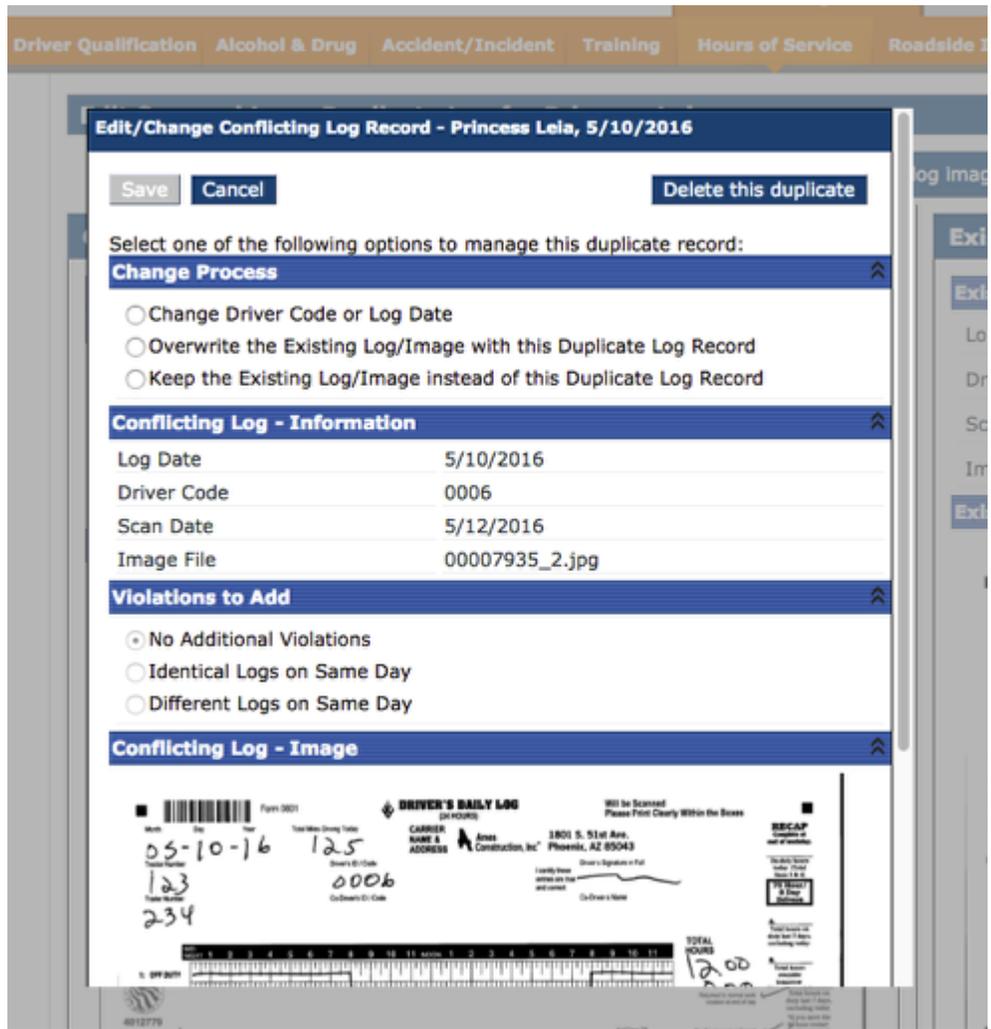
12.00

16.00

2.00

If you want a clearer image with which to compare images, you can use the "Compare Log Images" button.

Step 5



Select one of the logs for Edit -- either the Existing Log or the Conflicting Log. In this case, we'll select the "Conflicting Log." A new window comes up over the view. This view will allow you to do 1 of three things:

1. **Change** the Driver Code or Date
2. **Overwrite** the Existing Log (already in Encompass) with this duplicate log record
3. **Keep** the Existing Log record (already in Encompass) and delete this duplicate log record.

Step 6

Edit/Change Conflicting Log Record - Princess Lela, 5/10/2016

Save
Cancel
Delete this duplicate

Select one of the following options to manage this duplicate record:

Change Process

- Change Driver Code or Log Date
- Overwrite the Existing Log/Image with this Duplicate Log Record
- Keep the Existing Log/Image instead of this Duplicate Log Record

Conflicting Log - Information

Log Date	5/10/2016		
Driver Code	0006		
Scan Date	5/12/2016		
Image File	00007935_2.jpg		

If you select the 1st option, the date and driver code fields open up for edit.

Step 7

Edit/Change Conflicting Log Record - Princess Lela, 5/10/2016

Save
Cancel
Delete this duplicate

Select one of the following options to manage this duplicate record:

Change Process

- Change Driver Code or Log Date
- Overwrite the Existing Log/Image with this Duplicate Log Record
- Keep the Existing Log/Image instead of this Duplicate Log Record

Conflicting Log - Information

Log Date	5/10/2016		
Driver Code	0006		
Scan Date	5/12/2016		
Image File	00007935_2.jpg		

Violations to Add

- No Additional Violations
- Identical Logs on Same Day
- Different Logs on Same Day

If you pick option 2 instead, the "Violations to Add" are opens up.

Step 8

Edit/Change Conflicting Log Record - Princess Lela, 5/10/2016

Save Cancel Delete this duplicate

Select one of the following options to manage this duplicate record:

Change Process

- Change Driver Code or Log Date
- Overwrite the Existing Log/Image with this Duplicate Log Record
- Keep the Existing Log/Image instead of this Duplicate Log Record

Conflicting Log - Information

Log Date	5/10/2016
Driver Code	0006
Scan Date	5/12/2016
Image File	00007935_2.jpg

Violations to Add

- No Additional Violations
- Identical Logs on Same Day
- Different Logs on Same Day

If you select the 3rd option, the Violations to Add is open as well.

Step 9

Edit/Change Conflicting Log Record - Princess Lela, 5/10/2016

Save Cancel Delete this duplicate

Select one of the following options to manage this duplicate record:

Change Process

- Change Driver Code or Log Date
- Overwrite the Existing Log/Image with this Duplicate Log Record
- Keep the Existing Log/Image instead of this Duplicate Log Record

Conflicting Log - Information

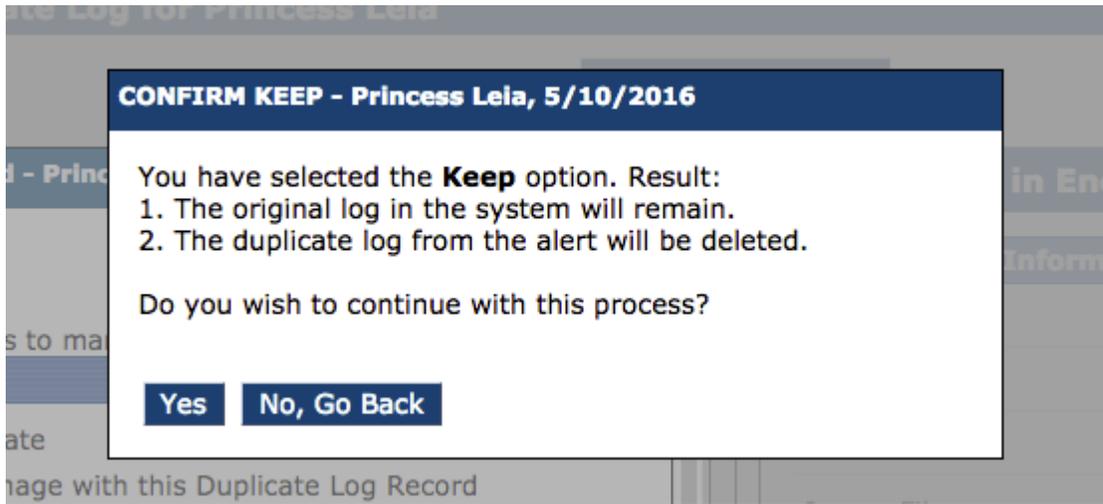
Log Date	5/10/2016
Driver Code	0006
Scan Date	5/12/2016
Image File	00007935_2.jpg

Violations to Add

- No Additional Violations
- Identical Logs on Same Day
- Different Logs on Same Day

In this case, let's choose "Keep the Existing Log..." and select "Identical Logs on Same Day" for the violation. SAVE.

Step 10



You will see a Confirmation box.

Step 11

Log Checker

The Duplicate Log record has been successfully deleted. The original system log remains.

[Add New Employee](#)

Select View: Drivers with Duplicate Scanned Logs

Employee Name ▲	Employee Code	Company Level	Log Date	Scanned Byuser	Process Duplicate	
Skywalker, Luke	0005	Cheryl Proj Setup Test 2	5/7/2016	createuser@dm.com	Process duplicate	Del

1 - 1

Select Column

Select Qualifier

Enter Value

If you click "Yes," the log is deleted and the violation is added to the existing record. You'll get a success message as the system comes back to the alert view (with one less duplicate record).

Log View - Violations

Violations							
Violation Date	Name	Type	Critical	Flagged	Start Time	End Time	Rule Name
5/10/2016	Duty Status Change Missing/Error 395.8(c)	DOT	No	Yes			Edit
5/10/2016	Identical Logs for Same Day	DOT	No	Yes			Edit
5/10/2016	Log Grid Incomplete 395.8(h)	DOT	No	Yes			Edit

You should see the log violation checked against the original log.

Does the Employee Log Report show the scanned log image?

Answer:

Select Print Options:

- Include Employees w/no Violations
- Include Log Notes
- Print Driver Grade Report
- Print Scanned Images
- Print Scanned Images For Critical Violations Only

No. It will show the log record, though. The **Compliance Notification Report** will show the log image if you select "**Print Scanned Images**" under "**Select Print Options**" when running the report.

Do I have run the Hours of Service Audit for the scanned logs once they've come into Encompass?

Answer:

No. The audit will have run automatically against the log record when it comes in. However, if you're scanning logs with wide date ranges and there are lots of gaps, it doesn't hurt to run the HOS Audit once in a while to make sure all violations are checked and caught (in the event that a change to data or a log import changed violation status).

What if I've entered a log manually and then a scanned log comes in for the same day. What happens to the scanned log?

Answer:

Edit Scanned Log - Duplicate Log for Yoda Master

Compare log images

Conflicting Log Creating a Duplicate Record

Conflicting Log - Change History

Conflicting Log - Information

Log Date	5/5/2016
Driver Code	0009
Scan Date	5/12/2016
Image File	00008029.jpg

Conflicting Log - Image

Edit/Change the Conflicting Record

Existing Log in Encompass

Existing Log - Information

Log Date	5/5/2016
Driver Code	0009
Scan Date	5/12/2016
Image File	

Existing Log - Image

Edit/Change the Existing Record

The scanned log will come in as a conflict against the existing log already in the system. However, due to the fact that the original log did not have an image added, the duplicate log processing view will look similar to the above.