UNIT MAINTENANCE



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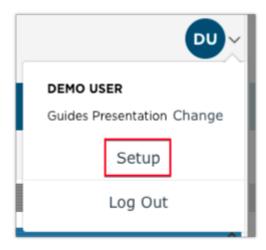
Vehicle Inspections (DVIRs)

DVIR Setup

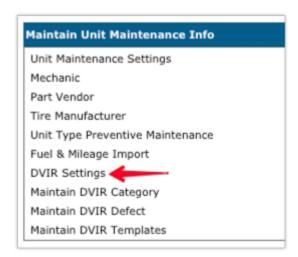
The Encompass® DVIR process has been enhanced to include the ability to customize DVIRs and break them down categorically, not only for any given company, but for specific unit types. This is accomplished by establishing DVIR categories and templates within the setup.

DVIR Settings

While in the Vehicle Management tab, click on the drop-down menu in the upper right hand corner and click Setup.



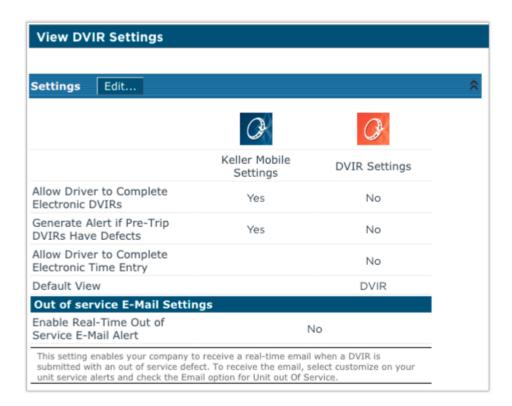
Scroll down to the Maintain Unit Maintenance Info box and click on DVIR Settings.



These settings are split up between the KellerMobile[™] and the stand-alone DVIR application. To change any of these settings. Click **Edit** at the top.

- Allow Driver to Complete Electronic DVIRs enables/disables electronic DVIRs within the respective applications
- Generate Alert if Pre-Trip DVIRs have Defects enables/disables homepage alerts in Encompass for pre-trip inspections reporting defects
- Allow Driver to Complete Electronic Time Entry [DVIR Application ONLY] enables/disables timesheets for AOBRD users (not available for ELD Mandate users at this time).
- Default View [DVIR Application ONLY] determines what screen is shown upon login, either the
 vehicle inspections or timesheets. If this is an ELD account, this will ALWAYS be DVIR as
 timesheets are not available for ELD at this time.
- Enable Real-Time Out of Service E-Mail Alert enables/disables an alert being sent to administrator(s) if an out of service defect is reported.

Once all necessary settings are established, click Save.



DVIR Categories

The purpose of DVIR categories is to allow a vehicle inspection to be split up into sections. This can help with the efficiency of completing an inspection, standardizes inspections, and helps breakdown what may be perceived as a large task, into smaller ones.

The individual inspection items can be categorized if desired. Categories are *not* required. By default, all vehicle inspection items, including new ones added, will fall under the *General* category if no other categories are created.

To set up additional categories, click on **Setup** in the drop-down menu in the upper right hand corner of the **Vehicle Management** tab.



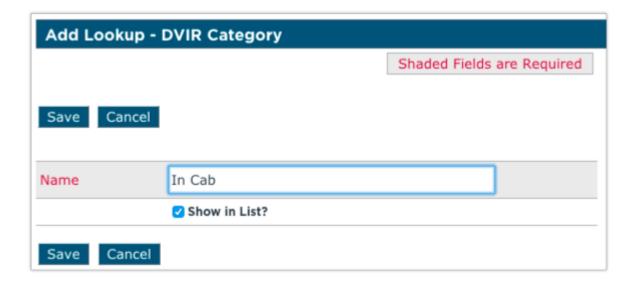
Scroll down to the Maintain Unit Maintenance Info box and click Maintain DVIR Category.



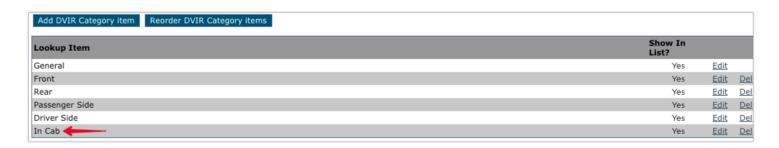
As mentioned, there is a default category called *General* which cannot be removed. New categories can be added by clicking **Add DVIR Category Item** at the top.



Enter the name of the category and click **Save**. Be sure that **Show in List?** is checked as this determines if it is an available category or not.



After each category is saved, it will take the user back to the category list page, with a success message displayed at the top. The new inspection category will then show at the bottom of the list.



The order in which this list is organized will be displayed to the driver within the mobile applications. This list can be reorganized by clicking **Reorder DVIR Category Items** at the top of the list. Highlight the appropriate category and click the arrows to the right of the box to move the categories. Click **Save** once the categories are in the appropriate order.



There is no limit to the number of categories that can be created. Different types of units that require different categories can all be created here. Additionally, this area is for creating the categories, not adding the individual inspection items into the categories.

DVIR Defects

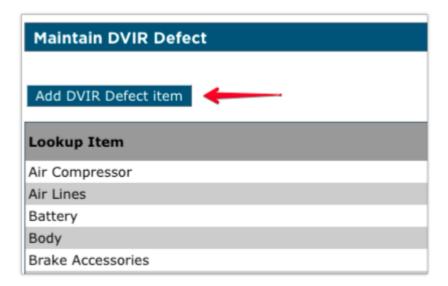
The list of available inspection items, or defects, is in **Setup** in the drop-down menu in the upper right hand corner from the **Vehicle Management** tab.



Scroll down to the Maintain Unit Maintenance Info box and click Maintain DVIR Defect.



Encompass already has a list of defects, but additional items can be added to it by clicking **Add DVIR Defect Item** at the top of the list.

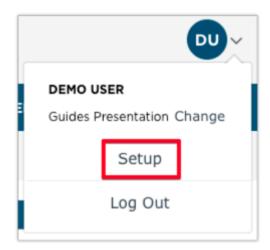


Enter the name of the inspection item and click **Save**. Make sure that **Show in List?** is checked. If it is unchecked, this will not be an available inspection item to add to a template.



DVIR Templates

DVIR Templates are used to create uniform inspections for specific unit types. For example, the vehicle inspection for a pick-up truck would not be the same as a vehicle inspection for a truck-tractor. These distinctions can be made using these templates. DVIR Templates are created by going to Setup in the drop-down menu in the upper right hand corner from the Vehicle Management tab.



Scroll down to the Maintain Unit Maintenance Info box and click Maintain DVIR Templates.



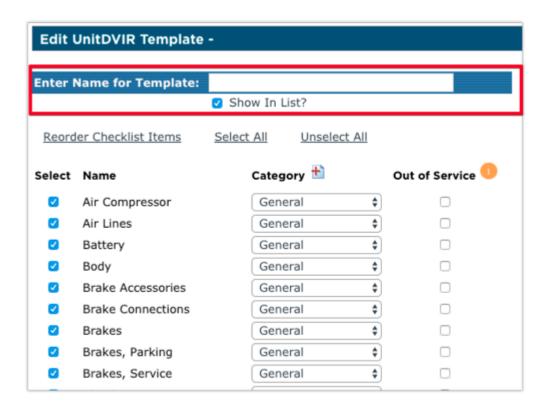
The list of existing templates will appear. To start with, a **Default** template has been created.



Notice that there isn't an Add New... at the top of the list of templates to create a new one. Instead, to create a new template, click Copy on the far right of the Default template.

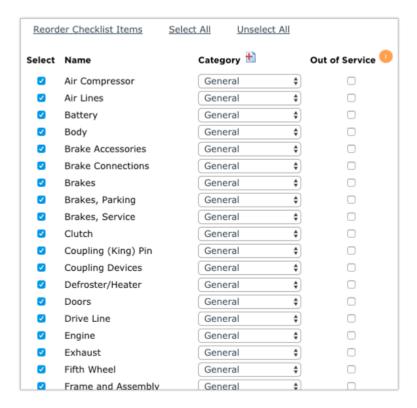


Enter in a name for the new template. It could be something as simple as the unit type this is going to be associated with (i.e. Semi). *Note:* Be sure that the Show in List? box is checked, otherwise this template will not display for the mobile user.



The next section will display all of the inspection items. Use the checkboxes to the left of each time to determine if it should be included in this template. Then, assign them to a category using the drop-down menu. If an inspection item would render a vehicle out of service if found to have a defect, check the box on the far right for **Out of Service**. Continue working through this list until the necessary inspection items have been selected and categorized. If the checklist needs to be reordered, click **Reorder Checklist Items** at the top of the list.

If an Out of Service defect is reported, the DVIR cannot be closed until the defect is resolved.



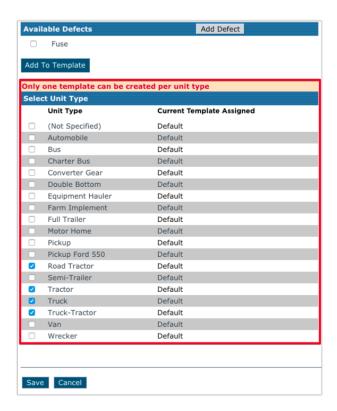
If additional inspection items were added to the system via Maintain DVIR Defects, they will be listed in the area beneath the checklist items titled Available Defects. If any of these items need to be added to the checklist, check the box to the left of the item and click Add to Template. If there were any additional inspection items that still need to be added, they can be added here by clicking Add Defect.



The very next section after the **Available Defects** is where the template is assigned to specified Unit Types. Check the box next to the unit type(s) this template should be assigned to. Click **Save** when complete.



Notice the alert in red Only one template can be created per unit type. This means that any given unit type can only have ONE template assigned to it. A single template can be assigned to as many unit types as needed.

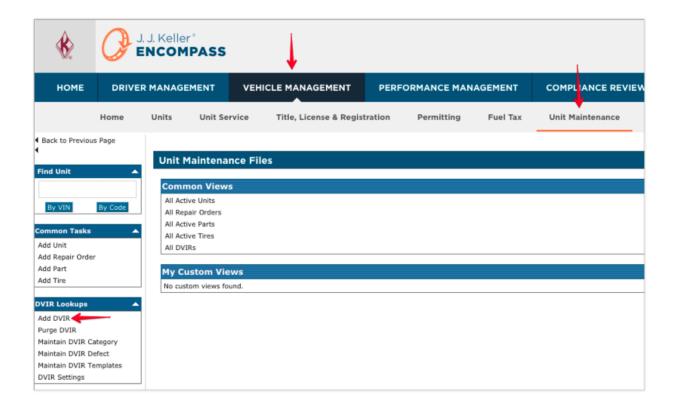


Manually Entering a DVIR

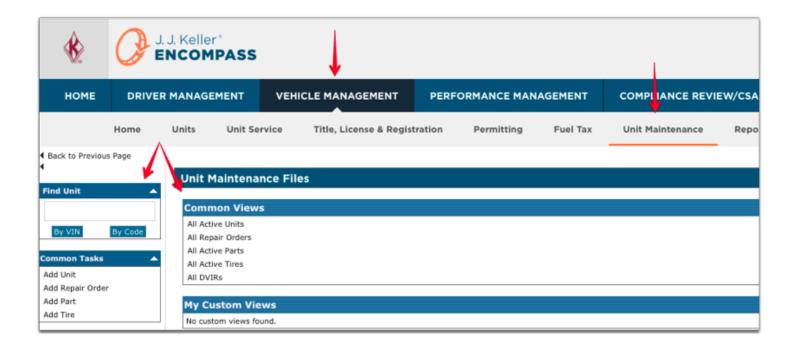
Although drivers can enter DVIRs into the KellerMobile and DVIR applications, DVIRs can manually be entered into Encompass as well.

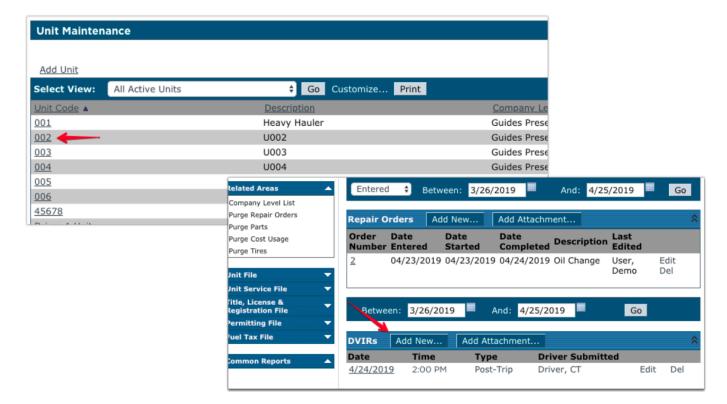
There are two ways to navigate to the screen to enter the DVIR.

1. Vehicle Management > Unit Maintenance > Add DVIR (on the left)

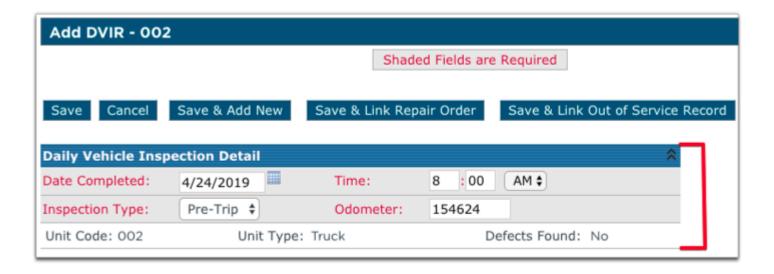


2. Vehicle Management > Unit Maintenance > Find the Unit (via search on the left or by using a common view in the middle) > Click on the Unit Code to view the Unit Maintenance File > Click Add New... in the DVIRs section.

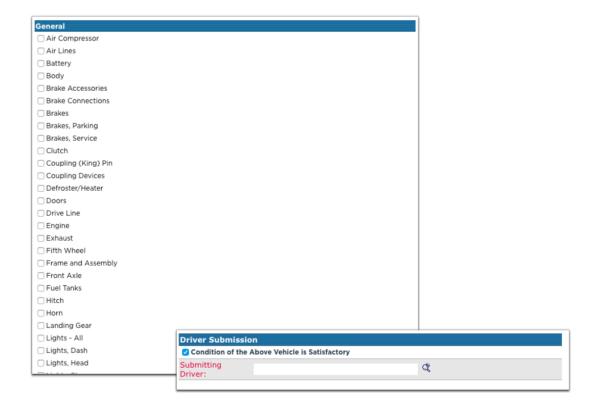




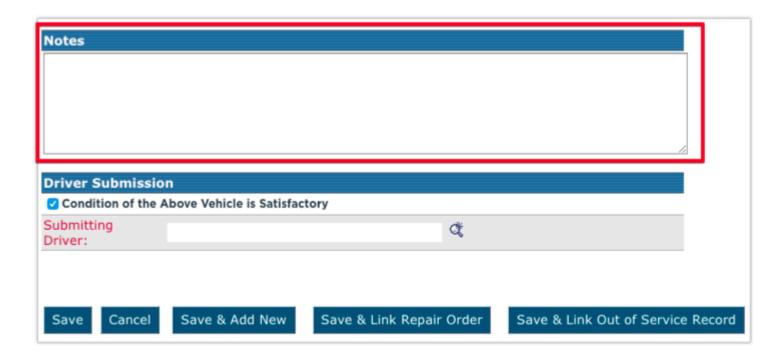
The first section of the DVIR entry screen allows the user to enter the basic information about the DVIR: Date, Time, whether it's a Pre- or Post-Trip, and Odometer Reading.



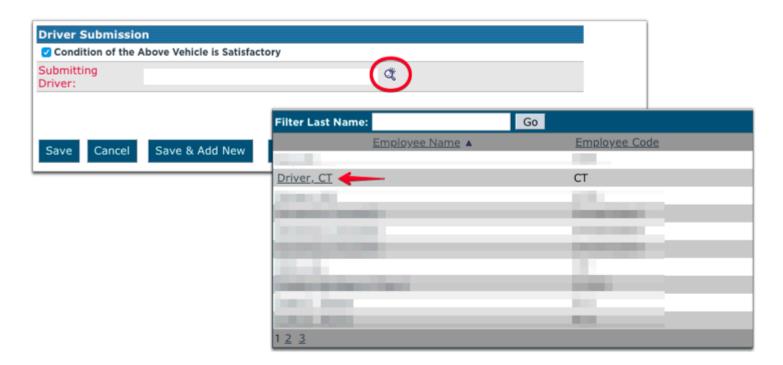
Check any defects that need(ed) repair or check the box for Condition of the Above Vehicle is Satisfactory at the bottom of the page if there are no defective items.



Enter any notes needed for the inspection.



To select the submitting driver, click the magnifying glass to the right of the field. In the pop-up window, select the appropriate driver.



Click:

Save - to store the DVIR

Save & Add New - to store the DVIR and add another one

Save & Link Repair Order - to store the DVIR and link it to a repair order entered in Encompass

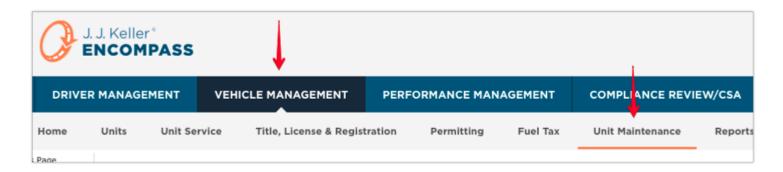
Save & Link Out of Service Record - to store the DVIR and link it to an out of service record entered in Encompass

entered in Encompass



View a DVIR

Pre-/Post-Trip Inspections, or DVIRs, are stored in the **Unit Maintenance** sub tab of **Vehicle Management**.

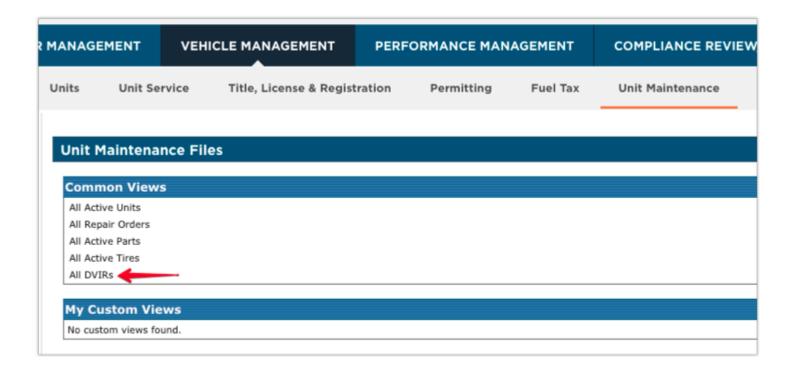


DVIRs can be looked up a couple of ways:

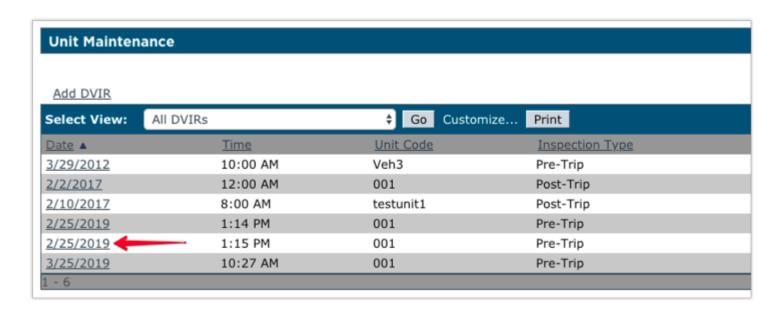
- 1. All DVIR Lookup
- 2. Unit Lookup to find associated DVIRs

All DVIR Lookup

Click All DVIRs under Common Views.



Find the needed DVIR and click on the Date.

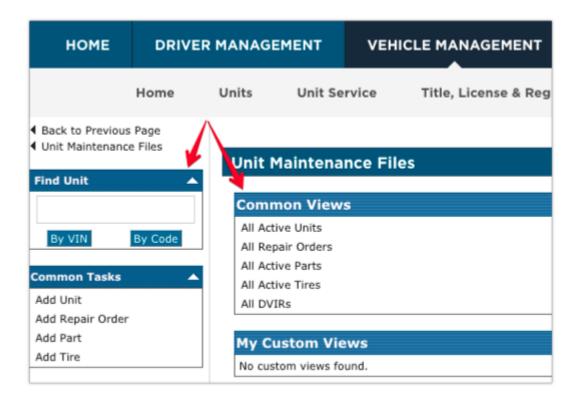


The user will then be taken to the screen to view the DVIR.

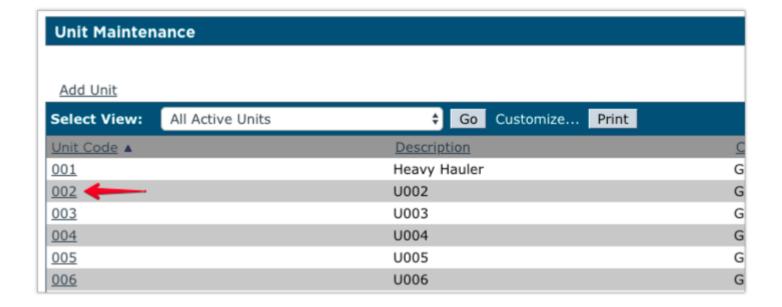


Unit Maintenance File Lookup

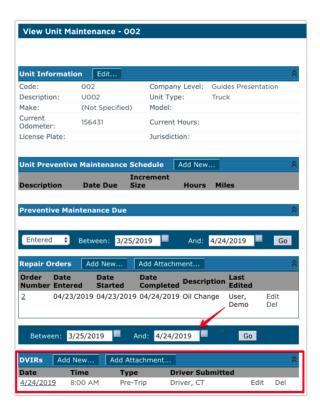
From the **Unit Maintenance** tab, find the unit using the search box on the left, or by clicking **All Active Units** under Common Views.



When the unit is found, click on the Unit Code to view the unit's maintenance file.



The last section of this screen will list the DVIRs for the unit for the specified date range listed above. Click the Date of the DVIR.

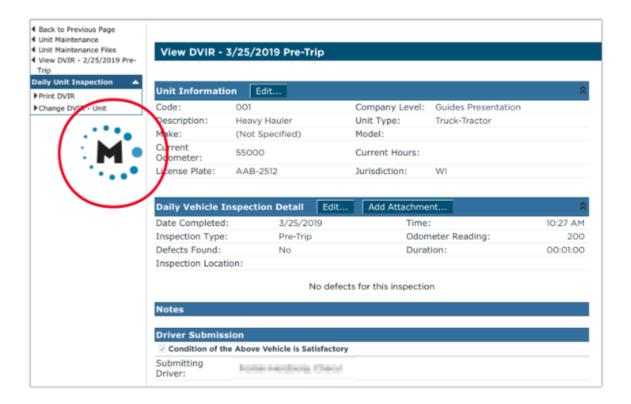


View the DVIR.



P

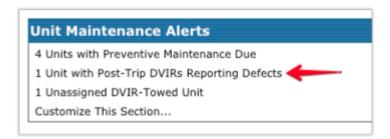
Note: This icon located to the left of the inspection indicates that the inspection was submitted by the driver from the mobile application. If this icon is not shown, it was manually entered by an Encompass user.



Handling a DVIR with a Defect

When there is a defect, typically, there is some type of repair and review performed and the repair is certified as corrected. The system mimics this process. If the repair was done **before** the DVIR is entered, the user can enter the information about the repair while the new DVIR is being entered. Otherwise, the user can come back to the DVIR at a later time to enter this information.

When a DVIR has been submitted with a reported defect, an alert will be generated on the Vehicle Management home page.

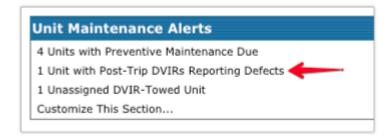


The DVIR with the defect can be navigated to in two methods:

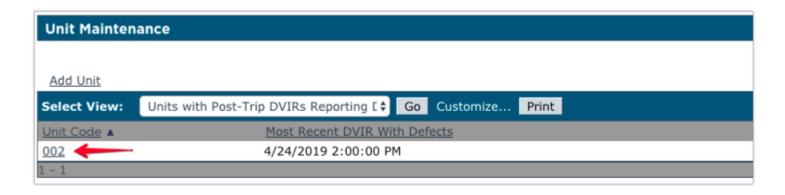
- 1. The alert on the Vehicle Management Home Page
- 2. Navigating to the DVIR via Unit Maintenance

Navigating to the DVIR with Defect via Alert

Click on the alert for X Unit(s) with Pre-Trip (or Post-Trip) DVIRs Reporting Defects on the Vehicle Management home page.



Click on the Unit Code for the date and vehicle of the DVIR that's being cleared.



The user will be taken to the Unit Maintenance file for the unit. The outstanding DVIR will be in red.



Navigating to the DVIR with Defect via Unit Maintenance

See <u>View a DVIR.</u>

Completing a DVIR with a Defect

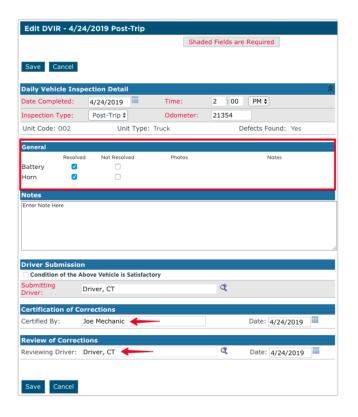
Click Edit next to the DVIR. The Edit DVIR page will be displayed.

Each defect listed will have the option for select them as **Resolved** or **Not Resolved**. If there are multiple items on the inspection and only some of them have been resolved, but others have not, they can be marked and saved, and the DVIR can be returned to later to finish completing the DVIR.

Whomever certified that the corrections were made (a mechanic perhaps), should be entered in the **Certified By** field along with the date the corrections were certified.

The driver then needs to complete an inspection to verify that the corrections were made. Use the magnifying glass next to the field to select the driver and enter the date in which the driver reviewed the corrections.

Click Save once all necessary information is entered.





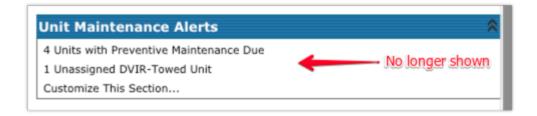
If the DVIR is submitted via a mobile application (i.e. KellerMobile or DVIR Application), the Encompass user will NOT be able to enter the Reviewing Driver. Instead, once the DVIR

has been marked that the defects have been corrected, the inspection will be sent back to the driver via the application for them to certify the corrections themselves.

A success message will then be displayed.

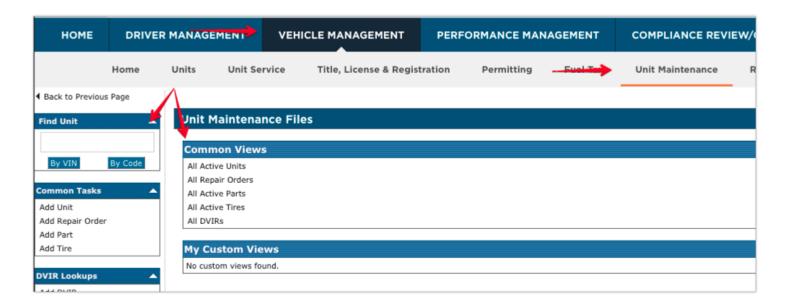


The alert count is then reduced by 1 (or completely removed if the resulting value is 0).

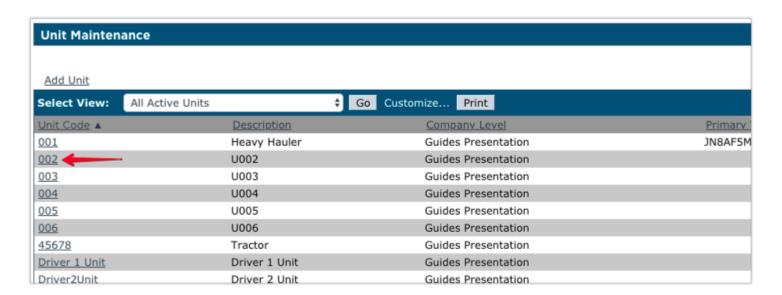


Deleting DVIRs

Go to **Vehicle Management > Unit Maintenance**. Look up the unit the DVIR is associated with by using the search box on the left, or by using a Common View.



Click on the Unit Code.

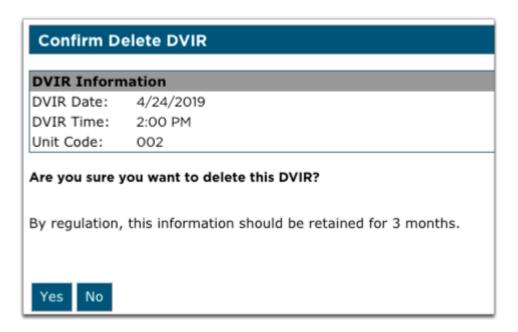


Scroll down(if needed) to the DVIR section. Click Del next to the DVIR that needs to be deleted.

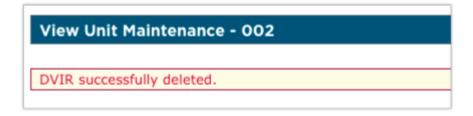
Note: The date range of the DVIRs listed defaults to the last 30 days. If the DVIR needed is not shown, change the date range above the listing and click **Go**.



There will be a **Confirmation Screen** asking to confirm the deletion. Click **Yes** to delete the record. There will be a warning displayed if the DVIR is less than 3 months old.



A success message will then be displayed indicating that the record has been deleted.

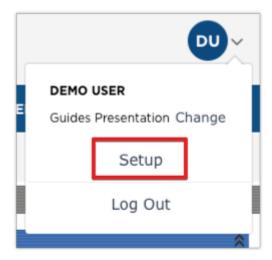




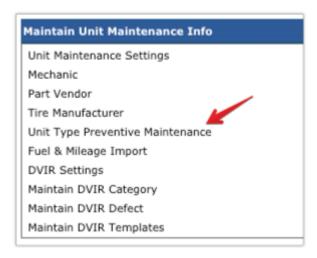
Preventive Maintenance Scheduling

Setting PMs for Unit Types

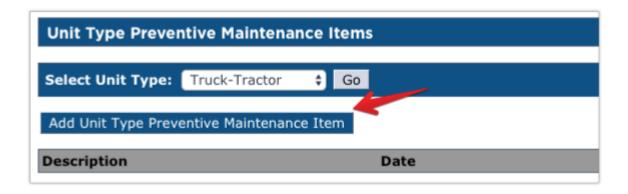
While in the Vehicle Management tab, go to Setup.



Scroll down to the Maintain Unit Maintenance Info box and click on Unit Type Preventive Maintenance.



Select the **Unit Type** from the drop-down list in which the preventive maintenance schedule is being setup for, then click **Add Unit Type Preventive Maintenance Item**.



Enter a **Description** (required).

Use Date Due for items that have a fixed date (rarely used).

Use Increment Size and Increment Amount for items that recur by date (i.e., every 1 month, every 1 year, etc.)

Use Hour for items that should be triggered by time recorded on an hourmeter.

Use Miles or Kilometers for items triggered by distance (ex: oil change every 5,000 miles).

Type additional instructions in Checklist.

Click Save to finish.



Preventive Maintenance Scheduling

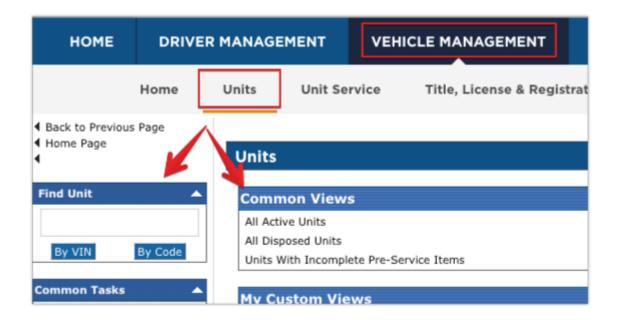
All units with that unit type selected will then have this preventive maintenance schedule applied to them and alerts will be generated when they are coming up due. The alert (not shown) will be seen in the Unit Maintenance Alerts box on the Vehicle Management home page. The alerts are:

- · Units with Preventive Maintenance Due
- Units with PM's Coming Due in 30 Days
- Units with PM's Coming Due in 60 Days



Setting PMs for Individual Units

Find the unit in the Units tab by either using the Find Unit search on the left, or click on All Active Units to select the unit from a list.



Click on the unit code to view the unit file. On the left-hand side, expand the area titled **Unit Maintenance File**, and click on **Add Preventative Maintenance Item**.



Preventive Maintenance Scheduling

Enter a Description (required).

Use Date Due for items that have a fixed date (rarely used).

Use Increment Size and Increment Amount for items that recur by date.

Use Hour for items that should be triggered by time recorded on an hourmeter.

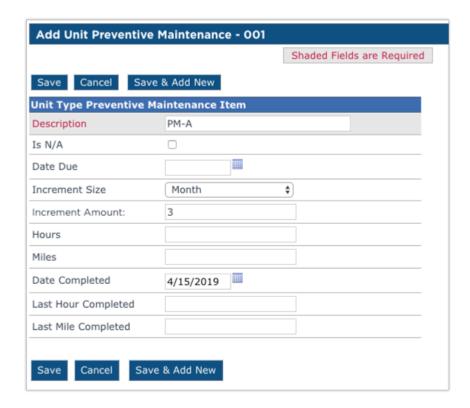
Use Miles or Kilometers for items triggered by distance (ex: oild change every 5,000 miles)

Enter Date Completed the last time the maintenance item was completed.

Use Last Hour Completed to indicate what the hourmeter reading was the last time the maintenance was completed.

Use Last Mile(or Kilometer) Completed to indicate what the odometer reading was the last time the maintenance was completed.

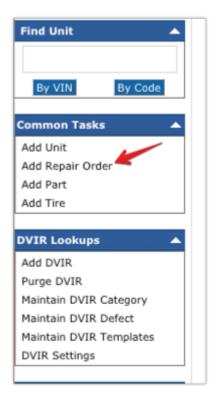
Click Save to finish.



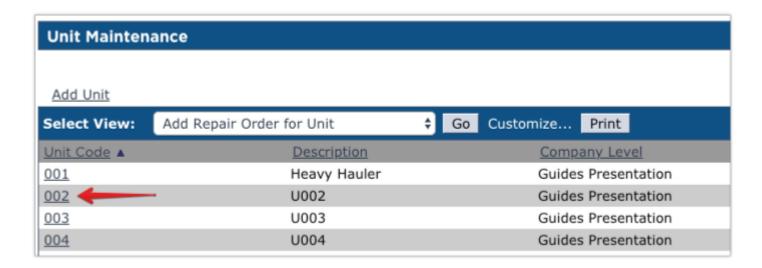
Repair Orders

Opening a Repair Order

Go to Vehicle Management > Unit Maintenance. Click on Add Repair Order on the left hand side under Common Tasks.



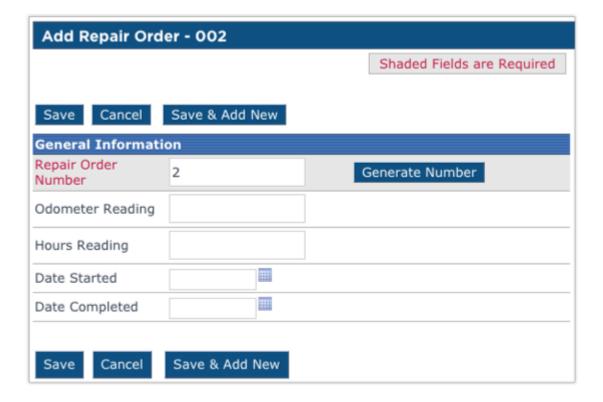
Click on the unit number in which to add the repair order.



Repair Orders

The Repair Order Number can be changed, but it must be unique. By default, it will increment up by one from the last used number. Do <u>NOT</u> enter a **Date Completed** until all **Repair Order Details** are complete.

Click Save.



Preventative Maintenance Due will show the due items if any exist. Repair Order Summary displays the current data for the repair order.



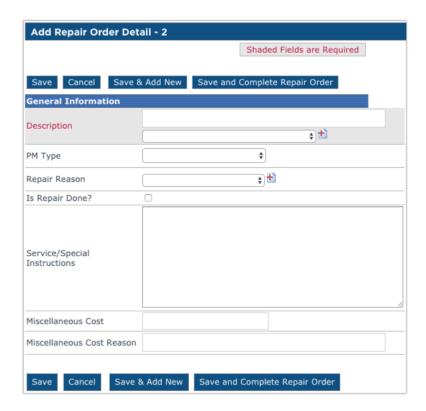
Click Add New... next to Repair Order Details.



Enter a Description or choose from the drop-down list.

If the task is related to a preventative maintenance item, choose the PM Type. Repair Reason is optional.

Do <u>NOT</u> check Is Repair Done until all parts, labor, and tire details are complete. Enter any Service/Special Instructions and Miscellaneous Cost information. Click Save to finish.



To add parts, mechanics, or tires, click on the related item in the **Description** column.

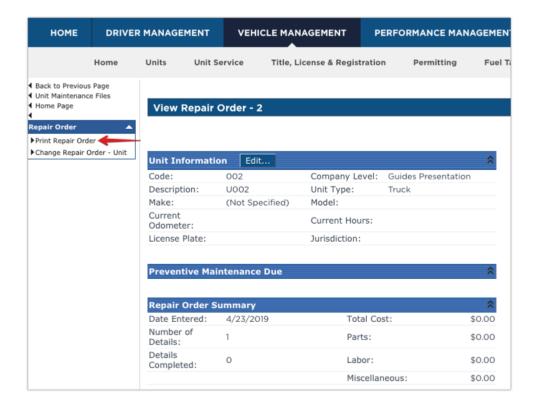


To add Mechanic information, click Add New... next to Repair Order Detail Mechanics.
To add Parts information, click Add New... next to Repair Order Detail Parts.
To add Tire Maintenance information, click Add New... next to Repair Order Detail Tire Actions.

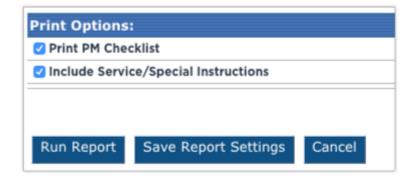


Printing Repair Orders

To print a single repair order, go into the repair order by going to **Vehicle Management > Unit Maintenance**. Find the repair order by going into the appropriate unit from the search on the left or going into **All Active Units** under **Common Views**, or by going through the list by **All Repair Orders**. Click on the repair order number to view the repair order. Click on **Print Repair Order** in the **Repair Order** box on the left hand side of the page.



Check boxes for the Print Options needed and click Run Report.



① The report will open in another window. Be sure to have any pop-up blockers disabled in the browser.

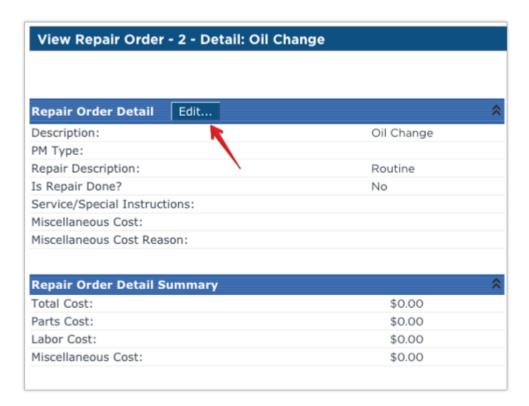


Completing/Closing a Repair Order

Before the entire repair order can be closed, or marked as completed, each item in the **Repair** Order Detail need to be completed. When viewing the repair order, click on the description of the repair order detail.

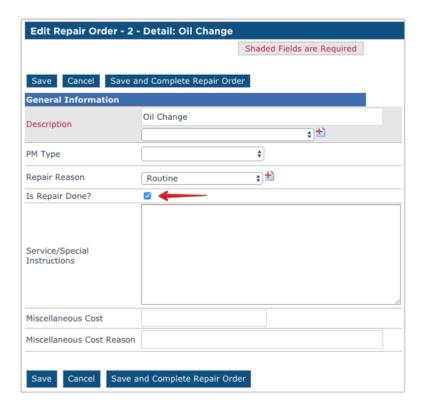


Click Edit next to Repair Order Detail.



Repair Orders

Enter any missing details for the repair order detail, and check the box for Is Repair Done? to close this repair detail. If this is the only detail, or the last detail being entered, click Save and Complete Repair Order. Otherwise, click Save.



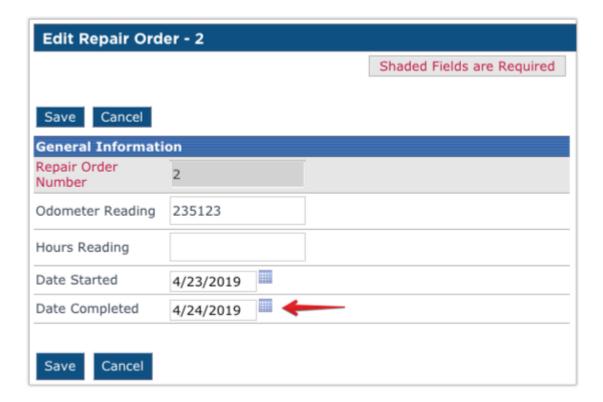
Repeat the above steps for any remaining Repair Order Detail Items. Once all items show as **Complete**, the Repair Order can be completed.



Click Edit next to Repair Order Information.



Enter a Date Completed, and any other needed details, and click Save to close the Repair Order.

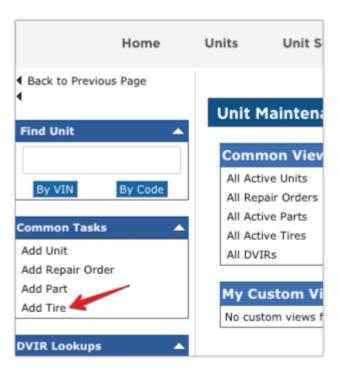


Tire Information

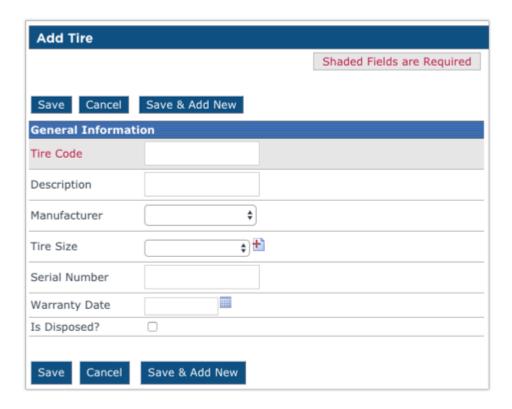
Tire Information

Tire Information

To add Tire Information, go to Vehicle Maintenance > Unit Maintenance. One the left side, under Common Tasks, click Add Tire.



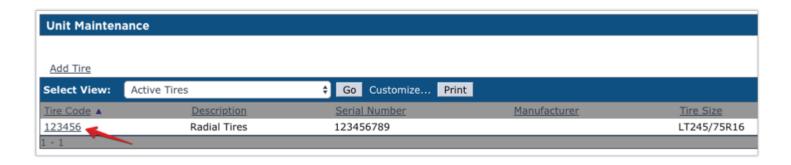
Enter a unique **Tire Code** (30 characters or less). The remaining fields are optional, but it is recommended to enter the **Serial Number**. Click **Save**.



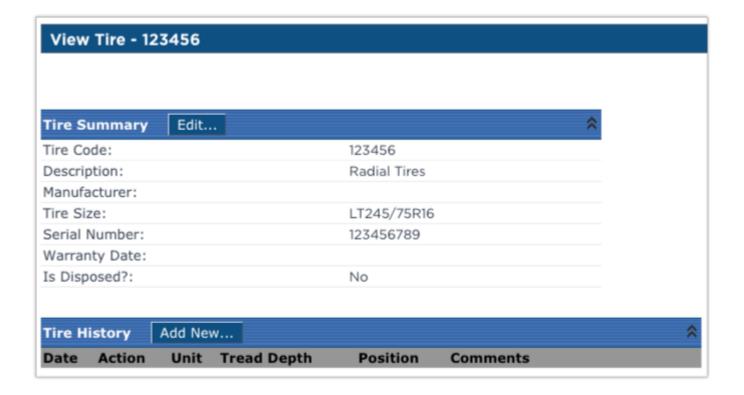
To view the tire information, from the Unit Maintenance tab, click All Active Tires.



Click on the Tire Code of the desired tire.

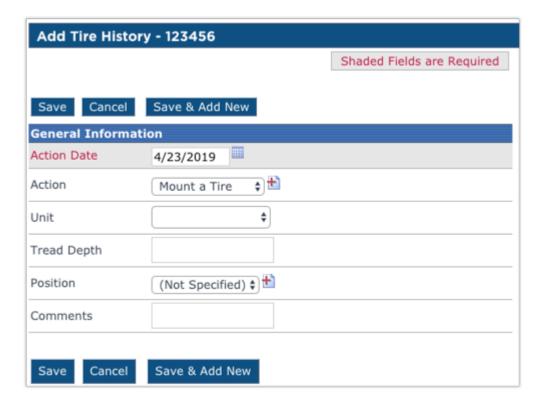


To edit the information about the tire, click **Edit...** next to **Tire Summary**. **Tire History** allows to add action information for the tire.



Tire Information

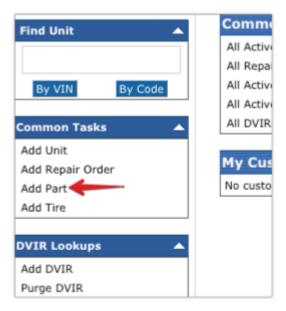
If tire actions were recorded on a repair order, those actions can be changed by editing the repair order, or, by clicking the edit link next to the action. Once information is entered/edited for the action, click **Save**.



Parts Inventory

Adding a Part

From the Unit Maintenance tab, click Add Part under Common Tasks on the left side of the screen.



Parts Inventory

Part Number is required and must be unique. It can be up to 20 characters long.

System Code can be selected to reflect the VMRS (Vehicle Management Reporting Standards).

Billable Tax Rate cannot be edited on this page. This is entered by the company's Encompass Administrator via Vehicle Management > Setup > Unit Maintenance Settings.

Re-Order Point is not the inventory value that triggers an alert to order more of that part.

Stock Quantity is the quantify that is ordered each time the order is placed. It is not the quantity on hand.

0

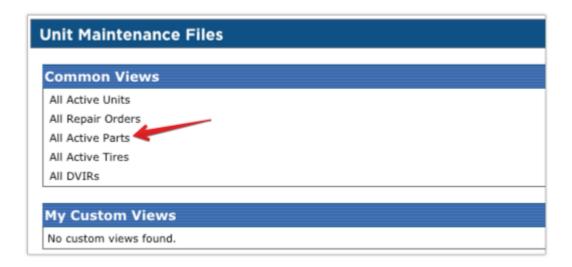
Parts are used on Repair Orders. The Billable Cost helps determine the cost of a repair order.



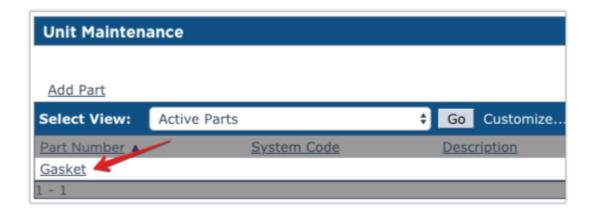
Inventory Transactions

Transactions are used to add inventory after (re)ordering, adjusting quantities on hand, or to track part transfers between locations.

Go to Vehicle Management > Unit Maintenance > All Active Parts.

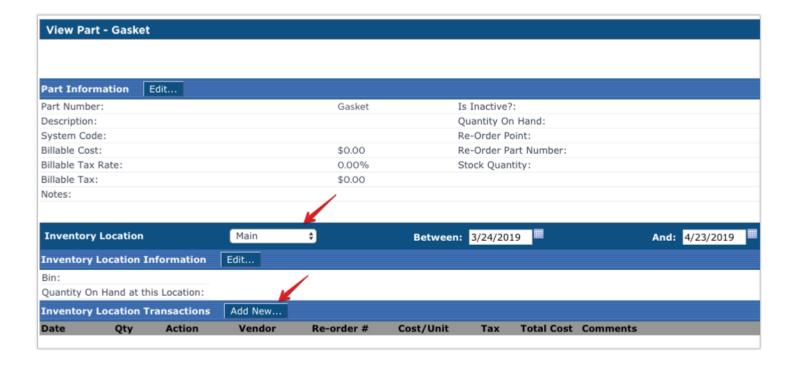


Click on the part number that a transaction needs to be completed for.



Parts Inventory

Choose an **Inventory Location** before modifying location transactions. Once a location is specified, click **Add New...** to create a new inventory transaction for that location.

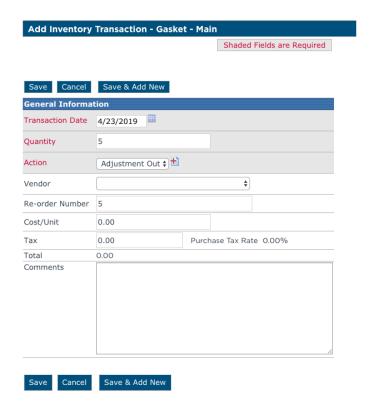


Parts Inventory

Enter the Transactions Date, Quantity, and Action. The remaining details are optional.

Note: The Vendor and Purchase Tax Rate (shown next to the Tax), is set up by going to Vehicle

Management > Setup > Unit Maintenance Setup.

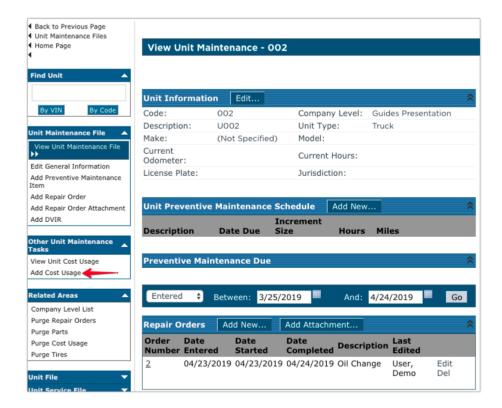


Unit Cost Usage

Adding Unit Cost Usage

Unit Cost Usage is used to track the operation cost of a vehicle, including fuel and oil.

From the Unit Maintenance tab, click on the Unit Code from either searching it on the left hand side in the search bar, or from a list such as All Active Units under Common Views. When viewing the Unit Maintenance File for the unit, click Add Cost Usage on the left hand side under Other Unit Maintenance Tasks (Note: if there is nothing listed under the header, click on the white triangle in the blue bar to the right of header of the section to expand the menu).



Enter the Date (required). Enter in the remaining fields as needed. Click Save when finished.

