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## Driver Dispatch and Two-way Messaging *Based on the Garmin Fleet Management Interface*



## Garmin & The Driver/Dispatch System

Garmin devices come from the factory with a hidden application called the Garmin Fleet Management Interface or FMI for short. When connected to the Babaco SmartAntenna this hidden application replaces the standard user interface with a dispatch screen that includes options for real-time two way messaging and real-time route management.

The Fleet Management Interface is available on all Garmin NUVI devices including Garmin's new 465T which provides the driver with directions based on specific vehicle attributes. The 465T will route a driver point to point avoiding potential hazards like low bridges and keeping the driver off of roads where the vehicle or its cargo are not permitted.

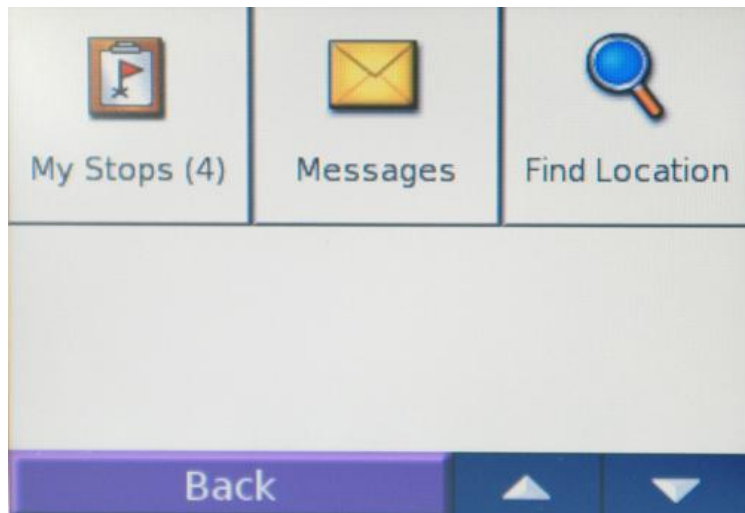
Sending messages and routes to a driver is performed via Babaco's GPS tracking interface. Routes can include multiple stops and can be stored and scheduled multiple times.

# DRIVER DISPATCH



## Garmin FMI Menus

Once attached to the SmartAntenna, the standard Where To button is replaced with the Garmin FMI Dispatch button.



Pressing the Dispatch button presents the driver with the ability to see his or her route, view messages, create messages and they can find a location on the fly.

## Alert Icons

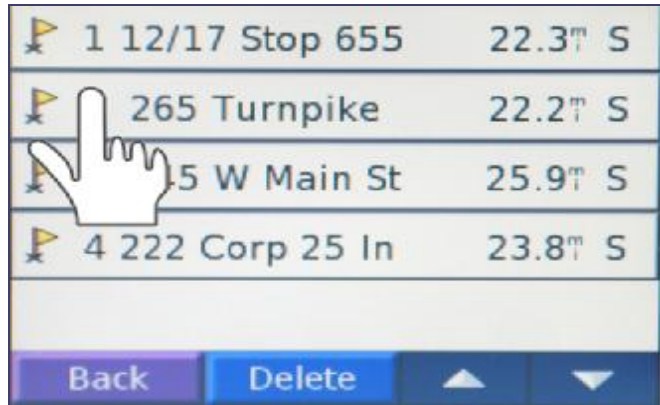


Garmin uses two icons to tell a driver that they have received a new message or a new stop on a route.

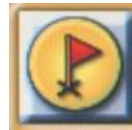
These icons will appear on whatever screen the driver is currently accessing and the driver can see the incoming message or stop by simply pressing on the icon.

*Screens may differ slightly between models.*

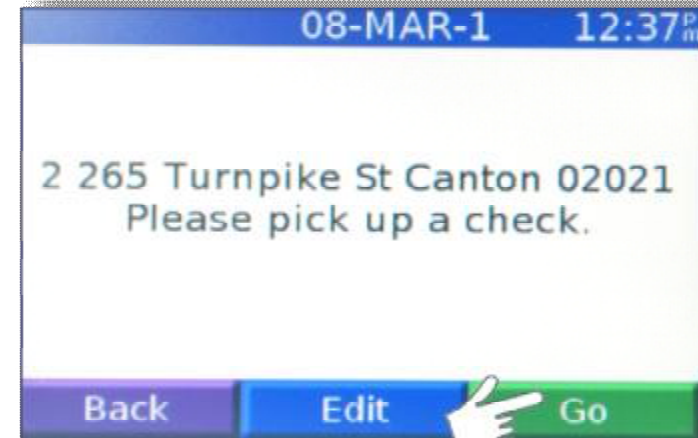
# My Stops



When a driver selects a stop they are presented with a screen that displays the stop related data. Once the driver selects the Go button they are presented with the map and provided with turn by turn driving directions.



When a driver taps the new stop icon or selects My Stops from the main dispatch menu they are presented with a sequenced list of all the stops on their route including the distance to each stop from the vehicles current location.



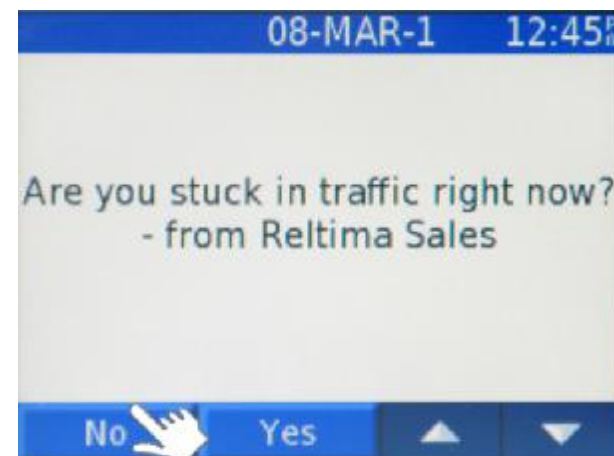
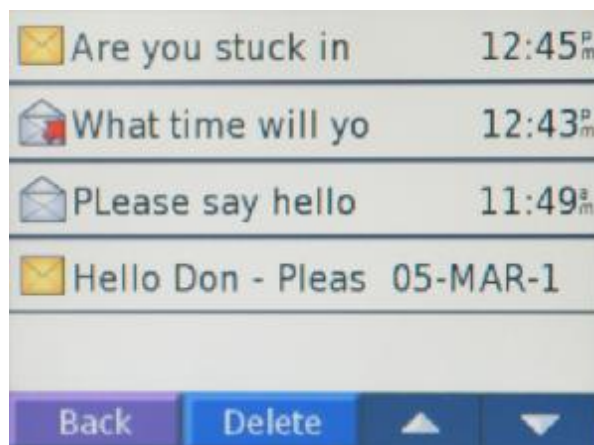
Once a driver presses the Go button the SmartAntenna automatically changes the status of the stop on the server to started. The SmartAntenna uses the coordinates of the stop to determine when a driver arrives at a location and updates the server to reflect the stops arrival and departure times.

## Messaging - *Receiving*

When a new message is sent to the Garmin device the message icon appears and the driver hears an alert signal. The icon remains visible until the message is read.

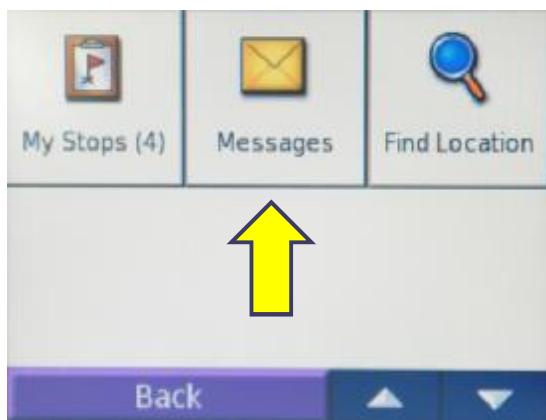
If the driver uses the dispatch menu to view messages they are presented with a listing of all the messages they have in queue. They are provided with the time and an icon describing the message status.

Once a driver is presented the message, they can also be presented with how to respond to a message. This option is selected by the dispatcher at the time the message is created.

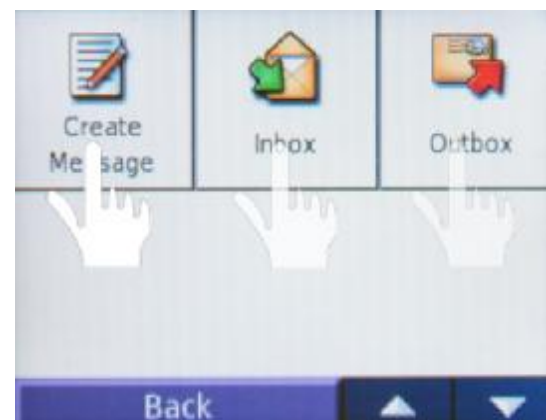


***If a response to message is required the driver will not be able to proceed to another screen until they select the appropriate response.***

## Messaging - *Creating*



To create and send a message from the Garmin simply tap the Messages button and then select the Create Message button. The Garmin Outbox stores messages sent by the driver and provides delivery status and time sent.



To create a message the driver is required to type a message using the touch screen keyboard. Once the message is complete the driver selects the Done button and the system confirms that the driver wants to indeed send the message. Some models provide canned messages the driver may select. These messages are set by the dispatcher.



## The Message Center

The screenshot displays the 'Message View' interface. At the top, there are navigation tabs: Report View, Map View, Split Screen View, Message View (selected), HOS View, and Dispatch View. Below the tabs, the date and time are shown as '4/14/2010 Mail', along with an 'Update' button, an 'auto-update' checkbox, and a timestamp 'Updated: 10:58:26AM'. The 'Send message' section includes a 'Fleet' dropdown set to 'Demo', a 'To' dropdown set to 'John Darienzo - Garmil', and radio buttons for 'Info' (selected), 'Read Receipt', and 'Question Yes/No'. A 'Content' text area is present, along with a 'Send' button and a checkbox for 'append "from Admin" to end of message'. Below this are the 'Inbox' and 'Outbox' sections. The 'Inbox' has a 'From' dropdown set to 'All'. The 'Outbox' has 'To', 'Type', and 'Status' dropdowns, all set to 'All'. The 'Outbox' table lists two messages:

To	Content	Type	Status	Sent	Delivered	Responded	Remove
John Darienzo	Please hand in all toll receipts at the end of your shift	Read Receipt	Sent	9:05 AM			X
John Darienzo	Can you make it to the Bronx by 5pm?	Question	Sent	9:04 AM			X

- The Message view option is available to Garmin FMI customers, as long as, the user is granted access by the company administrator. From this screen dispatch can send messages, view the message status and they can read and reply to incoming driver messages.
- Messages can be sent to a single driver or they can be broadcast to an entire fleet.
- In and out boxes can be quickly filtered to make searching for messages simple.
- All Garmin devices support the option to request a read receipt or ask a yes/no question in which the driver is prompted for a yes or no response.



# Route Management

Search for a route

Route name:

Created: 4/14/2010 11:25:19 AM Last updated: 4/14/2010 11:25:19 AM

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

Assign and Schedule

Date:

Time:

Select a driver

John Darienzo - Garmin  
Driver 1  
Tech 1  
Driver 2  
Driver 3

locations routes All Enter address Enter location name(optional)

Iron Mountain  
John's House  
Meadowlands Sports Complex  
Prudential Center

Street  Radius  feet Name

City  State  Zip  Type

Add Stop Add All Find on Map Add Address Add and Save Location

Include  Seq#  Name  Address  Both  Comment

#	Name	Address	Comment	Up	Down	Edit	Remove
1	Meadowlands Sports Complex	50 NJ-120 East Rutherford, NJ 07072	Pick up a check for \$32				
2	Prudential Center	744 Broad St Newark, NJ 07102	Please get customers signature				

Send Route Now  
 Remove Old Jobs on Mobile  
Dispatch Add Job #

- Routes can be created quickly using existing routes, saved locations or by entering in an address.
- New addresses can be saved as locations for future use in other routes.
- Routes can be scheduled to be sent to a driver immediately or at any time in the future.
- Dispatchers can choose to sequence routes and they can force all old stops to be removed from the Garmin device to avoid confusion. Dispatch can also add job numbers to saved routes on the fly.

# Dispatch View

The screenshot displays a dispatch software interface. At the top, there are navigation tabs: Report View, Map View, Split Screen View, Message View, HOS View, and Dispatch View (which is selected). Below the tabs is a map of the New York City area, showing various landmarks and highways. Two stops are highlighted on the map: Meadowlands Sports Complex (marked with a red pin and number 1) and Prudential Center (marked with a red pin and number 2). Below the map, there is a title bar for the route: "John Darienzo - Garmin's 4/14/2010 Route". To the right of the title bar are buttons for "To Excel" and "Printable", and a timestamp "Updated: 11:34:01AM". Below the title bar is a table with the following columns: #, Name, Address, Comments, Status, Delivered, Started, Arrived, and Completed. The table contains two rows of data for the Saturday route on 4/14/2010 at 9:05:50 AM.

#	Name	Address	Comments	Status	Delivered	Started	Arrived	Completed
<b>Saturday Route 4/14/2010 9:05:50 AM</b>								
1	Meadowlands Sports Complex	50 NJ-120 East Rutherford NJ 07072		Sent				
2	Prudential Center	744 Broad St Newark NJ 07102		Sent				

- Once a route has been dispatched the dispatcher will receive status updates, delivery timestamps and real-time information on when the driver is in route to a stop and also when they arrive and depart the stop. Icons are color coded to reflect the job status and a driver can be sent multiple routes during the day.

## Important Facts About Garmin's Fleet Management Interface

- Please check the following list to insure that your Garmin device is supported. This list will also tell you the version of FMI the specific device supports and the data cable required to connect the Garmin device to the serial port on the SmartAntenna.  
<http://www8.garmin.com/solutions/pnd/supportedproducts.jsp>
- The FMI feature only works when the Garmin device is connected to a SmartAntenna and the Garmin device is connected to a 12 volt constant power source. The FMI feature will not work when the Garmin is on battery power.
- The length of a message may not exceed 110 characters.
- Driving directions vary on different Garmin models. Older models like the NUVI 300 series or 600 series will allow you to select a vehicle type of truck and will keep you off well documented non-commercial roads. Newer models do not have this option. The Garmin 465T uses the vehicles attributes and the attributes of the load to select a route that attempts to get your commercial vehicle to its location legally and safely.
- All messages are between the individual driver and the company. Any message sent by the driver can be viewed by any person with both account access and access to the message function on the server.
- All messages and stops are time stamped at several intervals providing the dispatcher with a clear indication of when something was sent, delivered, viewed, processed and completed.