Handling Alerts in Logmaster: Compliance & Driver Management

15/11/2024 2:18 pm AEDT

Logmaster generates various alerts, some of which require immediate attention for compliance purposes, while others indicate driver behaviour or usage issues that may need to be addressed. Here's a breakdown of how to manage these alerts:

Types of Alerts

- Compliance-Related Alerts
 These alerts need to be investigated by record keepers to ensure regulatory compliance.
- 2. Driver Behavior & Usage Alerts

These indicate behaviours or patterns that may require a conversation with the driver to address and correct any issues.

Alerts Requiring Investigation

Breach Alerts

Breaches need to be investigated promptly.

 Driver Breach
 22/02/2024
 13 days ago
 I days ag

Discretionary Alerts

Event modified by Josh Demo

• Event Modification Alerts These occur when a log entry has been modified and may or may not require further action.

> 11/10/2024 4 days 12:22 ago

• Late Lock Alerts

Event Modification

Alerts for late lock entries are also up to the record keeper's discretion.



Investigation Process

1. Read the Alert

Late Lock

Each alert provides detailed information about the incident or breach.

Dashboard - Business	5					≓ ¢	Business
Overview			Breach Info	×			
¥	Last 24 Hours Pre-Start Checks	8	Jarrod Citizen		38	32	
			Breach Details				
			Masked Breach Level				
Notifications			2023-10-17 21:15:00+11:00				More 😘
Late Lock	Bad Driver has triggered a late lock	event from the mobile, this	Time the breach was calculated at 07:42		e missed some counting advice, we suggest you review the drivers statistics.	14/10/2024 13:37 20 hours ago	i 0
New Defect Form has been submi	itted Jarrod Citizen has submitted a def	ect form at 2024-10-14 13:09 A				14/10/2024 13:09 20 hours ago	i 0
Event Modification	Event modified by Stewart Demo		8:00 Hours Period breached			11/10/2024 12:40 4 days ago	i Ø
Prestart Check Concern	Vehicle DEMO123 failed a prestart of	:heck.	Standard Solo			10/10/2024 19:37 5 days ago	i Ø
Late Lock	Josh Demo has triggered a late loc	k event from the mobile, this	Fatigue Plan		e missed some counting advice, we suggest you review the drivers statistics.	10/10/2024 19:37 5 days ago	i 0
Event Modification	Event modified by Stewart Demo		Type of activity breached			10/10/2024 13:57 5 days ago	î 0
New Defect Form has been submi	itted Stewart Demo has submitted a de	fect form at 2024-10-04 15:14	Belgrave Location at breaching entry			04/10/2024 15:14 11 days ago	10
Fitness Declaration Concern	Josh Demo failed fitness declaratio	n.	2023-10-17 13:26:00+11:00 Counting from			02/10/2024 21:03 12 days ago	1
Prestart Check Concern	Vehicle DEMO123 failed a prestart of	:heck.	Driver Details			02/10/2024 21:0.3 12 days ago	i 0
Event Modification	Event modified by Jerry Citizen		jarrod.citizen@mailinator.com			02/10/2024 17:22 13 days ago	
Driver Breach	Jarrod Citizen has a potential brea	:h.	Email Address			02/10/2024 12:36 13 days ago	
Event Modification	Event Modification Event modified by Josh Demo, and this action cleared a bre		SDemo Licence Number			02/10/2024 12:21 13 days ago 🗾	
			VIC Licence State				

2. Observe the Breach or Failed Form

Refer to the Compliance Report for breaches or review the failed form to understand the issue.

\frown	
Back to Admin Account	NHVR WAHVA Driver Compliance
➡ demo.partner@mailin	Driver Date of Report
→ demo.business@m	Josh Demo 🗸 < 2024-07-04 🛱 >
Business Navigation	
Business Navigation	JOSH DEMO STANDARD-SOLO up: VIC-5demo-20000506 Vehicle: DEMO123
Dashboard	Licence #: 2284375demo State of Licence: VIC
Drivers)	12-Hour Time Enhance Report
Vehicles	Graphical Events Breaches Annotations Logs
Reports	Annotation
Compliance	Comments
Breaches	
Breach Confirmation	Odometer 8
Daily Forms	
Vehicles Report	Location generation
Report Scheduling	
Event Modifications	MID 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 MID
KM & Time Report	
	Work
Admin)	
Support)	Rest do
Fatigue Compliance	Total Work: 02:50 Total Rest: 20:10
Management)	
Forms	

3. Open an Investigation

In Logmaster, initiate an investigation for the breach or failed form.

• • Screenshot of Investigation Screen

4. Add Driver Information & Link the Breach

Include the driver's name and attach the relevant breach or failed form to the investigation.

	Fatigue - Conformance	e							ㄹ 🌢 🔒 Demo Business
Back to Admin Account	Investigation Non Conformance	Performance Management							
➡ demo.partner@mailin	10 Search	YYYY-MM-DD - YYYY-MN							Create Investigation
⇔ demo.business@m								Su	Immary Report Detailed Report
Business Navigation	DRIVER NAME	INVESTIGATION ID	r in the second s				STATUS	SOURCE	ACTIONS
	Josh Demo	67087e92bcfb26c02f670e9c	Create New Invest	tigation		×	Pending	Default	:
				\bigcirc	\bigcirc				
	Josh Demo	6705fc21cef8e4677ce97b5e	•	-0-	(@)	—(b)	Pending	Default	:
	Josh Demo	66fca3a6d99da41135efd1f7	LOOKUP	INVESTIGATION DETAILS	LINK DATA	SUMMARY	Pending	Default	:
	Josh Demo	66f9facd78a18e353ea76636				×	Pending	Default	:
	Josh Demo	66ecf5d76a9f44e99faa4647	Full Name Josh Demo		Date Of Birth 05/06/2000		Pending	Default	:
Fatigue Compliance	Josh Demo	66ecec646a9f44e99fa9f4fd	Licence Number		Licence Expiry		Pending	Default	i
Management -			2284375demo		04/24/2025				
Fatigue Dashboard	Josh Demo	66da80d12802e9340ecf844a	Licence State				Pending	Default	:
Fatigue Accreditation	Josh Demo	66d8061e25e16da4d856603e	VIC				Pending	Default	÷
	Josh Demo	66d50fc4ca7cf9214fa79dde			Next		Pending	Default	:
	Josh Demo	66d1543af06b47e752c0821b			Next		Pending	Default	:
One API	Showing 10 of 170 Entries							Pres	v 1 2 3 4 5 Next
	Showing 1 of 17 Pages								
Mass Management									
😝 Log Out									

5. Speak with the Driver

Have a conversation with the driver to get their perspective, then gather and attach additional evidence if necessary.

	Investigation Non Conformance	e Performance Management							
k to Admin Account demo.partner@mailin	10 Search	YYYY-MM-DD ~ YYYY-MN							Create Investig
+ demo.business@m				Create Interview	×				Summary Report Detailed Rep
ness Navigation				Attendees select from driver list					
	DRIVER NAME	INVESTICATION ID		Add attendee			STATUS	SOURCE	ACTIONS
	Josh Demo	67087e92bcfb26c02f670e9c		Josh Demo 🗴			Pending	Default	:
	Josh Demo	6705fc21cef8e4677ce97b5e	Ad			×	Pending	Default	:
	Josh Demo	66fca3a6d99da41135efd1f7		Interviewers +Subact from driver fist			Pending	Default	1
	Josh Demo	66f9facd78a18e353ea76636		Add interviewer			Pending	Default	:
	Josh Demo	66ecf5d76a9f44e99faa4647	c	lan x			Pending	Default	:
e Compliance	Josh Demo	66ecec646a9f44e99fa9f4fd	No	Interview Date			Pending	Default	:
igement ~	Josh Demo	66da80d12802c9340ccf844a						Default	1
gue Dashboard				Interview Date is required.			Pending		
	Josh Demo	66d8061c25c16da4d856603c		Spoke on the phone Josh has made a user error Manual etnry requested and details provided			Pending	Default	:
	Josh Demo	66d50fc4ca7cf9214fa79dde					Pending	Default	:
	Josh Demo	66d1543af06b47e752c0821b			11		Pending	Default	:
ы	Showing 10 of 170 Entries								Prev 1 2 3 4 5 N
	Showing 1 of 17 Pages			Save					
lanagement				Cancel					

6. Close the Investigation or Attach an NCR

Based on your findings, either close the investigation or escalate by attaching a Non-Conformance Report (NCR).

	Fatigue - Conformance	e		Empty Empty.			🛱 🍁 🍙 Demo Dusiness
Back to Admin Account	Investigation Non Conformance	Performance Management					
🛏 demo.partner@mailin	10 Search	YYYY-MM-DD ~ YYYY-MM					Create Investigation
⇔ demo.business@m							Summary Report Detailed Report
Business Navigation	DRIVER NAME	INVESTIGATION ID			STATUS	SOURCE	ACTIONS
Dashboard							
Drivers >	Josh Demo	67087e92bcfb26c02f670e9c			Pending	Default	1
Vehicles >	Josh Demo	6705fc21cef8e4677ce97b5e			Pending	Default	1
Reports >	Josh Demo	66fca3a6d99da41135efd1f7			Pending	Default	1
Admin >	Josh Demo	66f9facd78a18e353ea76636	Linked Data	וז	Pending	Default	1
	Josh Demo	66ecf5d76a9f44e99faa4647	Breach 🞥	Critical	Pending	Default	1
Fatigue Compliance	Josh Demo	66ecec646a9f44e99fa9f4fd		2024-09-09 18:02:00+10:00	Pending	Default	1
Management 👻				Time of Breach	-		
	Josh Demo	66daB0d12802e9340ecf844a		Breach Time	Pending	Default	i
Conformance Fatigue Accreditation	Josh Demo	66d8061e25e16da4d856603e		24:00 Hours Period	Pending	Default	:
Registers	Josh Demo	66d50fc4ca7cf9214fa79dde		Standard Solo	Pending	Default	÷
	Josh Demo	66d1543af06b47e752c0821b		Rest	Pending	Default	i
One API	Showing 10 of 170 Entries			bpe Yarrabilba			Prev 1 2 3 4 5 Next
	Showing 1 of 17 Pages			Location			W 1 2 3 4 5 NOX
Mass Management				2024-09-09 18:02:00+10:00 Counting Point Start			
Functions >							
Reporting >							
 Log Out Logmaster 2024. All rights reserved 				Finalise Investigation Raise Non-Conformance			

Performance Management (If Required)

From the NCR, determine whether further performance management actions are needed. Attach performance management documentation where applicable.

	Fatigue - Conformance			1		문 🧔 Demo
			Raise a Non Conformance			
Back to Admin Account	Investigation Non Conformance Perfo					
⇔ demo.partner@mailin	10 Search	YYYY-MM-DD ~ YYYY-MN	User Type Driver			Create Investigation
⇔ demo.business@m			Uniter V	J		Summary Report Detailed Report
Business Navigation			Josh Demo			
Dashboard	DRIVER NAME	INVESTIGATION ID	NCR Date	STATUS	SOURCE	ACTIONS
Drivers >	Josh Demo	67087e92bcfb26c02f670e9c	12/10/2024	Pending	Default	1
Vehicles +	Josh Demo	6705fc21cef8e4677ce97b5e	Description	Pending	Default	÷
Reports +	Josh Demo	66fca3a6d99da41135efd1f7	Locked in a breach with incorrect information	Pending	Default	i
Admin →	Josh Demo	66f9facd78a18e353ea76636	Short Term Suggestion Training required - rewatch video 3	Pending	Default	:
Support +	Josh Demo	66ecf5d76a9f44e99faa4647	1.	Pending	Default	:
Fatigue Compliance	Josh Demo	66ecec646a9f44e99fa9f4fd	Long Term Suggestion	Pending	Default	1
Management +	Josh Demo	000000408544055485440	Driver to spoeak with record keeper about any breaches at the time of locking		Default	
Fatigue Dashboard	Josh Demo	66da80d12802e9340ecf844a		Pending	Default	:
Conformance	Josh Demo	66d8061e25e16da4d856603e	Linked Investigation 67087e92bcfb26c02f670e9c	Pending	Default	:
Fatigue Accreditation	Josh Demo	66d50fc4ca7cf9214fa79dde	Sian Below	Pending	Default	1
Forms +	Josh Demo	66d1543af06b47e752c0821b	agii below	Pending	Default	1
One API	Showing 10 of 170 Entries		5/			Prev 1 2 3 4 5 Next
Dashboard	Showing 1 of 17 Pages					P10V 1 2 3 4 5 NUX
Mass Management			Clear Signature			
Functions >			Submit			
Reporting >						
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