

# 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

### 1. 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** Jarrod Citizen has a potential breach.

02/10/2024 12:36 13 days ago



### • Failed Form Alerts

Failed forms indicate an issue that needs further review.

**Fitness Declaration Concern** Josh Demo failed fitness declaration.

02/10/2024 21:03 12 days ago



## Discretionary Alerts

### • Event Modification Alerts

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

**Event Modification** Event modified by Josh Demo

11/10/2024 12:22 4 days ago



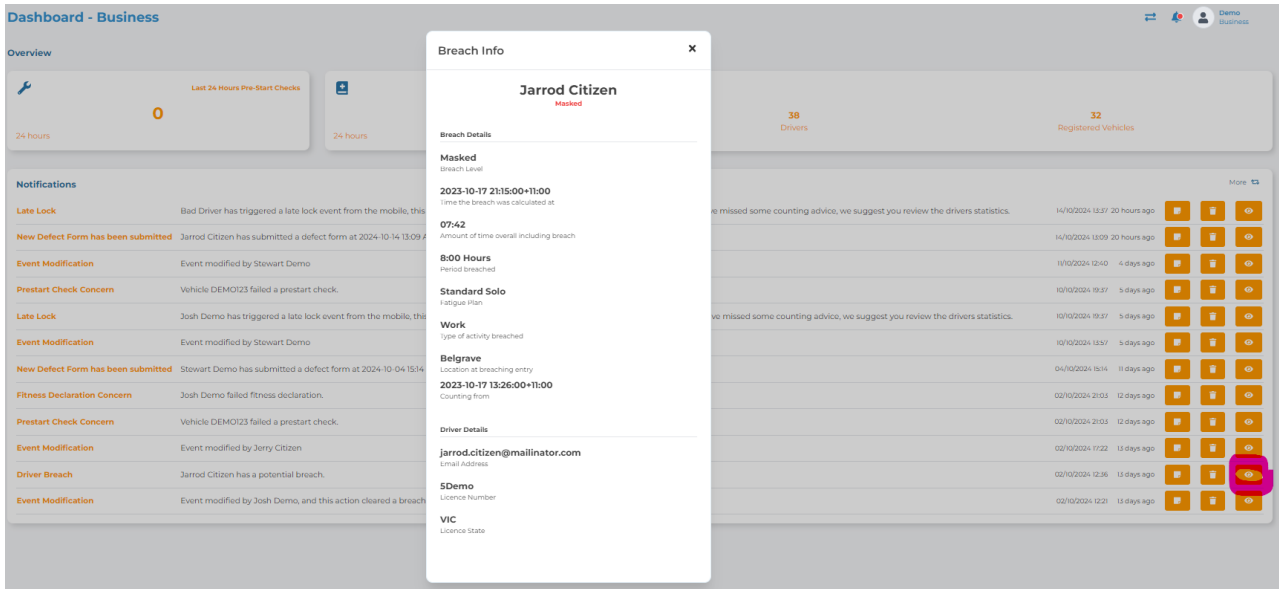
### • Late Lock Alerts

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

# Investigation Process

## 1. Read the Alert

Each alert provides detailed information about the incident or breach.



## 2. Observe the Breach or Failed Form

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

**LOGMASTER**

Back to Admin Account  
demo.partner@mailin...  
demo.business@m...

**Business Navigation**

- Dashboard
- Drivers
- Vehicles
- Reports
  - Compliance
  - Breaches
  - Breach Confirmation
  - Daily Forms
  - Vehicles Report
  - Report Scheduling
  - Event Modifications
  - KM & Time Report
- Admin
- Support
- Fatigue Compliance
  - Management
  - Forms

NHVR WAHVA Driver Compliance

Driver: Josh Demo Date of Report: 2024-07-04

**JOSH DEMO STANDARD-SOLO**

UDI: VIC-5demo-20000506 Vehicle: DEMO123  
Licence #: 2284375demo State of Licence: VIC

12-Hour Time Enhance Report

Graphical Events Breaches Annotations Logs

Annotation	Comments	Odometer	Location
		646184	Yarrabilla

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

Work Rest

Total Work: 02:50 Total Rest: 20:10

### 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.

**LOGMASTER**

Back to Admin Account  
demo.partner@mailin...  
demo.business@m...

**Business Navigation**

- Dashboard
- Drivers
- Vehicles
- Reports
- Admin
- Support
- Fatigue Compliance
  - Management
    - Fatigue Dashboard
    - Conformance
    - Fatigue Accreditation
    - Registers
    - Forms
- One API
  - Dashboard
  - Mass Management
  - Functions
  - Reporting
- Log Out

Fatigue - Conformance

Investigation Non Conformance Performance Management

10 Search YYYY-MM-DD - YYYY-MM

Create Investigation  
Summary Report Detailed Report

DRIVER NAME	INVESTIGATION ID	STATUS	SOURCE	ACTIONS
Josh Demo	670f8f52b0f526c02767069c	Pending	Default	
Josh Demo	6709621c0f8e4677c29785e	Pending	Default	
Josh Demo	66fca3a6d993a41135c6d9f7	Pending	Default	
Josh Demo	66f9acd7818e353e716636	Pending	Default	
Josh Demo	66ecf5d7609f44c99f64647	Pending	Default	
Josh Demo	66eccc45d9f44c99f69f4f3	Pending	Default	
Josh Demo	66d480d1290293540ec944e	Pending	Default	
Josh Demo	66d906a25e16c948856603e	Pending	Default	
Josh Demo	66d05f4cc7f52147d7909e	Pending	Default	
Josh Demo	66d1543d06b476752c0827b	Pending	Default	

**Create New Investigation**

LOOKUP INVESTIGATION DETAILS LINK DATA SUMMARY

Full Name: Josh Demo Date of Birth: 05/06/2000

Licence Number: 2284375demo Licence Expiry: 04/24/2025

Licence State: VIC

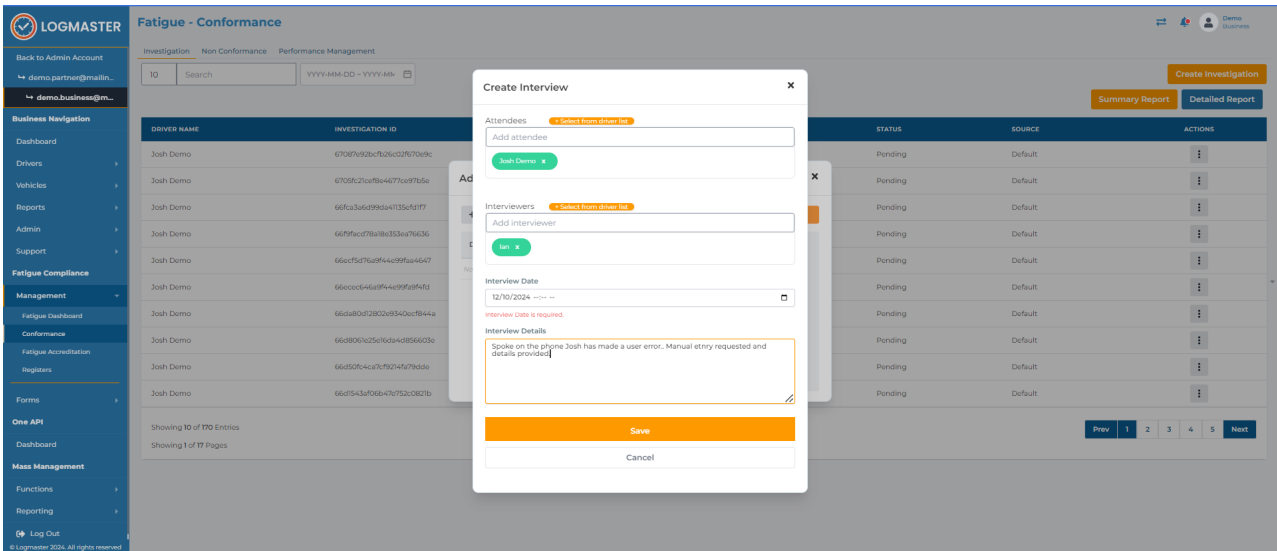
Next

Showing 10 of 170 Entries  
Showing 1 of 77 Pages

Prev 1 2 3 4 5 Next

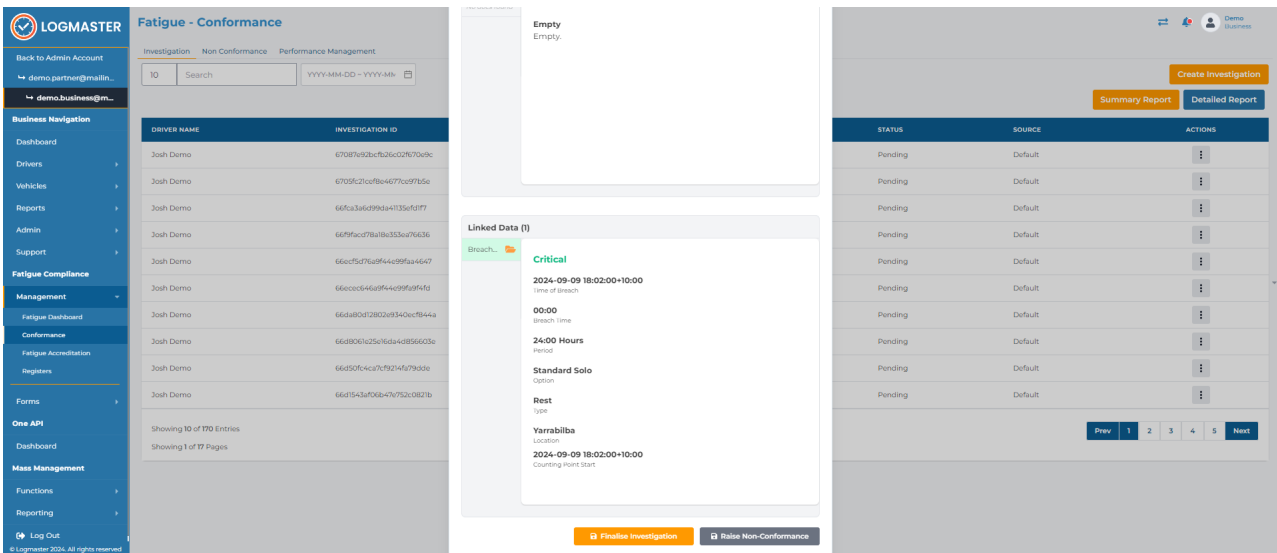
### 5. Speak with the Driver

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



## 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).



## Performance Management (If Required)

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

10 Search YYYY-MM-DD - YYYY-MM

DRIVER NAME	INVESTIGATION ID
Josh Demo	6708f92bc7f26c0276709dc
Josh Demo	6705a21ccf8a4677cc997b5e
Josh Demo	66fca36d99da4735cf0f7
Josh Demo	66f9facd78a18a353a76636
Josh Demo	66ecf576a9f44c99faa4647
Josh Demo	66cc0c46d9f44c99fa9fd
Josh Demo	66d489d72802a9540cc7b44a
Josh Demo	66d806c25e16da4d856603a
Josh Demo	66c50f4cc7f79274fa793db
Josh Demo	66d1543a706b476752c0827b

Showing 10 of 170 Entries  
Showing 1 of 17 Pages

**Raise a Non Conformance** ✕

User Type  
Driver

Josh Demo

NCR Date  
12/10/2024

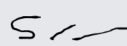
Description  
Locked in a breach with incorrect information

Short Term Suggestion  
Training required - re-watch video 3

Long Term Suggestion  
Driver to speak with record keeper about any breaches at the time of locking

Linked Investigation  
6708f92bc7f26c0276709dc

Sign Below



Clear Signature

Submit

Demo Business

Create Investigation

Summary Report Detailed Report

STATUS	SOURCE	ACTIONS
Pending	Default	⋮
Pending	Default	⋮
Pending	Default	⋮
Pending	Default	⋮
Pending	Default	⋮
Pending	Default	⋮
Pending	Default	⋮
Pending	Default	⋮
Pending	Default	⋮
Pending	Default	⋮

Prev 1 2 3 4 5 Next