# 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					≓ <b>¢</b>	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	<b>i</b> 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	<b>i</b> 0
Event Modification	Event modified by Stewart Demo		8:00 Hours Period breached			11/10/2024 12:40 4 days ago	<b>i</b> Ø
Prestart Check Concern	Vehicle DEMO123 failed a prestart of	:heck.	Standard Solo			10/10/2024 19:37 5 days ago	<b>i</b> 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	<b>i</b> 0
Event Modification	Event modified by Stewart Demo		Type of activity breached			10/10/2024 13:57 5 days ago	<b>î</b> 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	<b>i</b> 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>b</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 >							
<ul> <li>Log Out</li> <li>Logmaster 2024. All rights reserved</li> </ul>				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 >						
Log Out     Logmaster 2024. All rights reserved						