Last updated: October 19, 2017

The Digital Fleet platform will place job sites for tickets based on information provided to us via your dispatch system. The purpose of this document is to help you understand our logic, which tickets we could not place and how you can improve ticket address placement.

Current Logic

Ticket address information is provided to us in a structured format. There are multiple fields that can be provided to us including Latitude, Longitude, Address, City, State and Zip Code.

1. If lat, long is provided
    a. If the ticket has a lat, long we use the provided lat, long. The only exception to this is if we are provided 0,0 as the lat, long in which case it is ignored.
2. If lat, long is NOT provided
    a. We use the provided Address, City, State and Zip Code fields. For the fields that are provided to us, we combine them separated by commas and use that as input to the Google Geocoding API.
        i. Example - all fields provided:
            1. Ticket Data Provided:
                a. Address = 123 Main Street
                b. City = Chicago
                c. State = IL
                d. Zip Code = 60654
            2. Input to Google: 123 Main Street, Chicago, IL, 60654
        ii. Example - City and State Not Provided:
            1. Ticket Data Provided:
                a. Address = 123 Main Street
                b. City =
                c. State =
                d. Zip Code = 60654
            2. Input to Google: 123 Main Street, 60654
        iii. We use the Google Geocoding API to attempt to place the address.
            1. If we receive exactly 1 response from Google, that is where we place the jobsite.

2. If we receive zero results or multiple results from Google, we are unable to place the jobsite. These tickets and the address details will show up on the Ticket Bad Addresses report.

The Ticket Bad Addresses Report

This report shows all invalid addresses for a Truck, Yard, Order and Ticket. The details of the address information provided are displayed.

Records shown in this report should obviously be errors that we could not place. If you see addresses that you believe to be correct and placeable, you can test it out in the Google Geocoding API page and/or reach out to us.

Please reach out to us at support@digitalfleet.com or 630.518.4606 if you have any questions.