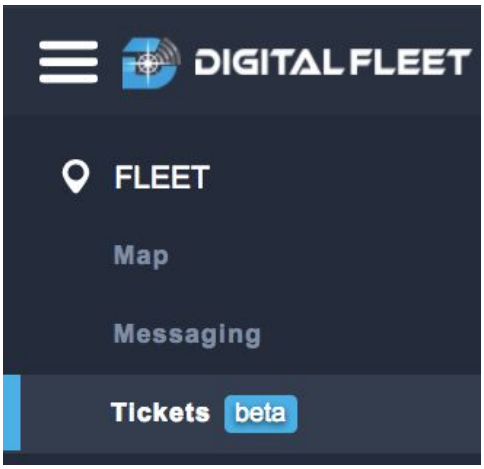
Last updated: April 25, 2018

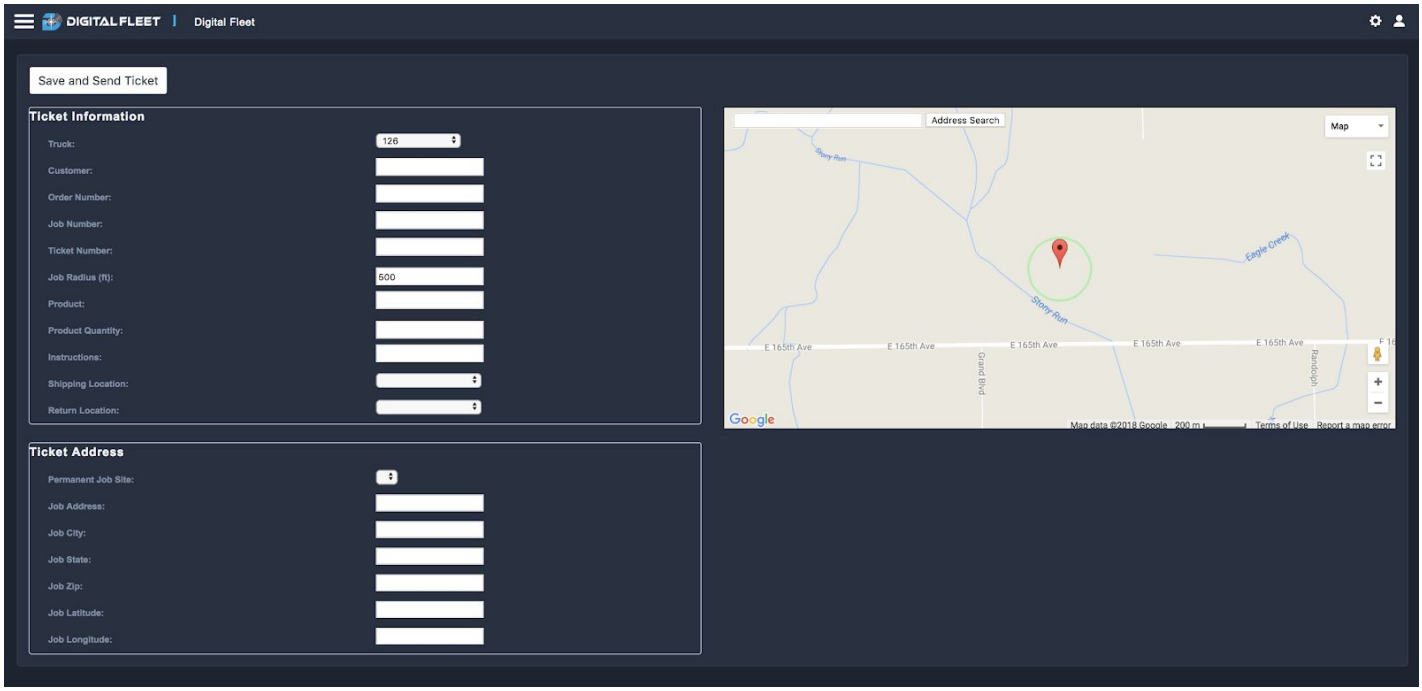
Digital Fleet has added the ability to ticket an individual truck outside of dispatch. While a majority of your tickets are sent to Digital Fleet via our integration with your dispatch software, there are scenarios where being able to ticket an individual truck is advantageous. The most common use case is simply trucks that are not dispatched, often times this is a Material Trucks that a Ready Mix producer operates.

Tickets

To ticket a truck, you will see a new option is available in the left hand navigation of the Digital Fleet website. Under the FLEET heading, there is a hyperlink Tickets. (*As of April 2018, this is marked with a "beta" label as it is new functionality that we are testing with a few customers.)*



Clicking on Tickets will load the following screen, which is divided into 3 sections: Ticket Information, Ticket Address and a Map.



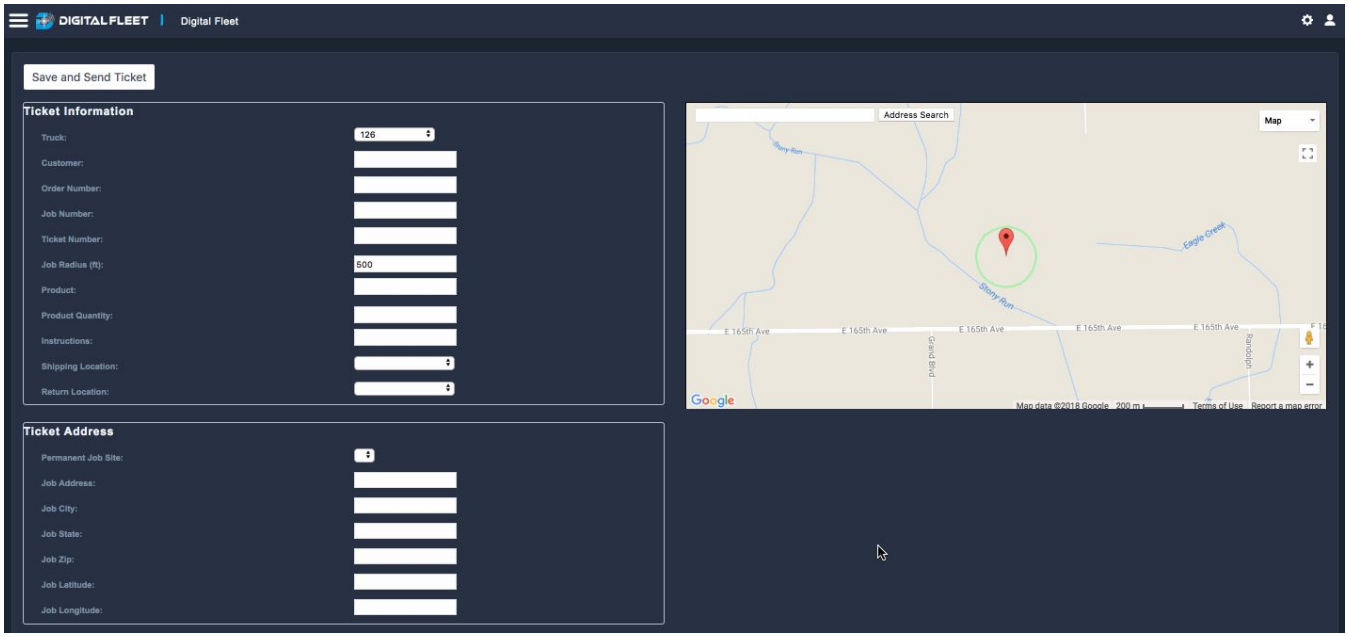
Ticket Information

To ticket a truck, you must fill out the Ticket Information by first selecting the truck you wish to send the truck to. The form will indicate to you the required fields including customer, order, job and ticket number.

Ticket Address

You have multiple options for providing an address for the ticket. You can select a Permanent Job Site, you can use the map to find an exact location or you can manually enter the address information.

Here is an example animation of using the map to find and fill in the ticket address information. You can use the address search functionality to find a point of interest, drag the pin and the exact location, along with lat and long are automatically populated in the Ticket Address fields.



Save and Send Ticket

Once you have filled out the required information, clicking “Save and Send Ticket” will ticket the truck. The driver experience on the tablet is the exact same if the ticket was created via dispatch or via this web form.

The ticket will status exactly the same inside of Digital Fleet - leaving the plant, on route to job, arriving at the job, leaving, etc.

Please reach out to us at support@digitalfleet.com or 630.518.4606 to let us know if you are interested in using this feature.