

Create new service reminders by entering them into the web portal or importing a spreadsheet for batch entries. After creating a reminder, you can receive notification whenever scheduled service is approaching or is past due.

Create a Service Reminder

You can create an unlimited number of service reminders for each vehicle in your fleet, and you can define custom service intervals in miles, hours, and/or dates (days).

EXAMPLE

Company XYZ wants to require all Delivery vehicles to have an oil change every 3,000 miles and a vehicle inspection every 100 engine hours.

► To create a service reminder:

1. From the portal, hover over the **Account** menu, click **Service Reminders**, and click **Open**.

The Vehicle Maintenance Schedule page opens in a new browser tab. The list of vehicles in your fleet are shown in the Vehicle Maintenance Schedule grid.

1. Click **Add** (plus icon) next to the vehicle for which you want to schedule service.

Vehicle Maintenance Schedule

Filter by group:

Delivery

Define service schedules for the vehicles in your fleet. Optionally define scheduled reports to remind you of service.

▼ Vehicle	Odometer	Run Time	Service	Interval	Next
56 JESSE	95,508 mi.	662.7 hrs	not set	N/A	not set

1. In the Add Maintenance Alert window, enter a custom label to identify the service. In the Company XYZ example, the first service reminder we need to create is an Oil Change.
2. Using miles, hours, and/or a date, enter the appropriate value(s) for the next service. In the Company XYZ example, Truck 150's odometer is currently at 95,508 miles. Assuming it has just been serviced, the next service should take place in another 3,000 miles, which is 98,508.



Note. Although you can enter values for miles, hours, and date, most services are sufficiently defined by one value. For example, a date might be most appropriate for a vehicle registration renewal because that type of maintenance is not measured in miles or hours. If you do enter more than one value, the order of precedence for how the reminder settings are configured relies on whatever value triggers first.

1. Using miles and/or hours, enter the appropriate value(s) for the interval between each future service. In

the Company XYZ example, oil changes for JESSE should take place every 3,000 miles.


- Click **Schedule Now**.

Add Maintenance Alert

Schedule Service Reminder

Label: Oil Change

Vehicle: 56 JESSE

Odometer: 95,508 mi. 

Run Time: 662.7 hrs

Next Service: 98,508 mi.

All three can be set. The closest will be shown.


hrs

Date

Intervals: 3000 mi.

hrs

days

Schedule Now 

Service History


New Service Log

Depending on the values you entered, a message may appear to prompt you to create a service log. In the Company XYZ example, we assume JESSE has just been serviced. Although it would be reasonable to add the first service entry now, we'll wait to do this until later.

- Click **Cancel**.

Create Service Log for this service?

OK

Cancel 

- Close the Add Maintenance Alert window.

The details of the new service reminder appear in the Vehicle Maintenance Schedule grid.

Vehicle Maintenance Schedule			Filter by group: <div>Delivery</div>			
Define service schedules for the vehicles in your fleet. Optionally define scheduled reports to remind you of service.						
▼ Vehicle	Odometer	Run Time	Service	Interval	Next	
56 JESSE <div>+</div>	95,508 mi.	662.7 hrs	Oil Change	3,000.0 mi.	98,508.0 mi. <div></div>	

In the Company XYZ example, we should repeat the steps to create a new service reminder for a vehicle

inspection every 100 engine hours. If a vehicle has multiple service reminders, they are added as new line items under the vehicle name.

Vehicle Maintenance Schedule

Filter by group:

Delivery

Define service schedules for the vehicles in your fleet. Optionally define scheduled reports to remind you of service.

Vehicle	Odometer	Run Time	Service	Interval	Next
56 JESSE	95,508 mi.	662.7 hrs	Inspection	100 hrs	762 hrs
			Oil Change	3,000.0 mi.	98,508.0 mi.

For each service reminder, when the odometer value, run time, or date (if applicable) reaches less than 20% of the service interval remaining, a warning indicator appears. Warnings start in yellow, and they intensify to orange and red hues as the service gets closer or past due.

► Determining the Value of the Date vs. Odometer

The “closer” of the schedules is calculated by figuring the remaining hours/miles/days against the interval and showing the one that has the closer percentage remaining. In this example, see the vehicle “SG23441.”

Vehicle Maintenance Schedule

Search:

Filter by group:

ALL VEHICLES

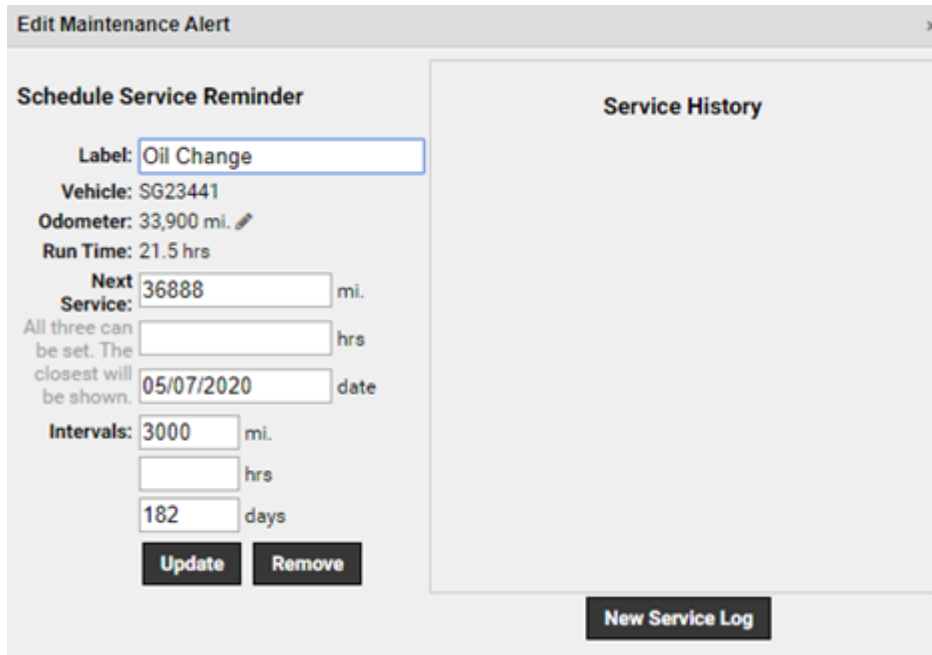
filter

Define service schedules for the vehicles in your fleet. Optionally define scheduled reports to remind you of upcoming service.

Vehicle		Odometer	Run Time	Service	Interval	Next
SG29347	+	19,098 mi.	23.2 hrs	Oil Change	182 days	May 07, 2020
SG25592	+	55,956 mi.	5.9 hrs	Oil Change	182 days	May 07, 2020
SG23787	+	20,446 mi.	13.1 hrs	Oil Change	182 days	May 07, 2020
SG23442	+	210 mi.	34.5 hrs	Oil Change	182 days	May 07, 2020
SG23441	+	33,900 mi.	21.5 hrs	Oil Change	182 days	May 07, 2020
SG23435	+	28,298 mi.	6.9 hrs	Oil Change	182 days	May 07, 2020
SG23432	+	31,644 mi.	9.3 hrs	Oil Change	182 days	May 07, 2020
SG23229	+	79,205 mi.	3.1 hrs	Oil Change	182 days	May 07, 2020

The current odometer is 33,900 mi, with a target for the next service at 36,888 mi. With an interval of 3000 miles and a difference between the current mileage of exactly 2998 miles, the remaining is 99.6%. The current date is 11/8/2019 with a target date of 5/7/2020.

The dates are similar, but with an interval of 182 days and a difference of 181 days, the remaining is 99.4%. Because the days are closer (by a hair, 99.4% vs 99.6%), the dates are being shown.



Import Service Reminder Spreadsheet

A spreadsheet import is helpful for performing batch functions.

► To import the Create Service Reminders spreadsheet:

1. From the portal, hover over the **Account** menu, click **Manage Vehicles**, and then click **Update/Export items using a spreadsheet**.
2. From the Export Details to Spreadsheet area, choose to export Vehicle Labels/Details to CSV (Comma Separated Values) format, and click Save to File. (We will return to this file later.)
3. Download a CSV Example template (#1) next to the **Create Service Reminders** spreadsheet action.

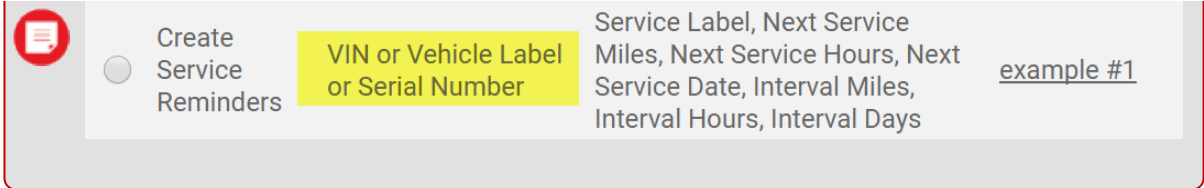


Note. Within the spreadsheet, column names appear in Row 1 and an example record appears in Row 2.

1. Within the spreadsheet, column names appear in Row 1 and an example record appears in Row 2. Using the file you just exported, replace Row 2+ with your own data. You may want to copy/paste one column at a time into the Example spreadsheet since the columns will be different than the column's from the file you're copying.



Note. Field(s) in the Reference column on the Update/Export page are required.



2. Save the spreadsheet with your changes.
3. From the portal in the Spreadsheet Actions grid, click the **Create Service Reminders** option.
4. From the Import Step 1: Upload CSV or Excel File grid, click **Choose File**.
5. In the Open window, browse to the location where you saved the example file for import, and double-click it.
6. Click **Upload Now**.

Import Step 1: Upload CSV or Excel File

Instructions: Create a spreadsheet with all your vehicles in rows.

Spreadsheet: service_remi...ght-duty.csv

The Import Step 2: Define Columns grid appears. This grid allows you to see how your spreadsheet column names (shown in the drop-downs) will be applied to the appropriate fields in the portal (shown in bold). Select the Reference item and match it to the Reference column in your spreadsheet. No changes will be made to the data listed in the Reference column; this will only be used as the identifier to update auxiliary information. Set any fields marked "IGNORE" to the appropriate column name if they will be updated. If you don't want to add/update those columns, leave them set to "IGNORE." Some spreadsheets don't have columns named specifically for "Update" purposes. In those cases, search for the Update section within the drop-down window of the field you want to update.

1. Click **Preview the Import**.

The Import Step 3: Preview Import Data grid appears. This grid allows you to verify the data that will be imported. Valid values for reference fields will be marked with a green check box. The next action will overwrite/add data in the portal, so it's very important to verify that columns are being mapped to the correct areas within the portal. If you haven't already exported your current data as a backup, do so now!

1. Click **Proceed with Import**.

The Import Step 4: Import All Data grid appears. This grid provides a summary of the import results. If any rows were skipped, they will be listed here with the reason they were not imported.

Import Step 4 - Import All Data

The following actions were taken.

[Results of import message displays here.]

[Specific rows that apply to the result message display here.]

Manage Service Reminder Notifications

After you create a service reminder for a vehicle, you can monitor upcoming and overdue maintenance using the following:

Tool	Example																
Service Reminder Alert	<div><div><div>Create new Service Reminder Alert</div><div><div>Vehicle: ALL VEHICLES</div><div>Alert Subject: SERVICE REMINDER ALERT</div><div>Addresses: bob.thatcher@xyz.deno, 555-393-3833</div><div><input type="checkbox"/> send with note: no current outage or the contact info for the vehicle</div><div>Notify Driver: <input type="checkbox"/> send with note: no current outage or the contact info for the vehicle</div><div>Alert Threshold: 500 Miles 40 Days 7 Hours</div><div>Alerts sent when thresholds (before service) crossed and also when overdue</div><div>Repeat Delay: 2 Minimum minutes between alerts</div><div>Per-Vehicle Delay: 20 Minimum for alerts on same vehicle</div><div>Active: <input checked="" type="radio"/> yes <input type="radio"/> no apply date range</div><div>Create New Alert</div></div></div><div><div>Service Reminder Alert (xyz_admin)</div><div>TR-150 1 service reminder: Oil Change in 300 miles</div></div></div>																
Service Reminders Report (ad hoc)	<div><div>Scheduled Service Overview</div><div><div>Vehicle Group: ALL VEHICLES</div><div>Report: Overview</div><div>Period: 1/1/2015 - 1/31/2015</div><div>Buttons: [Download] [Refresh] [Filter]</div></div><div><div>Service Legend</div><div><div>Next 300 Miles (Yellow)</div><div>Next 400 Miles (Orange)</div><div>Next 500 Miles (Red)</div><div>Next 600 Miles (Dark Red)</div><div>Next 700 Miles (Black)</div></div></div><div><div>Scheduled Service Report</div><div><table><tr><th>Vehicle</th><th>Service</th><th>Next Service</th><th>Next Date</th></tr><tr><td>Adam G Prius</td><td>Oil Change</td><td>500 mi</td><td>1/15/2015</td></tr><tr><td>Kristin PNP-3000V</td><td>Inspection</td><td>150 hrs</td><td>1/15/2015</td></tr><tr><td>Lance PnP</td><td>Oil Change</td><td>300 mi</td><td>1/15/2015</td></tr></table></div></div></div>	Vehicle	Service	Next Service	Next Date	Adam G Prius	Oil Change	500 mi	1/15/2015	Kristin PNP-3000V	Inspection	150 hrs	1/15/2015	Lance PnP	Oil Change	300 mi	1/15/2015
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Service Reminders Report (scheduled)	<div><div>Service Reminders</div><div><div>Pending service reminders for your fleet</div><div>Vehicle: ALL VEHICLES</div><div>Schedule: Monthly</div><div>Email Subject: Service Reminders</div><div>Email subject (= Weekly Speeding Report)</div><div>Addresses: bob.thatcher@xyz.deno</div><div>Sort By: Next Service</div><div>Email Body: <input checked="" type="checkbox"/> HTML <input type="checkbox"/> Text</div><div>Attachments: <input type="checkbox"/> None <input type="checkbox"/> No zipped</div><div>Delivery: <input type="checkbox"/> Don't send empty reports</div><div>Active: <input checked="" type="radio"/> Yes <input type="radio"/> No</div><div>Schedule Report</div></div><div><div>Scheduled Service Overview</div><div><div>Vehicle Group: ALL VEHICLES</div><div>Report: Overview</div><div>Period: 1/1/2015 - 1/31/2015</div><div>Buttons: [Download] [Refresh] [Filter]</div></div><div><div>Service Legend</div><div><div>Next 300 Miles (Yellow)</div><div>Next 400 Miles (Orange)</div><div>Next 500 Miles (Red)</div><div>Next 600 Miles (Dark Red)</div><div>Next 700 Miles (Black)</div></div></div><div><div>Scheduled Service Report</div><div><table><tr><th>Vehicle</th><th>Service</th><th>Next Service</th><th>Next Date</th></tr><tr><td>Adam G Prius</td><td>Oil Change</td><td>500 mi</td><td>1/15/2015</td></tr><tr><td>Kristin PNP-3000V</td><td>Inspection</td><td>150 hrs</td><td>1/15/2015</td></tr><tr><td>Lance PnP</td><td>Oil Change</td><td>300 mi</td><td>1/15/2015</td></tr></table></div></div></div></div>	Vehicle	Service	Next Service	Next Date	Adam G Prius	Oil Change	500 mi	1/15/2015	Kristin PNP-3000V	Inspection	150 hrs	1/15/2015	Lance PnP	Oil Change	300 mi	1/15/2015
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Service Reminders Dashlet	<div><div>Service Reminders [ALL VEHICLES]</div><div><div>Vehicle</div><div>Odometer</div><div>Run Time</div><div>Interval</div><div>Service</div><div>Next</div></div><div><div>Adam G Prius</div><div>60,679 mi.</div><div>178.1 hours</div><div>5,000 mi.</div><div>Oil Change</div><div>61,235 mi.</div></div><div><div>Kristin PNP-3000V</div><div>60,041 mi.</div><div>178.9 hours</div><div>150 hours</div><div>Inspection</div><div>175 hours</div></div><div><div>Lance PnP</div><div>5,925 mi.</div><div>349.0 hours</div><div>3,000 mi.</div><div>Oil Change</div><div>5,000 mi.</div></div></div>																