

‘Shift Manager’ Software by **MACIS Limited**

This software is designed around the actual activity taking place in thousands of transport offices up and down the country every working day of the year.

In order for the software to remain effective users should understand that from the very start the administrative systems as imposed by the software must be maintained in real time as each new event occurs. It is of paramount importance that driver shift allocations are made by the correct operation of the software and not ‘off the cuff’ with the information being added into the software at some later date. The latter will inevitably lead to drivers being allocated to shifts which, when examined against the Drivers Hours and Tachograph Regulations, will prove to have been inappropriate.

The software’s originality was born out of the need to find the means to store, instantly access and process large amounts of data against a vast range of criteria, in order to evaluate each driver’s legality to commence a proposed shift at each and every point in time an allocation is necessary.

It soon became clear that software with such a wide ranging specification in terms of operational necessity could also provide numerous spin off benefits to the operator in terms of operational and financial reports.

Below is a list of the benefits provided from the software so that the uninitiated may begin to understand and appreciate its functionality.

This software provides the user with benefits and attributes set out under three distinct headings. These are: -

1. **PASSIVE** – record keeping;
2. **ACTIVE** – computer generated prompts; and
3. **PROACTIVE** – computer generated options as identified, retrieved and displayed by programmed algorithms.

PASSIVE

First and foremost the software and its associated database is a repository for all the operational data that accumulates by the business as it functions. These are: -

Personnel

Provides a database for the filing of all the detailed information:-

1. Personal details for all staff and registered workers; including
2. Age, qualification, nationality, home address, local address, next of kin;
3. Passport size photograph;
4. Drivers Licence Number;
5. DVLA Drivers Licence Verification checks and history – auto reminder set at intervals of 0 – 12 weeks.

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Clients/Operators

Provides a database for the filing of all the detailed information:-

1. Business details for all clients to your business; including
2. Operational address, Invoice Address, Telephone and Facsimile numbers;

Subcontractors/Agencies

Provides a database for the filing of all the detailed information:-

1. Business details for all clients to your business; including
2. Operational address, Invoice Address, Telephone and Facsimile numbers;

Contacts

Provides a database for the filing of all the detailed information:-

1. Full contact details associated and related to their employers;
2. Details of positions held;
3. Telephone numbers, mobile numbers, email and facsimile details.

Shifts/Duties

Provides a database for the filing of all the detailed information for every shift received, including :-

1. Full client operator and subcontractor agency details associated and related to the shift;
2. Shift start date and time field;
3. Contact details related to the operational personal allocating the shift or running the shift;
4. Relevant telephone numbers, mobile numbers, etc, etc;
4. Details of the Driver qualification required;
5. The recovery charge and the driver pay rate or subcontractor cost per hour for the duration of the contract;
6. Note fields available to add in relevant information about specific requirements

Allocation of Shift/Duty

Provides a database for the filing of all the detailed information for every shift allocated, including:-

1. The ID of the driver allocated;
2. Duty start date and time;
3. The Planner ID;
4. The method of communication used to offer the shift to the driver;
5. The shift acceptance confirmation received from the driver;
6. The ID of the planner receiving the confirmation;

Completion Details of Shift/Duty

Provides a database for the filing of all the detailed information for every shift worked, including :-

1. The duty completion time and date;

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2. The total duty hours;
3. The driving hours total for the duty;
4. The total break period taken during the duty;
5. The other work total for the duty;
6. The period of availability total for the duty;
7. The ID of the planner recording the information;
8. The type of Tachograph used during the shift – Analogue or Digital
9. Minimum rest period requested by the driver;
10. Date and time of the driver's next availability where extended break is required.

All screens require active confirmation to save and all activity is recorded on the system log enabling the identification of date time and planner for each input for audit purposes.

ACTIVE

When received data, from various sources, is input the software evaluates the data against directive absolutes and provides visual aids to inform the operator of non conformity; the following are fields that change to a cautionary colour (red) to provide alarm indication:-

Completion Details of Shift/Duty

1. Shift/Duties hours - when the legal maximum is exceeded;
2. Driving Hours - when the legal maximum is exceeded;
3. Duty Break period - when that recorded is below the legal minimum;
4. Working time – when insufficient time for minimum admin and vehicle safety checks has been recorded;
5. A separate Check Box indicates when all the detail adds up correctly and computes when tested against the total hours claimed for the shift. If the hours recorded separately are in excess the field background turns red and the indicator shows the hours in dispute

Allocation of Shift/Duty – SMS only available to SMS Server Clients

1. When the Text method of driver notification is selected the software creates a text with all the relevant information and sends it out an SMS message recording the detail and setting a pre-arrange time delay alarm. If the driver has not notified acceptance of the shift by the preset time the shift is reset for notification to the planner who can allocate it to another driver.

Tachograph Record Keeping

1. When the driver reports the use of an Analogue Tachograph and the relevant flag is set to positive in the shift completion screen the software appends the details of the shift the operator and the relevant subcontractor (if one exists) to another table.
2. The tachograph tracking database prompts the planner to allow the transmission of progressive correspondence to the driver requesting the return of the tachograph for onward transmission to the operator;

PROACTIVE

Allocation of Shift/Duty

When the planner double clicks the drivers allocate field the software evaluates all drivers that are not currently active on a duty and orders them according to their availability for allocation.

This function takes into account: -

1. Daily rest compliance including Regular and Reduced rest obligations;
2. Weekly rest compliance including Regular and Reduce rest obligations;
3. Reduced rest pay back obligations over the previous twenty eight days;
4. Weekly working time limitations in relation to the 6 x 24 hour rule;
5. Working time limitations as applied under the 48 hour weekly average over any rolling 17 week period;
6. Working time limitation as prescribed under the absolute working time limit of 60 hours in any one week;
7. Extended driving hour days used in the current tachograph week;
8. Reduced daily rests used up between weekly rests.

In addition the allocation screen applies filters to constrain proposed driver listings to only those who have: -

1. The correct qualifications to carry out the proposed duty;
2. The appropriate approvals for the operator or employer where these exist.

These filters can be overridden so that the planner can see all available drivers when shortages dictate.

Flexibility

The software allows: -

1. Small business users to operate from a single computer;
2. Small business users to operate across a LAN network using a server and clients;
3. Small to medium business to operate across a LAN and or a WAN;

In addition small business can synchronise a laptop at the end of the business day and carry on using the software with full access to the server database. At the start of the next business day the laptop is re-synchronised back to the server and the data is then available for all clients attached to the LAN.

In addition when commissioning the system or at any time after:-

The set up screens allow the operator organisation to preset priorities for screen logo's and for the prioritisation of data in selection fields.

REPORTING

The software already has a number of reports setup and these enable the business to meet Regulatory obligations with ease and in addition to receive relevant data that empowers managers to understand and improve on the business model.

The following reports are currently included as standard: -

1. Driver history report – this can be set for any relevant period without limitations;
2. Client Activity Report – This provides information to the client detailing shifts worked showing drivers, hours worked, and contract claim amounts per shift/duty;
3. Planner Activity Report – This report shows graphically shows the shifts pre-allocated, allocated and completed for one week prior to the report date and two weeks in advance;
4. The Planner Driver Availability Report – Shows a list of drivers who are available at the time the report is called down indicating key information necessary to the planner who might be required to allocate a driver when away from their computer;
5. Further reports provide detailed performance information on the business activity in terms of:
 - a. Contract activity and revenues by shift and by driver across variable dates;
 - b. Contract activity and costs by shift and by driver across variable dates;
 - c. Contract activity showing total shifts worked by day, week, month or between any prerequisite dates;
 - d. Contract activity showing average shifts time for all completed duties worked by day, week, month or between any prerequisite dates;
 - e. All the above across the entire activity of the business;
 - f. All as above showing gross revenues;
 - g. All as above showing total costs;
 - h. All above showing gross profit.

Since the software must be operated in real time and the data held is no older than 18 to 20 hours the figures available in these reports are accurate and detailed enabling business to agree invoice amounts daily and to notify clients of earnings claims the next working day empowering the client to resolve disputed claims whilst the information is fresh in the memory of those involved.