Product Manual

Azuga provides end-to-end fleet management solutions, including GPS fleet tracking, driver safety, fleet dash cam and much more. It harnesses the power of GPS, vehicle diagnostics, and driver rewards to create a fleet management solution that not only does the job, but makes everyone's job easier. By tracking, analyzing and reporting every mile, every stop, every vehicle and driver alert, Azuga helps to improve safety and increase accountability and the efficiency of your fleet.

This manual explains the key features of the Azuga Fleet solution and how you can leverage these to get the most out of your fleet.

Live

View the latest updates from your fleet of vehicles through the Live tab. By default, you will see vehicles updated within the past 7 days.

For a video explanation of the Live Maps section, please refer to the following link:

Live Maps Video
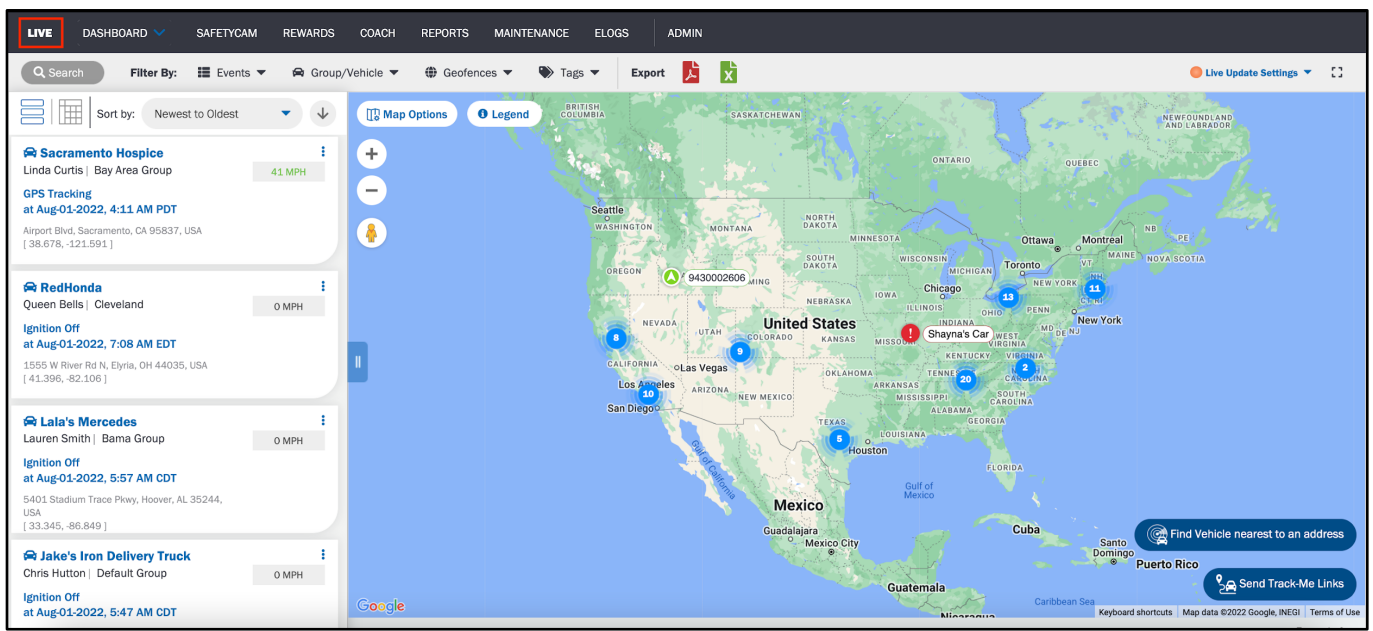
The **LIVE** tab has the following information:

- **Vehicle/Asset** - name of the vehicle
- **Driver** - name of the driver
- **Date** - date and time each vehicle's status or activities were last updated, including the time zone
- **Address** - where the vehicle is currently located
  - Click on any row to see the vehicle's location on the map to the right of the table:
  - Toggle to satellite view by selecting **'Satellite'** at the top of the map.
- **Latest Activity** - includes the status of each vehicle
  - Values include Ignition On or Off, GPS Tracking, Speeding, Idling, and more.
- **Speed** - indicates the speed of each vehicle

- **Stop Time** - indicates how long each vehicle has been stationary

Unexpected Delays in Updates

At times, though rare, you may experience a slight delay in data updating in the **LIVE** tab. Reasons for this include:

- Your GPS Tracking device has not transferred to the next cell tower at the right time.
- A network outage has caused latency (typically between 5-15 minutes).
- The event(s) were reported between the 2-min default tracking time.
  - That is, the GPS tracking event is configured to report location data every 2 minutes. There could be a situation where the system is checking the address between the change of 2 minutes.
    - Example: A truck is traveling at 60 mph, exits the freeway, then enters an office parking lot in under 2 minutes. The truck has traveled approximately 2 miles. This would explain the lag in reporting - the truck is in the parking lot but the report might say it's on the freeway.

Tracking a Vehicle Within the Breadcrumb View

To navigate to a detailed view of a vehicle, select the vehicle name from the **LIVE** tab. From here, you can dive deeper into the trail of breadcrumbs left by a vehicle including each event and its corresponding address on the **Breadcrumb** view.
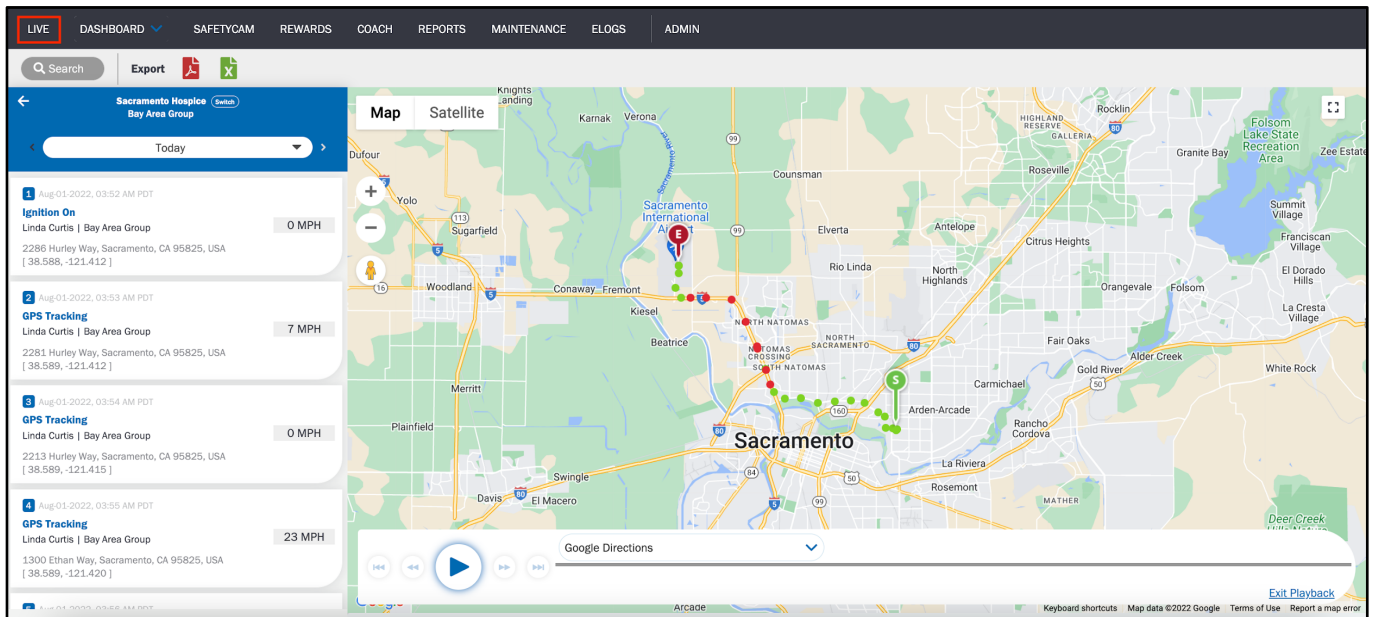
You can view all the vehicle activities like **Ignition On/Off**, **GPS Tracking**, **Hard Braking (HB)**, **Speeding**, **Low Battery**, etc. under the **Breadcrumb** view.

Select the **Play** button on the map to review the route the vehicle has taken today.

View data previous to today using the arrows for Custom Dates on the toolbar. Arrow left for previous dates. Arrow right to return to the current date. You can fetch results from up to a year ago using Custom Dates.

You can view a vehicle's breadcrumb one day at a time; you cannot filter to view a date range of 2 or more days. To export, select the PDF or Excel icons. The exported reports contain complete data, not simply filtered or checked results, of your selected date. The report will download to your desktop.

Rewards

The **REWARDS** tab allows you to check Safety Scores across all of your drivers over a period of time so that you can reward your drivers for quality performance.

For a video explanation of the Rewards section, please refer to the following link:

[Rewards Video](#)
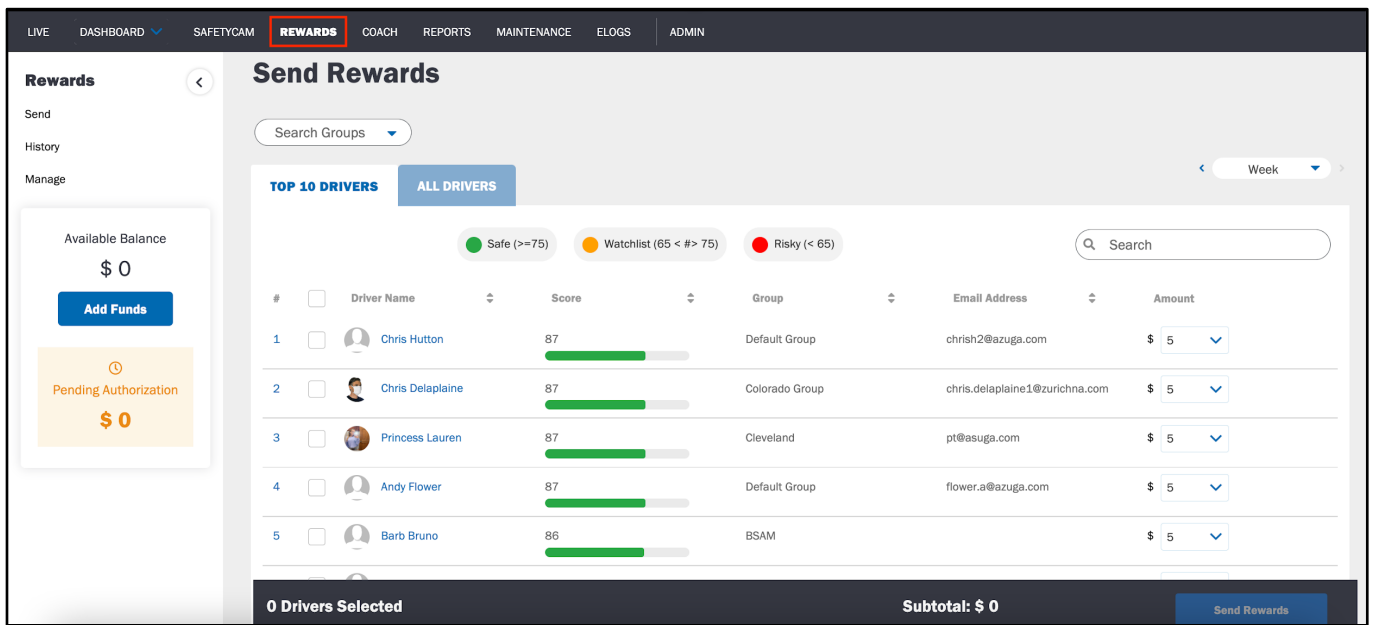
Our Rewards program enables you to send vouchers of customizable denominations to your drivers, straight to their email. The drivers can then convert these vouchers into gift cards of brands which they can choose from a wide range of available options.

Setting Up Your Rewards Program

To enable rewards:

1. Select **Add Funds** on the **REWARDS** drivers page.
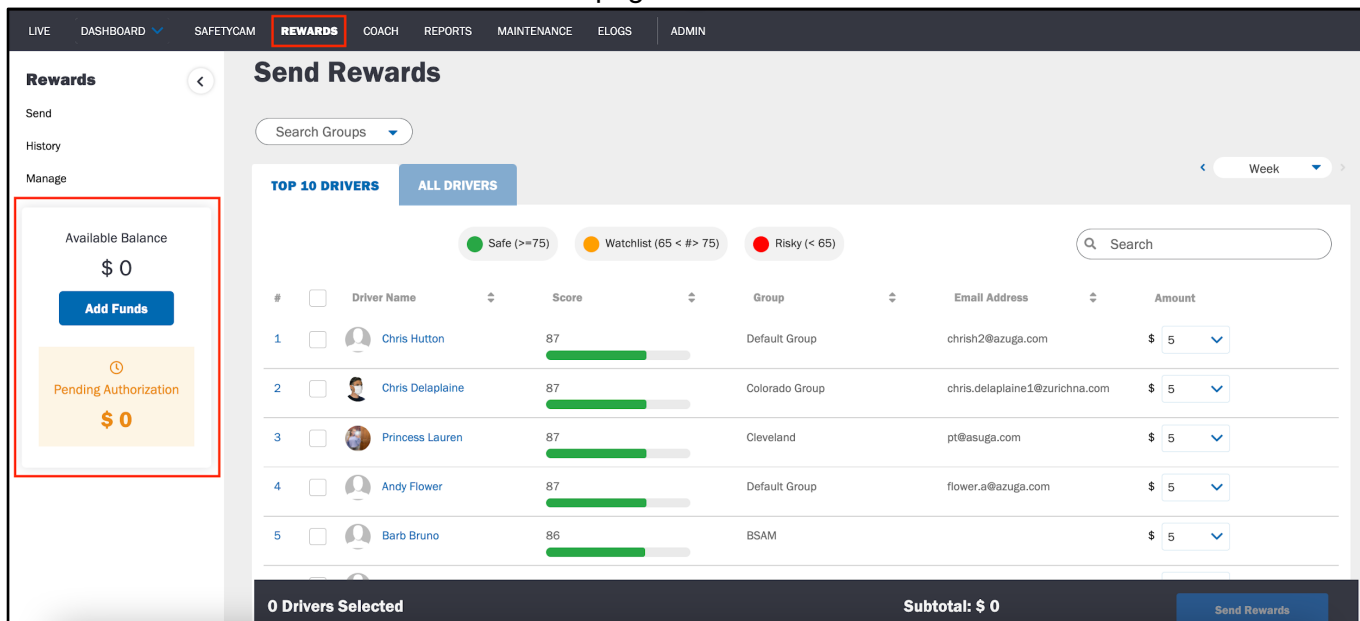
2. Enter your debit or credit card info and all required fields indicated by an asterisk.
3. Select **Add**.

Now, you are ready to fund any gift card you wish to send to your drivers.

Sending Rewards

Once you've set up your funding method, you can send different denominations of gift cards to your drivers.

After sending a reward, the driver receives an email with a code. The driver must show the gift card code at any of the available outlets to redeem the reward.

Check that your driver has a valid email address BEFORE sending a reward. Go to the driver's profile in Admin to confirm.

Dashboard

The **DASHBOARD** tab helps you visualize, analyze and track key data points to monitor the health of your fleet. It helps you understand whether your fleet is meeting your established goals and allows you to view real-time data to ensure you're getting the most out of Azuga.

For a video explanation of the Summary Dashboard section, please refer to the following link:

Summary Dashboard Video
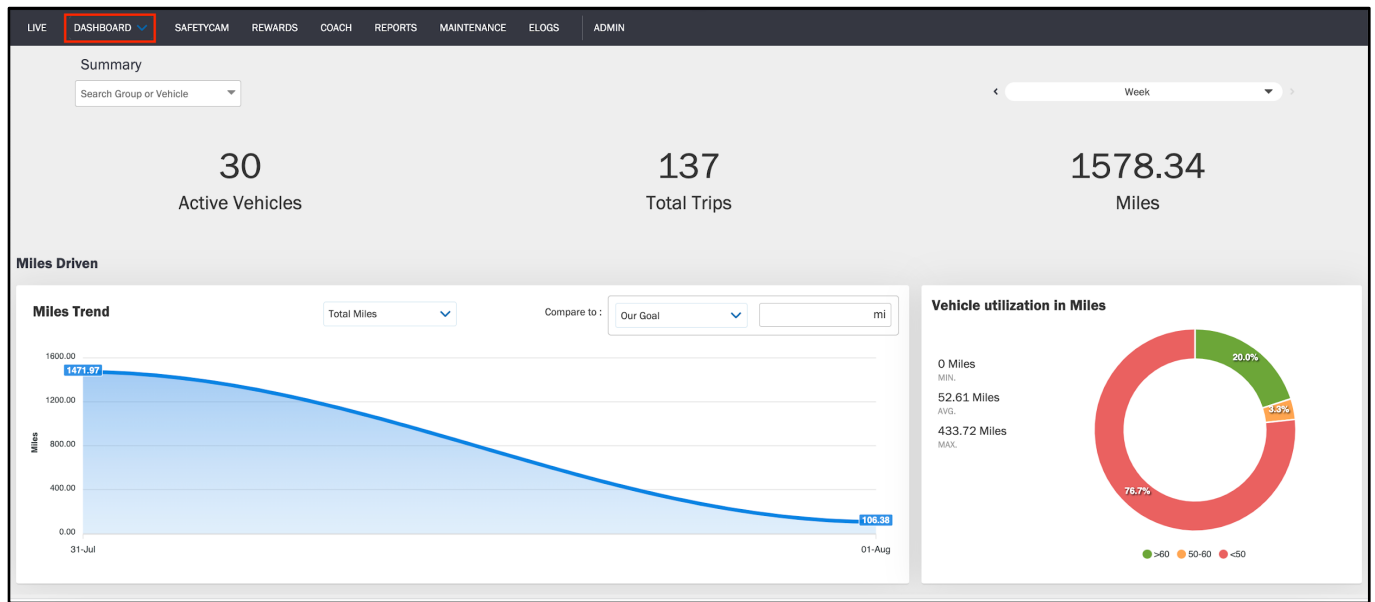
Examining Your ROI

The **ROI** tab within Dashboard allows you to compare your costs against industry standards and similar sized fleets using Azuga's services. ROI stands for Return On Investment, and that's just what we want to make sure you're getting - cost savings for your use of Azuga. This type of information will make it easier for your executives to understand just how much value Azuga provides.

Adjust your targets and assumptions to see how much more you could be saving.

Reports

The **REPORTS** tab includes several out-of-the-box reports that make it easy for you to configure, download, and share information with stakeholders outside of the Azuga platform. You can schedule reports so that you and your colleagues receive relevant information to your inbox on a recurring basis.

Exports contain data across your selected data range and will download to your desktop. You can download any report as a PDF file or an Excel spreadsheet. If the file is too large, you will receive an email. Scheduled reports are always emailed.

For a video explanation of the Reports section, please refer to the following link:

Reports Video

Types of Vehicle Violations

Throughout our reports, you will see a number of acronyms for violations made by a vehicle. These acronyms include:

- HB - Hard Braking
- HCB - Hard-core Braking
- SA - Sudden Acceleration
- PSL - Posted Speed Limit

There are two alerts related to a sudden decrease in speed - HB and HCB. A HB (Hard Braking) alert informs you that a vehicle has experienced a sudden decrease in speed at a rate of 8-10 mph per second. A HCB (Hard-core Braking) alert informs you that a vehicle has experienced a sudden decrease in speed at a rate of 10-12 mph per second. You will only see these alerts if the vehicle was traveling at a minimum speed of 18 mph.

A SA (Sudden Acceleration) alert informs you when a vehicle has experienced a sudden increase in speed at a rate of 8-10 mph per second.

Breadcrumb: Generating a Detailed Report for a Vehicle

A **Breadcrumb Report** provides the breadcrumb trail of a vehicle's movement for any day. It contains a detailed summary of the route taken by the vehicle. It also helps you determine the flow of events that have taken place during that trip. You can also find this report through the Live tab.
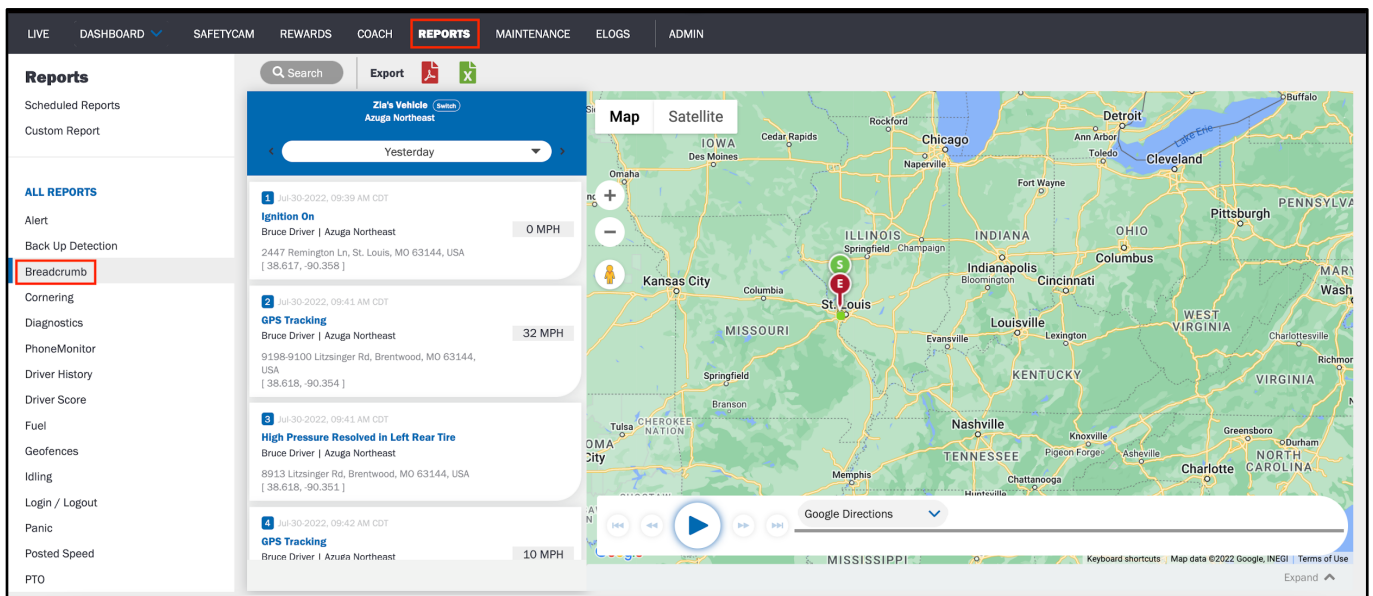
This is the first report within the Reports tab. Select from the dropdown which vehicle you want to analyze then click **Generate Report**.

Trips: Examining Trip Information Across Your Fleet

The **Trips Report** shows each and every trip completed by your vehicles. You can run this report on all vehicles at once. The max that you can run it for is 31 days. To extract this report over a year's time, you'd need to run 12 reports, one month at a time.

Each Trips Report comes with the following information:

- **Date** & **Time** of **Ignition On**
- **Depart** - address of where the trip started
- **Date** & **Time** of **Ignition Of**f
- **Arrive** - address of where the trip ended
- Drive Time
- **Distance Travelled**
- **Idle Time**
- **Max Speed** over the course of the trip
- **Avg Speed** over the course of the trip
- **Speed #** - number of speed incidents
- Count of violations
  - **PSL #** - number of Posted Speed Limit violations
  - **PSL Duration** - how long a vehicle was speeding during the trip
  - **HB #** - number of Hard Braking violations
  - **HCB #** - number of Hard-core Braking violations
  - **SA #** - number of Sudden Acceleration violations

Mapping the Route and Alerts for Any Trip

To view a route taken for any trip, select the balloon icon under the Map column next to the vehicle trip you want to analyze.

From here, you can view the route from start to finish and any events along the way.

A red dot indicates a speeding incident or hard braking event (HB/HCB). Hover your mouse over the dot to see the initial and final speeds recorded.

A yellow dot indicates an idling event. Hover your mouse over the dot to view for how long the vehicle idled.

Summary: Examining Performance Over a Period of Time

The Fleet **Summary Report** shows how your fleet or drivers are performing over a period of time.

Each Summary Report includes information like:

- **Total Drive Time**
- **Distance Travelled**
- **Stop Time**
- **# of Stops**

Geofences: Tracking Geofence Entries and Exits

Our GPS Tracking devices can send out an alert when a vehicle enters or exits a geofence. This report allows you to view which geofences your vehicles have entered and exited, along with the date, time and duration within the geofence.

The **Geofences Report** includes the following information:

- **Vehicle** name
- **Geofence** name
- **Entry Date** and **Time**
- **Exit Date** and **Time**
- **Duration** within the geofence

Speeding: Reviewing Speeding Violations Across Your Fleet

The **Speeding Report** shows speeding violations for each vehicle.

Select any row to view the location on the map where speeding occurred. Toggling to satellite view, at the top of the map, is especially useful here.

The **Speeding Report** includes:

- **Start Time** and **End Time** of the speeding violation
- **Addresses** where the vehicle started and ended speeding
- **Duration** of the speeding violation
- **Maximum Speed**
- **Average Speed**

Stops

The **Stops Report** shows you how long vehicles in your fleet were stopped at a particular location. It provides information such as your vehicle halt timestamp, location, and driver name. Azuga calculates Stop Time based on the times of Ignition ON and OFF.

Idling

The **Idling Report** shows you whether your vehicles exceeded your set idling time. Idling refers to the state when your vehicle's ignition is ON, but the vehicle is not in motion. This report provides details such as the idling alert setting, duration, location.

Diagnostics: Understanding Which Vehicles Need Maintenance

The **Diagnostics Summary Report** shows the number of **Diagnostic Trouble Codes (DTC)** sent by our GPS Tracking devices for each vehicle in your fleet. This helps you determine when your vehicles need maintenance.

To determine which vehicles need maintenance, select the Vehicle name and view the DTC Trips Report. You will see a series of codes; review these to locate issues. You can select "Know More" to read a detailed description of the code.

Review the Repair Importance and Repair Difficulty columns to schedule maintenance accordingly. Importance and Difficulty are rated on a scale of 1 - 3: 1 being Easy and 3 being Hard.

If the ECU (Electronic Control Unit) of the vehicle is able to provide us with the codes, our devices will draw the data so we can make them available in this report. However, not all the vehicles will be able to provide you with trouble codes; it depends upon the make, model and year of manufacture of the vehicles.

Alerts: Reviewing Violations Across Your Fleet

The **Alert Report** enables you to view all violations made by your fleet. You may also receive emails when alerts occur, depending on your notification settings, but this report makes it easy to track and view alerts from a single place over time.

Once you generate the report, you can view alerts on the map, as well.

State Mileage: Reviewing Mileage Across Your Fleet

The **State Mileage Report** shows the miles travelled by your vehicles across states.

The report includes the following information:

- **Vehicle** name
- **State**
- **Total Distance Traveled**

Posted Speed: Reviewing PSL Violations Across Your Fleet

The **Posted Speed Report** lists all the Posted Speed Limit (PSL) violations of your fleet.

Each report includes the following information:

- **Posted Speed** on the street where violation occurred
- **Speed** of the vehicle
- **Over Limit** which indicates by how many mph the vehicle was over the **Posted Speed**.

Filtering by Speed Overage

You can generate a **Posted Speed Report** based on a set speed overage, like 5 mph over the PSL.

To filter and generate a report based on PSL overage:

1. Select the radio button **PSL by** under Speed Filters.
2. Enter the desired mph or percent over the PSL.
3. Click **Generate Report** to see the results.

Driver History: Review Driver Specifications Across Your Fleet

The **Driver History Report** shows the drive time and distance travelled for each of your drivers after they are associated with a vehicle.


This report includes:

- **Driver** name
- **Vehicle** name
- **Start Time**
- **End Time** - when the driver and vehicle are no longer associated
- **Drive Time** in total
- **Distance Travelled**

Driver Score: Examining Driver Safety Across Your Fleet

The **Driver Score Report** shows the Safety Score that each driver has achieved. You can view a score for Braking, Speeding, Acceleration, Idling, Distracted Driving, Cornering and Seatbelt Usage in the table per driver. These scores, along with several other factors, determine the overall **Safety Score**. You can generate this report over a variety of date ranges: Yesterday, Weekly, Monthly, Quarterly or Custom Dates.
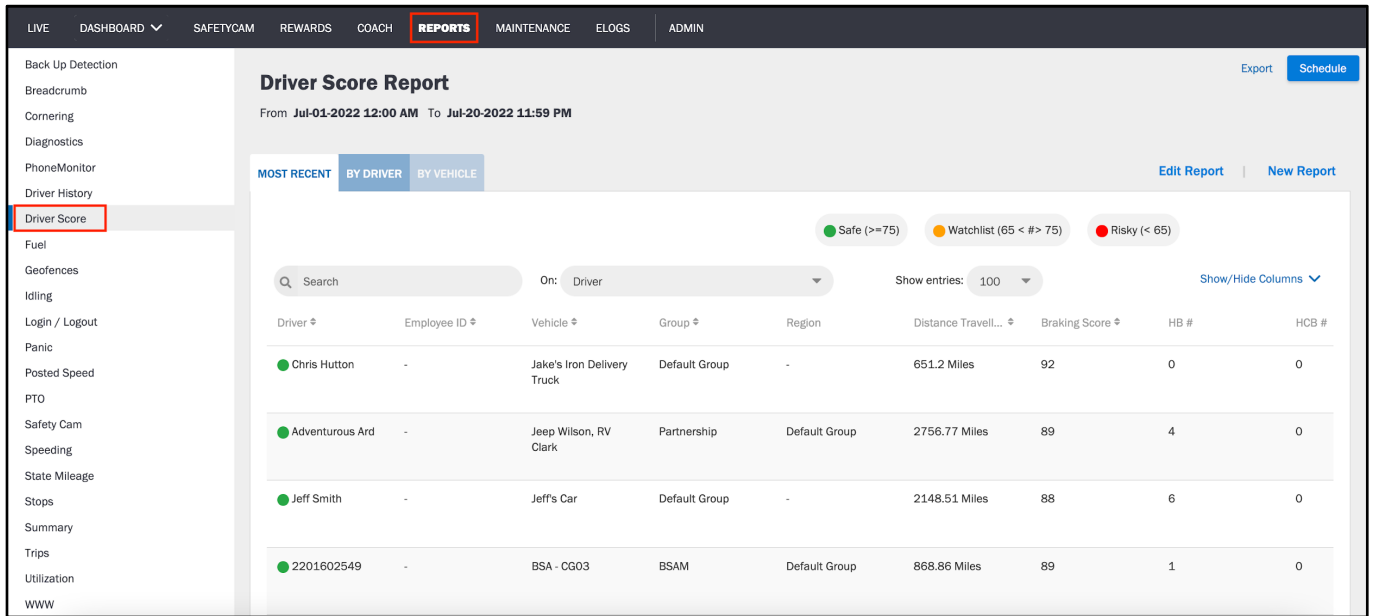
Scoring a Driver

We calculate a driver's final Safety Score by weighting each sub-score: Braking, Speeding, (Optional: Acceleration, Idling, Distracted Driving, Cornering and Seatbelt Usage).The Safety Score is available to Fleet Admins within the Rewards tab and Driver Score Report, and available to drivers within the Azuga Fleet Mobile app.

- Braking considers the number of braking events (both HB and HCB) for a driver.
- Speeding considers the number of speeding events and the number of PSL violations for a driver. We also consider the peak speeds and duration of these violations as well as the speeding intensity.
- Acceleration considers the number of SA events of a driver.
- Idling considers idling duration out of the total trip duration. Additionally, it can consider the idling count (if configured).
- Distracted Driving considers the number of distracted events for a driver.
- Cornering considers the number of cornering events for a driver.
- Seatbelt considers % of seatbelt usage duration out of the total trip duration for a driver.

We also take into account when the event occurred, the weather conditions, and if the driver experienced traffic, before arriving at the final Safety Score.

The Safety Score assigns the driver to one of the following categories, which can help you determine which drivers to reward:

Score	Category of Driver
75 or above	Safe
Between 65 and 74 (both inclusive)	Watchlist
64 or below	Risky

Scheduled Reports: Enabling and Sharing Reports on a Recurring Basis

Scheduled Reports allow you to receive reports on a self-defined, recurring schedule. You can send the scheduled report to yourself and others within or outside of the system. Once scheduled, these reports are sent via email as attachments, without any need to log into the Azuga Portal.

To schedule a report:

1. Select the type of report under REPORTS and click Schedule from the top-right.
    1. In the example above, Fuel Report is selected.
2. Select **Schedule**.
3. Configure the report to include the vehicles, drivers, and more that fit your needs.
4. Select who to send the report to.
    1. Select the type of user and/or the specific Azuga user who should receive the report under **Send Reports to**.
    2. If the recipients are outside of the Azuga system, enter their email addresses under **CC to**.
5. Set the time interval under **Report Run Frequency**: Daily, Weekly, Monthly, and more.
6. Set the day and time under **Report Delivery** that you want to receive the report on a recurring basis.
    1. Select "Never" under **Expiration** if you want to receive the report indefinitely. Otherwise, choose a date.
7. Choose the file type you want to receive - PDF or Excel spreadsheet - under **Report Format**.
8. Select **Schedule**.

The recipients will see the report in their inbox on the specified day and time moving forward.

Maintenance

On the **MAINTENANCE** tab, you can log and categorize maintenance services as well as the cost incurred. You can also configure maintenance email reminders to ensure that you service vehicles in a timely manner.

For a video explanation of the Maintenance section, please refer to the following link:
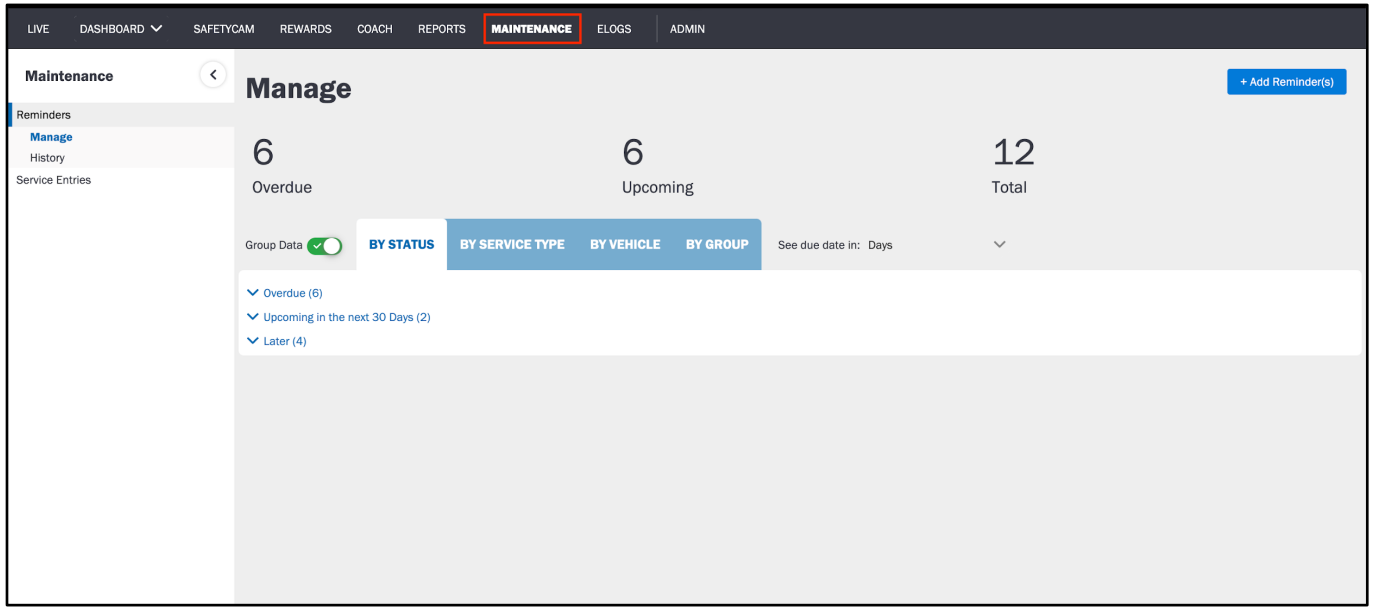
Setting Up a Maintenance Reminder

To create one or more maintenance reminders for a single vehicle:

1. Click on the button **Add Reminder(s)**.
2. Recommended: Name the reminder after the relevant vehicle to identify it easily.

3. Select the **Vehicle** from the dropdown.
4. Scroll down the page to select the type of service and set the timelines for the reminders.
    1. For example, check "Mileage" and enter the number of miles.
        1. Then select "Miles before the mileage exceeds" under **Send Reminders to**.
        2. Enter the number of miles before the mileage is met that you wish to receive the reminder.
5. (optional) Select the Add button on the right-hand side of Choose Maintenance Parameters to add another service type for this vehicle. Repeat until each vehicle has all desired services.
6. Lastly, select the person who needs to receive the reminders.

7. Select **Save**.

Logging Service Entries

The **Service Entries** page allows you to log any service that was completed for your vehicles.
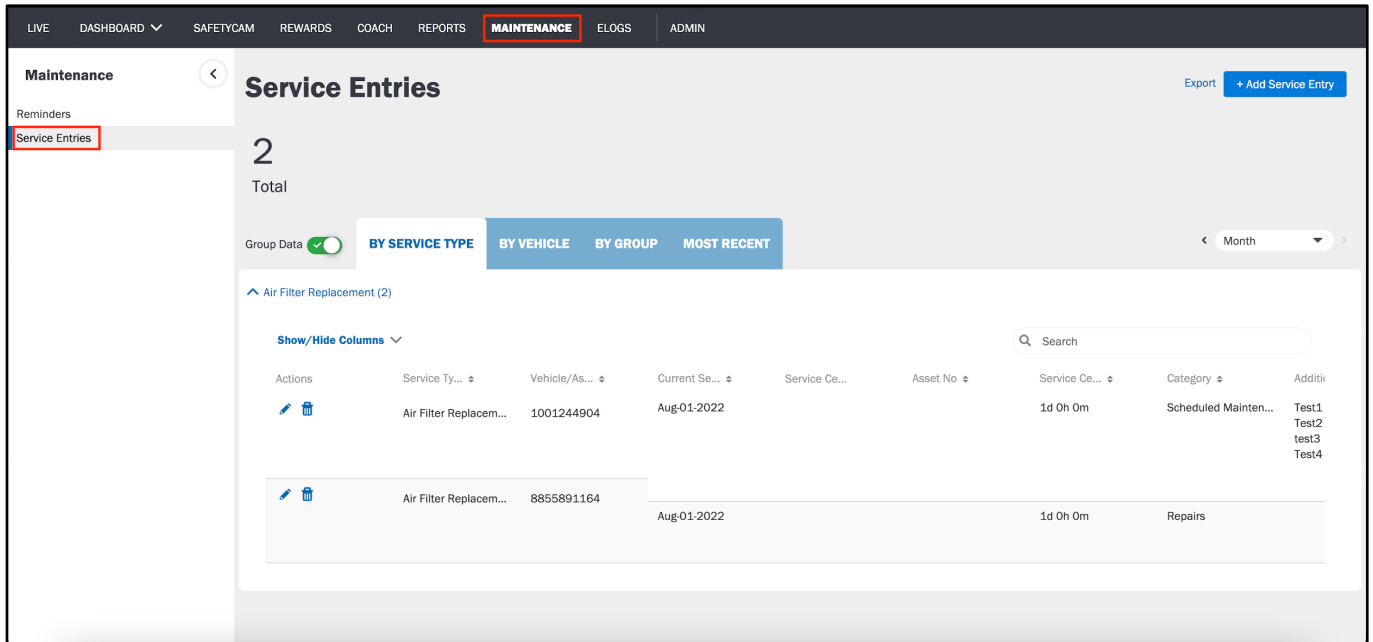
To log Service Entries:

1. Select **Add Service Entry**.
2. Choose the vehicle name from the dropdown **Select Vehicle/Asset**.

3. Enter the **Service Date**.
4. Enter the **Odometer** reading when the vehicle arrived at the shop.
5. Select the relevant Category of maintenance from the dropdown:
   1. Values include Scheduled, Unscheduled, Repairs, and Fuel Transaction.
6. Enter the **Service Cost** incurred by the maintenance.
7. (optional) Enter the **Services Performed**.

8. Enter the **Service Center** name.
9. Enter the **Invoice Number**.
10. Attach the scanned copies of your invoice if you have it.

Checking this ensures the date entered in the service entry will automatically update on the relevant maintenance reminder. Checking this eliminates the need to manually update the reminder with the last service date.

Admin

Vehicles Overview

Navigate to the **Vehicles** page within **ADMIN** to view, add, and update vehicle information.

For a video explanation of the Vehicles section, please refer to the following link:

Vehicles Video

You can adjust one or more of these fields:

- **Make**, **Model** and **Year** of manufacture
- **VIN** - a 17-digit, unique code assigned to the vehicle by the manufacturer
  - This typically updates automatically. However, you have the option to enter it manually if needed.
- **Initial Odometer**
  - When updating a vehicle, you can define only the Initial Odometer reading. This is automatically stored as the Current Odometer reading. When the vehicle adds more miles, the Current Odometer automatically updates accordingly.
- **Type of Ownership**
  - Company owned, Employee owned, Leased or Rented
- **Type of Vehicle**
- **Type of Fuel**

To add a vehicle:

1. Select **Add Vehicle** at the top of the page.
2. Edit any of the fields as you see fit.
3. Select **Submit**.

Drivers & App Overview

The **Drivers** tab displays all the drivers in your fleet.

For a video explanation of the Drivers section, please refer to the following link:

Drivers Video
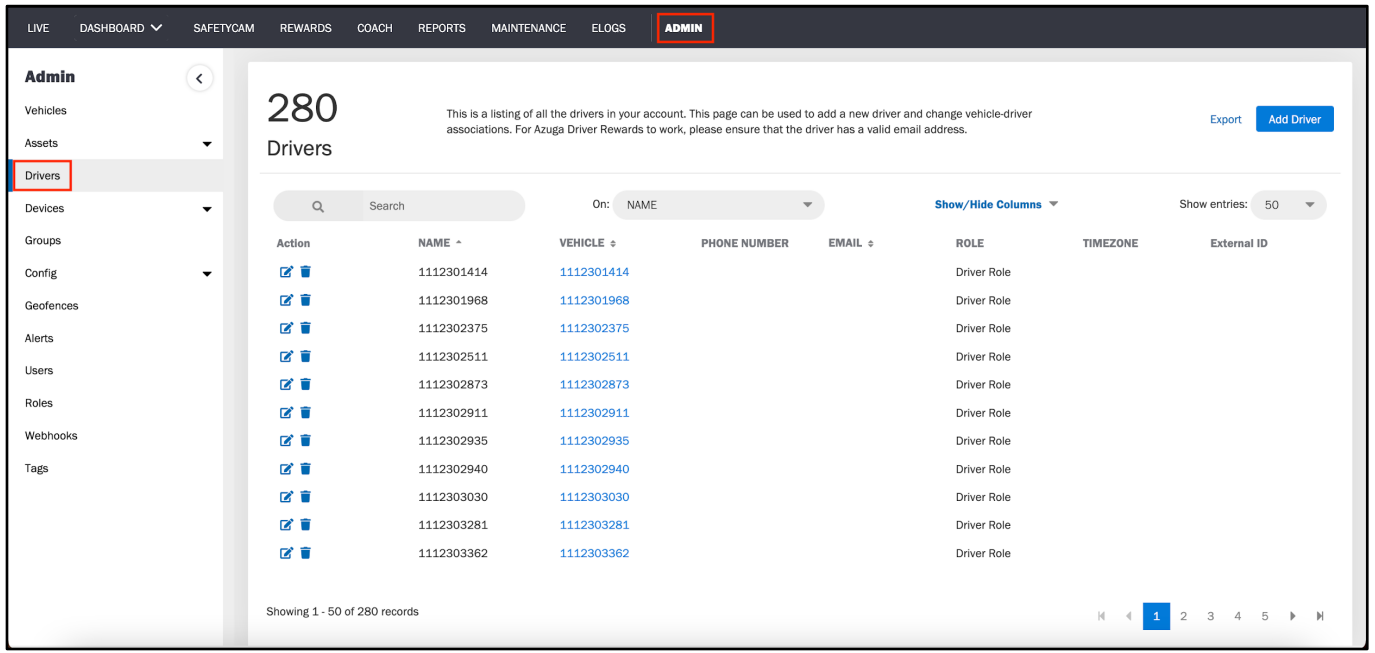
From here, you can create or update driver profiles as well as modify associations between vehicles and drivers. You can modify the driver's name, phone number, email address, time zone and role in the system.

When we add a GPS Tracking device to your account, we automatically create a placeholder vehicle and driver for the device. You can then proceed to pair with a different vehicle and associate the appropriate driver to the vehicle. You can manually associate drivers with vehicles in the Azuga Portal, or use Beacons, or the driver can associate himself with a vehicle through the Azuga Fleet Mobile app.

The Azuga Fleet Mobile app pairs a driver with a vehicle using the Bluetooth in their mobile phone.

The drivers can also review their scores and the trips they've completed, tag their trips as personal or business, view location information, and more from within the app.

Devices Overview

Devices within the **ADMIN** tab is a listing of all Azuga devices in your account. This includes Devices, Beacons, External Devices, Sensors, and SafetyCams.

Azuga's order processing and fulfillment personnel use this to create devices in your account at the point of shipment and to ensure that your web portal is ready for your use. As such, you cannot make any changes to Devices; we provide this information for tracking and transparency.

The total count of each device type in your account is visible on the top right-hand side within each page.

Beacons Overview

Beacons power vehicle-to-driver assignment. A beacon is a credit card-shaped device that sends out Bluetooth signals. The GPS Tracking device installed in a vehicle has a Bluetooth feature in it that receives these signals and helps identify the driver based on who the beacon is assigned to.
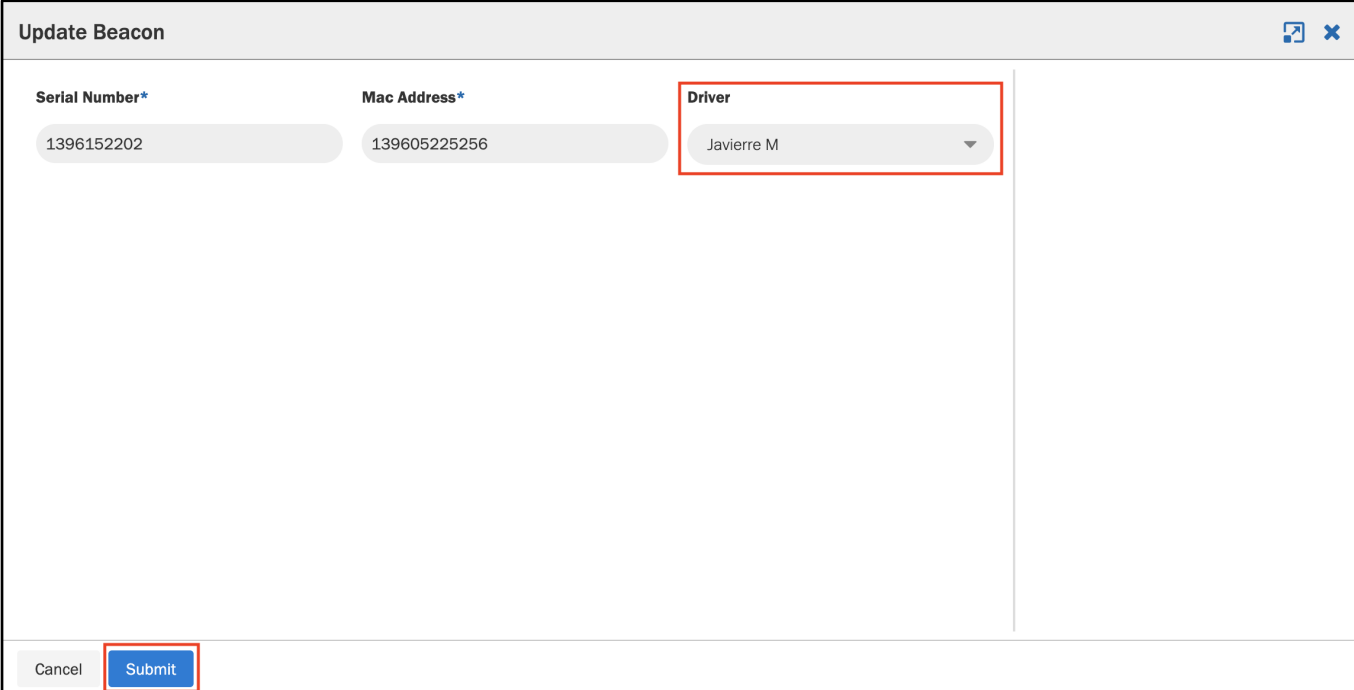
You can view each of your beacons, when they were last detected, and in which vehicle they were detected from the Beacons page.

Associating a Driver with a Beacon/Vehicle

To associate a driver with a beacon from the Azuga Portal:

1. Select **Beacons** from within **Devices** in the **ADMIN** tab.
2. Select the pencil icon.
3. Select the **Driver** from the dropdown.

4. Select **Submit**.

Groups Overview

You can organize vehicles based on a number of criteria from the **Groups** tab. You can group by their base location, the kind of tasks that these vehicles undertake on a daily basis, or the type of vehicles.

Creating a Group

To create a Group:

1. Select **Add Group**.

2. Enter the **Group Name**.

3. Select a Group **Administrator** from the dropdown to identify who will head the Group.
   1. **Note**: Group Administrators can only view the vehicles in their Groups.
4. Select the appropriate tracking settings from the **Config** dropdown.
5. Under **Parent Group**, you can either choose the Default Group or any other Group as the parent group of the one being created.
6. Select **Submit**.

Config

The **Config** page allows you to configure the GPS tracking parameters for your GPS Tracking devices. The system comes with default settings that you can adjust or the option to create your own configurations.

The default tracking settings are:

- once every 10 minutes when the Ignition is **On**
- once every 4 hours when the Ignition is **Off**

You can change the tracking interval for Ignition On down to 2 minutes and change the interval for Ignition Off down to 1 hour, free of charge.

In order to reduce the tracking interval for "Ignition On" below 2 minutes, you must contact Azuga directly. The cost for this change is $1.99 per vehicle, per month.

Geofences Overview

A **Geofence** is an imaginary boundary you can set up around a specific address to track whether your vehicles travel within a certain area. In the Azuga Portal, you can configure alerts based on when a vehicle in your fleet enters or exits the geofence.

For a video explanation of the Geofences section, please refer to the following link:

Geofences Video

Creating a Geofence

To create a Geofence:

1. Go to **Geofences** in the **ADMIN** tab.
2. Click **Add Geofence**.

3. Choose the Center location for the geofence. You can select Enter a new address to manually enter the address of the geofence.

4. Enter the **Name** of the Geofence.
5. Select **Geofence Type**:
    1. Select the radio button **Circular** for a circular boundary.
    2. Select **Polygon** to mark and connect your own points on the map to create the boundary.
6. Set the alert conditions for vehicles entering and exiting the geofence.
    1. Select the person who should receive these alerts from the drop down.
7. Set up alert cadence under **Send Emails**.
    1. **As soon as each alert occurs** or **as a summary of alerts once per hour**
8. Select **Submit**.

Alerts Overview

The **Alerts** page displays every notification of violations incurred by your fleet. You receive an email notification based on the alert configuration. These four alerts are enabled by default: Speeding, Idling, Stop, and Low

Battery. You can also set email alerts for **Check Engine Light**, **Device Plugged In/Unplugged Alert**, **Not Tracking**, and **Unauthorized Vehicle Usage** and several other alerts.

For a video explanation of the Alerts section, please refer to the following link:

[Alerts Video](#)

Adding an Alert

To add an alert notification:

1. Select **Add Alert**.
2. Select the **Alert Type**.
3. Enter the **Alert Name**.
4. Specify the alert parameters.
5. Set the reminder frequency.
6. Toggle the **Alert Notification** to On.
7. Specify the **Group** the alert applies to.
8. Specify the recipients of the notification. For example, group admins get the alerts for their groups if the 'Group Admin' box is checked.
9. Select **Add Alert**.

Updating Configuration of an Alert

To change the alert parameters:

1. Select the pencil icon on the left hand side of the screen.
2. Update the alert with your desired parameter(s).
3. Select **Update Alert**.

Check Engine Light Overview

If you enable this alert, you will receive a notification when the engine light in a vehicle turns on. You will see the DTC and a brief description in the alert email.

Roles Overview

Before creating a user, you need to determine the level of access he or she will need - consider whether they need all or just a group of permissions that you have. The **Roles** page enables you to view and create roles so you can grant the proper access to others in the system.

Creating a Role

To create a role:

1. Click on **Add Role**.

2. Enter a **Role Name**.

3. Enter a **Description**.
4. Go to each section and check off what the role can manage or do:
    1. Go to the **Admin** section and select which permissions the role should have (view, edit, create, or deactivate permissions).
    2. Go to the **Reports** section and select which reports the role should have access to.
5. Select **Submit**

Users Overview

The **Users** page allows you to view and create users including other administrators, like yourself, and drivers.

Creating a User

To create a user:

1. Select **Add User**.

2. Enter the user's name, phone number, and email address.

3. Create a password for the user.
4. Assign the appropriate role from the dropdown.
5. Assign the user to a Group.
6. Select **Add User**.