

WELCOME TO AUTOSENSE AND GUARDIAN SEEING MACHINES

Thanks for choosing to engage AutoSense for the provision of the Guardian Seeing Machine system.

As Client Services Manager, I will be working with you throughout to ensure you have a successful experience with the system. I am here to answer any questions and provide support in implementing your Fatigue Management Program (FMP).

Let's get started!

WHAT HAPPENS NOW?

- Thank you for discussing your installation needs and completing the FLEET INSTALLATION PLAN to enable us to install the units in your trucks as efficiently as possible. **Kate Ford** will now be underway scheduling this with your key people and **Jen Dawson** from our warehouse will have sorted your SIM card requirements.
- Next, I need to confirm your requirements for monitoring and reporting events from your fleet. I will need you to provide the details of your people requiring access to the web portal, reports and notification of events occurring in your vehicles
- I need to set up the crucial **FIP or FATIGUE INTERVENTION PLAN** – the “call chain” of people who are contacted in at the time of any verified fatigue to enable you to check on your driver directly.
- Once all units are installed, we will ensure they are reporting correctly, fine-tuned to your requirements and meet all your initial and ongoing training needs for your effective handling fatigue issues.
- We provide a **good system overview** via our website (see below) and also weekly training on use of the web portal in the form of a WEBINAR – these happen on Tuesday mornings and Thursday afternoons - please use this link to register.

<http://www.autosense.co.nz/products.html>

Our Products > click on Register Webinar icon.

Should you have any questions or challenges

in completing this, please contact me on

support@autosense.zendesk.com

or the details below.

Don't Worry

“I am here to take you through all this as we go...”

PLEASE TAKE TIME TO FAMILIARISE YOURSELF WITH THE INFORMATION IN THE NEXT SECTION .

GENERAL INFORMATION AND TRAINING DOCS

We have created some on-boarding documents to support you through the Guardian system set up and use to ensure you get the most out of the system. These are best accessed via the **Autosense Website** to ensure all information you receive is current.

<http://www.autosense.co.nz/training-docs.html>

We recommend you provide the following to your key people:

- **Introduction to the Guardian System Video – To be sent to ALL DRIVERS.**
 - <https://www.youtube.com/watch?v=01n9ixsHmoo>
 - Driver compliance is crucial to the success of the system and this is a very good resource to ensure they are comfortable with the technology and allay the usual concerns around cameras in cabs.
 - We recommend doing this by text message for maximum exposure.
- **Dispatcher Questions and FIP (Fatigue Intervention Plan) example of suggested**
 - These help those receiving FIP calls from Guardian Support to have effective fatigue management conversations and interventions.
- **Driver Feedback Form**
 - This can be sent out at any time for use in improving the driver's experience and thus compliance

FURTHER IMPORTANT INFORMATION FOR NAVIGATING THE SYSTEM
CAN BE ACCESSED FROM THE SEEING MACHINES WEBSITE CLIENT
RESOURCES

<http://www.seeingmachines.com/guardian/customer-resources/>

- **Drivers Guide**
- **Managers Guide**
- **Web Application Guide**
- **Guardian System Reports Guide**

AUTOSENSE – NZ AGENTS AND YOUR KEY CONTACT

Please don't contact with Seeing Machines directly as they won't be able to help you and all changes need to be kept on our client files to ensure accuracy

I look forward to working with you in your journey to reduce fatigue risk in your business. We will look specifically, at what is occurring in your fleet, on a regular basis. We will utilize the information to improve outcomes. I am available for help with all issues.....

"the best way to get your problem sorted is to email support@autosense.zendesk.com

technical with the units; or **website**, event **notification**, **access** or **reporting**.

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