ADVANTAGE ROUTE SYSTEMS
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4.16 Handheld Photo Logging

Introduction

The handheld photo option in Route Manager allows your drivers to instantly take photos while on site and automatically attach the information to the customer's account for reference. This can be helpful for providing definitive proof of a complaint, the current state of equipment at the customer's location, product issues, and much more.

To use this feature, you will need a Route Manager compatible handheld equipped with a camera.

This document will guide you through the simple process of setting up and managing this instrumental addition to your operations.

Overview

In order to successfully set up the handheld photo feature, you will need to make changes within the following areas of Route Manager:

- *Local Settings*
- *Handheld Class*
- *Advanced Communications Configuration*

This document will also instruct you on the handheld photo taking process and viewing the information within your customer's accounts.

> **NOTE:** Before you get started, ensure that you have the proper security privileges to make changes within the areas of the program listed above. Contact your system administrator for further information if necessary.

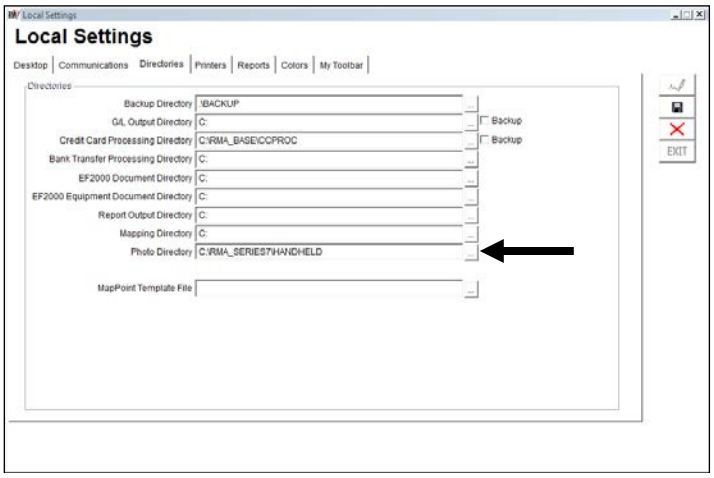
Setup

This section guides you through the changes required on the desktop to use the photo option in Route Manager successfully.

Local Settings

Enter or select a folder on the network that will be used for photo storage within the 'Photo Directory' option under *File > Local Settings*, on the *Directories* tab.

> **NOTE:** It is recommended that you create a new directory within the RMA\Data folder. Additionally, this step should be completed on each machine that is used for uploading route data.

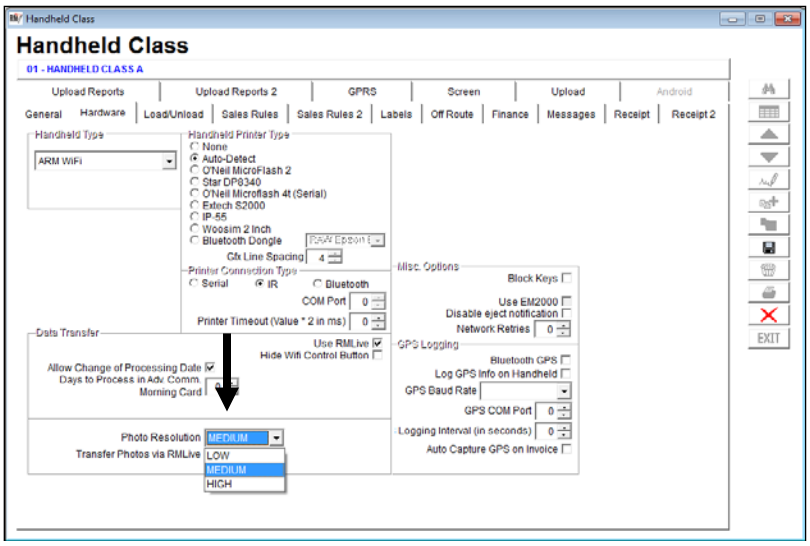


Save your changes and exit the screen.

Handheld Class

The *Handheld Class* screen contains two photo configuration options. These steps should be completed within each *Handheld Class* that will utilize the photo option.

Navigate to *Lists > Routes > Handheld Class*, and select the *Hardware* tab. Each photo option is defined below.



Fields:

Photo Resolution: Choose the desired picture resolution:

- *Low (250KB)*
- *Medium (350KB)*
- *High (High 550KB)*

NOTE: The higher the resolution, the better the quality and size of the picture — adjustments may need to be made if higher resolutions are causing slow data transfer speeds.

All pictures are stored in .JPG format.

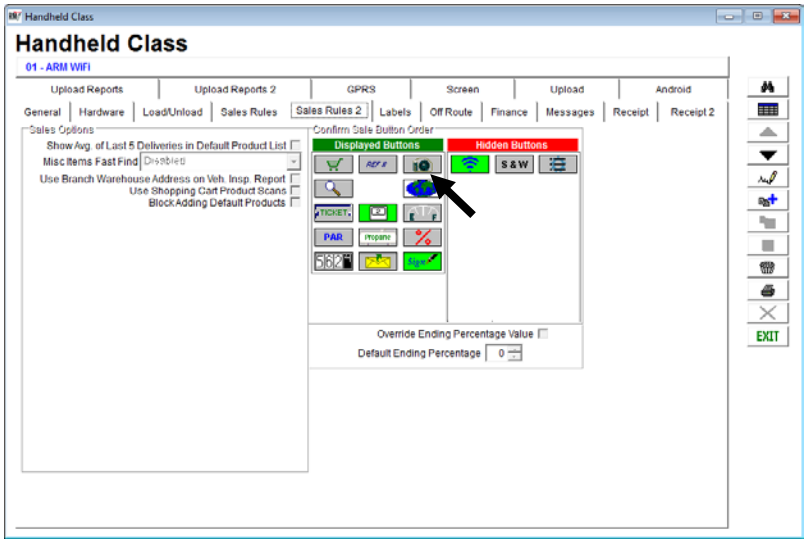
Transfer Photos via RMLive (Optional Module): Select this option to receive photos from the handheld during *RMLive* transfers. Note: This will use GPRS Cellular Data and charges may apply based on Cell Carrier.

This completes the setup steps required to begin using the photo option. The remainder of this document will teach you how to take photos on the handheld and view them within each customer's account.

Sales Rules 2

The *Sales Rules 2* screen contains one configuration option. This step should be completed within each *Handheld Class* that will utilize the photo option.

Navigate to *Lists > Routes > Handheld Class*, and select the *Sales Rules 2* tab. Each photo option is defined below.



Fields:

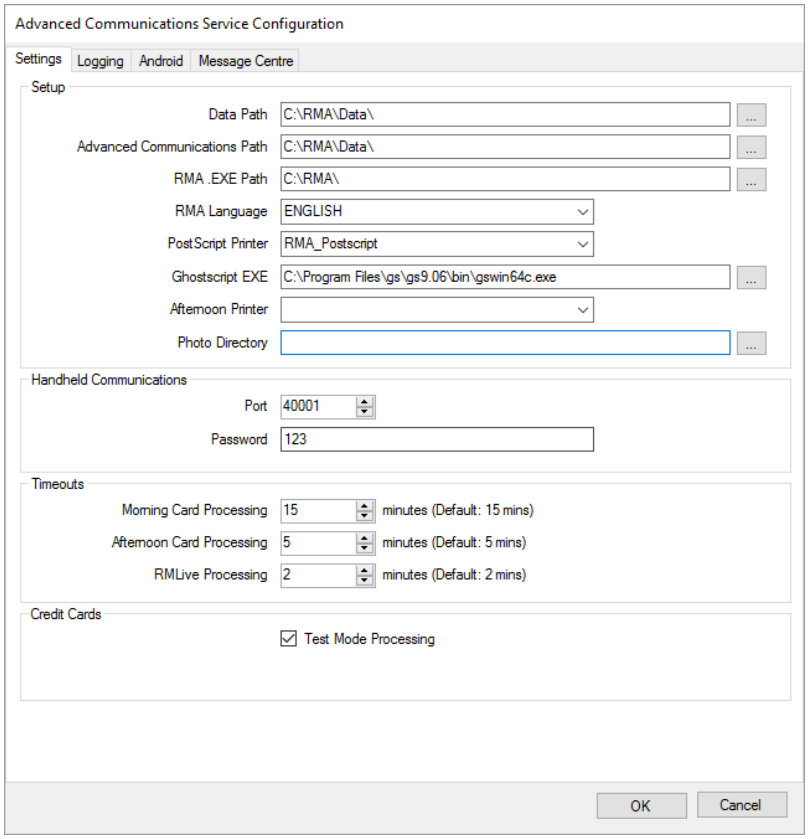
Confirm Sale Button Order: Select the camera icon.

To enable photos on the handheld, select *Modify,* and drag the camera icon from *Hidden Buttons* to *Displayed Buttons*. This will guarantee drivers assigned to this handheld class will have the option of taking photos.

Advanced Communications Configuration

The *Advanced Communications Configuration* settings will need to be adjusted to point to the Handheld Photos folder previously discussed.

Navigate to *Lists > Routes > Advance Communications Configuration* and select the *Settings* tab. The photo directory option is defined below.



Fields:

Photo Directory: Select browse and select or create a folder to save photos from the handhelds.

> **NOTE:** It is recommended that you create a new directory within the RMA\Data folder.

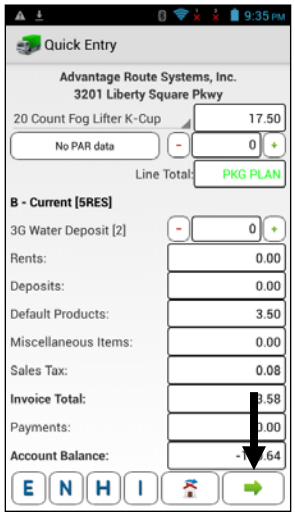
Daily Processing (CE Handheld and Android)

This section guides you through taking photos within the handheld program and viewing the information on the desktop.

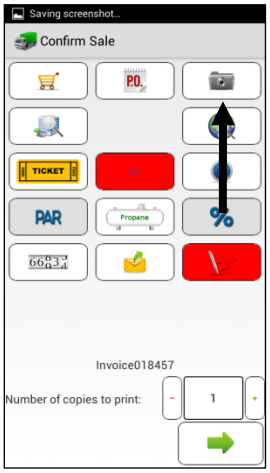
Handheld Processing

Follow the steps below to begin taking photos within Route Manager on the handheld.

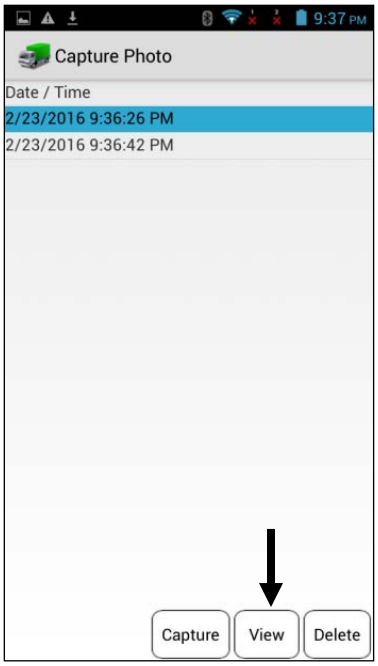
1. Select the **Next Arrow** on the invoice *Quick Entry* screen:



2. The driver can access *Manage Photos* from the *Confirm Sale* screen prior to saving the invoice:

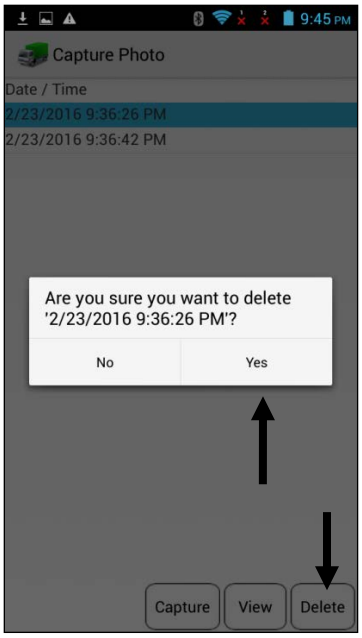


3. Tap the Capture button to launch the handhelds default Camera app, and take a picture. All pictures taken will be displayed on the *Capture Photo* screen, as shown below.
4. Tap the **View** icon within the *Manage Photos* screen to access the handheld camera and view a photo that was already taken:



As each photo is snapped, it is labeled and can be referenced on the *Manage Photos* screen (shown above). Multiple photos can be taken at each stop.

5. Any of the photos can be deleted prior to exiting by highlighting the photo and tapping the **Delete** key:

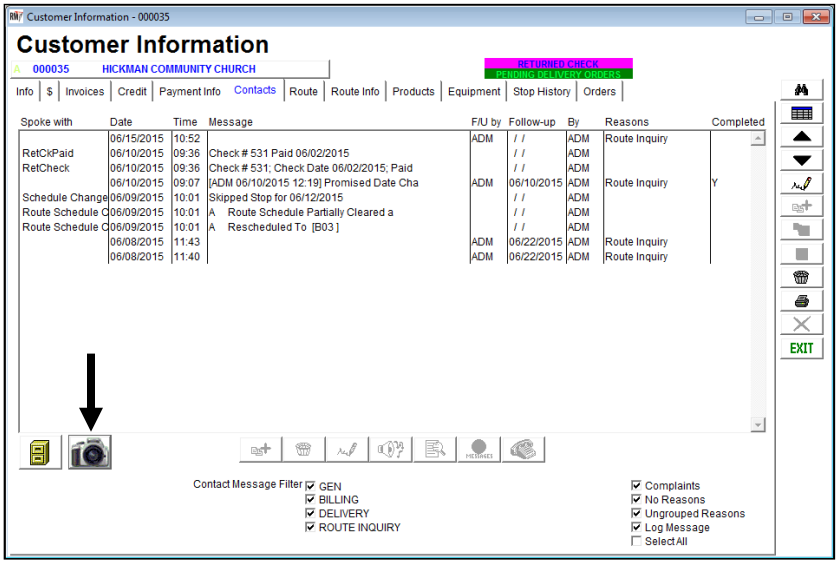


Viewing Photos

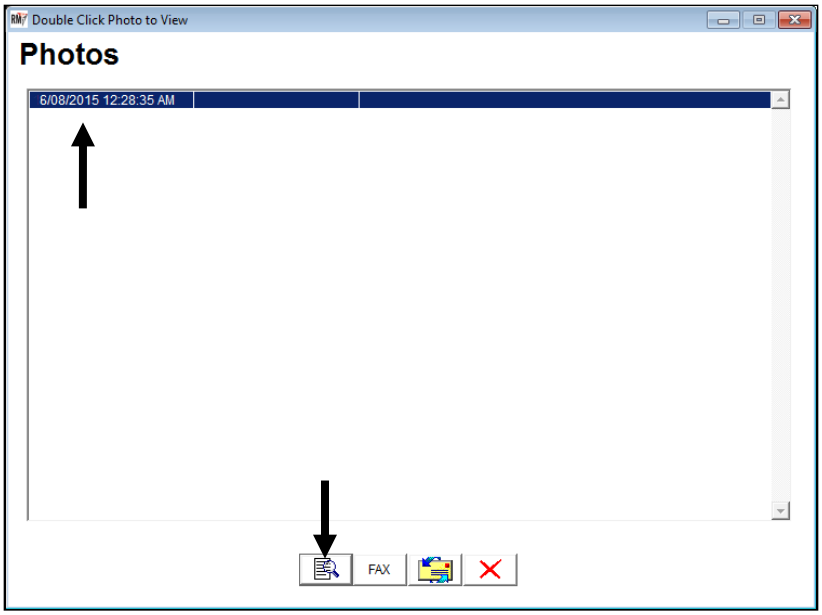
Photos taken on route can be immediately viewed within each customer's account after they are uploaded from a route (posting is not required).

Navigate to *Lists > Customer Information*, and select the *Contacts* tab.

Select the **Camera** icon on the *Contacts* tab to access the *Photo* screen:



The *Photo* screen will contain each photo taken and is referenced with a time and date stamp. Double-click each photo to view on your screen.



Additionally, you can use the buttons on the bottom of the screen to preview, fax or email each photo.

Filename Structure

The Filename plays an important part in the process. The filename of each picture consists of:

An example filename is as follows:

00001902_09132016_035916_218914_2.jpg

00001902 - The First 8 Digits is the Customer Route ID (Customer Account Number + Stop Identification Number). Note: Stop 1 is stored as Stop Identification Number 00 in the system. Stop 2 is ID 01, etc. The example above, is actually for Customer 000019 stop 3.

09132016 – The following 8 digits is the date of the picture.

035916 – This 6 digit number is the time the picture was taken (HH:MM:SS).

218914 – This value is the Invoice Number that the picture was taken on.

2 – The final digit is the method in which the Picture was taken:

0 = Taken from the Confirm Sale Screen.

1 = Taken from the Tank or S&W screen. Note: If it was taken via this screen, there would be a number preceding the 1, indicating what tank it was taken under.

2 = Taken “After Delivery” (prompt after invoice save).

Summary

The handheld photo option in Route Manager gives you further flexibility with managing your accounts, equipment, products, and much more. If you have any further questions regarding this feature, please contact Advantage Route Systems.

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Advantage Route Systems, Inc.

3201 Liberty Square Parkway

Turlock, CA 95380 USA

Phone: 1.209.632.1122

Web Site: www.AdvantageRS.com

Email: info@AdvantageRS.com

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