



FIXPIX™ (Mobile Picture Solution)

FIXPIX Utilization b2b Users Guide

<https://www.michelinb2b.com/wps/portal>



Dispatched	Accepted	Rejected
42	40	2
12	12	0
28	26	2
2	2	0

Date: MAY 2014

Access FIXPIX Data Using b2b

Please refer to document “FIXPIX b2b Access Users Guide V1.0” to get to the FIXPIX screen view.

FIXPIX Screen View

A utilization report has been added to allow review of the number of events sent / received and completed. Access to the report is from the link above the FIXPIX screen and the detail available is linked to your b2b access login. That is to say if your access login is at Bill To (BT) level you will see the both the BT and ST reports but if you are at the Ship To (ST) level you will only see the ST report

Event ID	Date	Name	Ship To	Bill To	Dealer Ship To	Name	Location	Number	Type	Reason
A361002	05/08/2014 04:38:00 EDT	Ryder CRC	NonNAFA	NonNAFA	1010100	DELLER TIME	Windsor, Ontario (416-430-0000)	288000	Trailer	Accepted
A361004	05/08/2014 01:34:36 EDT	Credit Card Customer	NonNAFA	NonNAFA	1010100	DELLER TIME	Windsor, Ontario (416-430-0000)	148000	Trailer	Accepted
A360903	05/07/2014 23:19:31 EDT	CDI Road Service	NonNAFA	NonNAFA	1010100	DELLER TIME (800-440-0000)	Windsor, Ontario (416-430-0000)	110000000	Trailer	Accepted
A360670	05/07/2014 21:17:10 EDT	TMC Transportation	NonNAFA	NonNAFA	1010100	DELLER TIME	Windsor, Ontario (416-430-0000)	20100	Trailer	Accepted / Customer Delay

Date Range

The report date range is automatically set to the previous 90 days (This is consistent with all ERS reporting). This range can be adjusted as need to include any information from January 1 2014 onwards.

Select Date Range

From Date: 02/07/2014 To Date: 05/08/2014 Generate

February 2014

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	



Bill To (BT) Usage Report View

The BT report will show a BT total at the top line and also show the individual location Ship to (ST) information below.

FIXPIX Utilization Report (From: 02/07/2014 - To: 05/08/2014)

View Report	Dispatched	Accepted	Rejected	Timed-Out	%Accepted (As % of Dispatched)	Completed	Expired	%Completed (As % of Accepted)	%Completed (As % of Accepted and Timed-Out)
Total	795	560	33	202	70%	512	47	91%	67%
View Report	108	67	5	36	62%	62	5	92%	60%
View Report	76	58	7	11	76%	55	3	94%	79%
View Report	57	52	4	1	91%	45	7	86%	84%
View Report	17	12	0	5	70%	10	2	83%	58%

Each individual ST location can be viewed in more detail by simply selecting the location name and using the blue hyperlink.

Ship To (ST) Usage Report View

The ST report shows the location information and displays the “registered phones numbers” that are being used in the program. This allows the reviewer the opportunity to see any issues of missed or incomplete events by phone user.

FIXPIX Utilization Report (From: 02/07/2014 - To: 05/08/2014)

View Report	Dispatched	Accepted	Rejected	Timed-Out	%Accepted (As % of Dispatched)	Completed	Expired	%Completed (As % of Accepted)	%Completed (As % of Accepted and Timed-Out)
Total	42	40	2	0	95%	39	1	97%	97%
View Report	12	12	0	0	100%	12	0	100%	100%
View Report	28	26	2	0	92%	25	1	96%	96%
View Report	2	2	0	0	100%	2	0	100%	100%

Only numbers that have been utilized are shown in the report. SO phones not in the system, not recorded in the technician database, will not display.



Using the Report (Headings and Meanings)

The heading on each report is the same and a brief description of its meaning can be viewed by mouse over of the heading. The report is intended to allow quick and easy review of FIXPIX utilization by location and by individual phone in the system.

- **Dispatched**
Number of ERS events dispatched to a registered phone or device
- **Accepted**
Number of received events accepted for service
- **Rejected**
Number of received events rejected for service
- **Timed-Out**
Number of events where non receipt or no activity was recorded
- **% Accepted (As % of Dispatched)**
Percentage of received events that were accepted.

Any events not accepted are indications of the application not being utilized correctly. This could be due to issues such as, but not limited to, Application not turned on, and Data plan not set correctly or out of data range, Technician isn't using the application.

- **Completed**
Number of Accepted events that were completed
- **Expired**
Number of Accepted events not completed
- **%Completed (As % of Accepted)**
Percentage of events completed out of those accepted

Any events not completed are indications of the application not being used correctly. A high percentage suggests that the technicians know the process in that when they accept a job they then complete it.

- **%Completed (As % of Accepted and Timed-Out)**
Percentage of completed events out of those accepted or timed out

Any events not completed are indications of the application not being used correctly. A low percentage here indicates that the application as a whole is not being utilized correctly. The technicians may understand the process based on the previous column but are not completing all events and allowing them to expire with no activity.

