

## Heisterkamp Customer Portal

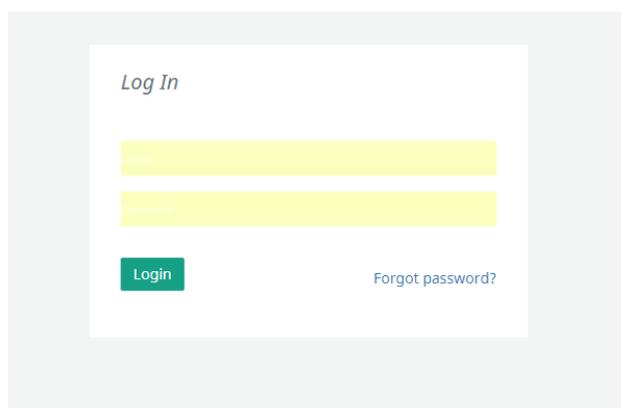
As a client of Heisterkamp you have the advantage of being able to track all activities off the trucks that are driving for you. Live, 24/7 and from anywhere in the world via our own “Heisterkamp Customer Portal”. On the next three pages you will find a short guide on how to use this portal.

### Login

You can login on the website by clicking the link below.

*Weblink:* <https://customerportal.heisterkamp.eu/>

The password and username have been sent to you in a separate, automatically generated, email. If you haven't already received this email then please contact your Heisterkamp contact person.



### Dashboard

When you enter the customer portal you will start at the dashboard. Here you will find the latest news from Heisterkamp. Also you have the possibility to send us feedback regarding to the portal. Please do not hesitate to comment us on our portal.

### Navigation Center

On the left side of the page you will find the navigation center. Depending on the services you are using you will find one or more of the following categories:

- Users (overview)
- Fleet - Truck overview
- Fleet - Trailer overview (only trailers from Heisterkamp Trailer rental)
- Breakdown Service case status overview
- CMR Requests (overview)

## Truck Overview

Go to the navigation center, select Fleet and then Truck Overview. This option gives you an overview of all the trucks that are connected to your account. The Heisterkamp dispatcher is in control of the trucks you see and can add them in case trucks are lacking. In this overview you will find three different sub-screens: Trucks, Maps and Messages.

**Trucks**

Truck	Name driver 1	Trailer	Activity	Time	Last known position	Charter	License plate	House number	Latest report	Latest...	Driver...	Driver...	Name driver 2	GSM number dr...
1711		Solo	End trip 42:16	Mon 25-09-17 10:13	Löbeck (Ländorf)	Heisterkamp	82-VW-15	3	25-09-17 10:13	Valid				
1714	FISCHER, Dalbor	DFC761	Driving 01:25	Mon 25-09-17 10:12	Hamburg (Moorfleet)	Heisterkamp	82-VW-19	4	25-09-17 10:12	Valid	517274		014212174855	
1728	GEBICA, Krystof	DFC715	Waiting 01:21	Mon 25-09-17 10:12	Strijensas	Heisterkamp	25-708AM	9	25-09-17 10:12	Valid	902250		0031 629370143	
1732	WIDSTENENK, Herman	DHN728	Waiting 01:50	Mon 25-09-17 10:12	Kalkar (Emmericher Eyland)	Heisterkamp	3088R6	3	25-09-17 10:12	Valid	702166			
1747	STROUNEL, Dimitrios	DEK988	Driving 01:28	Mon 25-09-17 10:11	Hamburg (Lut Moor)	Heisterkamp	3988G9	3	25-09-17 10:11	Valid	517461		01421096958	
1751	LAZARSKI, Slawomir	DDQ49	Waiting 01:25	Mon 25-09-17 10:12	Hamburg (Billbrook)	Heisterkamp	23103PH	5	25-09-17 10:12	Valid	901946		0031646118827	
1762		Solo	End trip 09:22	Mon 25-09-17 10:12	Löbeck (Ländorf)	Heisterkamp	66-BB+8	4	25-09-17 10:12	Valid				
1769		Solo	Preparing to depart 12:16	Mon 25-09-17 10:12	Löbeck (Ländorf)	Heisterkamp	40-BB+5	4	25-09-17 10:12	Valid				
1784	MAJDA-ZALENSKI, Deruzet	DCS 208	Waiting 01:21	Mon 25-09-17 10:12	Brake (Norderfeld)	Heisterkamp	25-S73AN	5	25-09-17 10:12	Valid	902191		0031 652008184	
1787	LOK, Richard	DCS187	Waiting 00:18	Mon 25-09-17 10:11	Ede GLD (Frankenberg)	Heisterkamp	77-80B-7	4	25-09-17 10:11	Valid	101438		0031629013349	

Showing 1 to 10 of 57 entries

**Messages**

Vehicle	Name driver 1	Time	Message	Position	Reference	GMT time	Template	Configuration	MDF version	Zipcode	Message Nr.
10338	STARKE, Matthias	25-09-2017 08:42:35	Waiting: Warten auf Ladeauftrag.	Bransche	0		7050	10176			20170925100088994

Showing 1 to 1 of 1 entries

## Trucks

In the Trucks screen you see all your trucks and their current activities, drivers and last known position. If you select a truck, the truck will be selected in the Map- and Messages screens as well. To view all trucks in the Map- and Messages screens again, just click on the selected truck one more time.

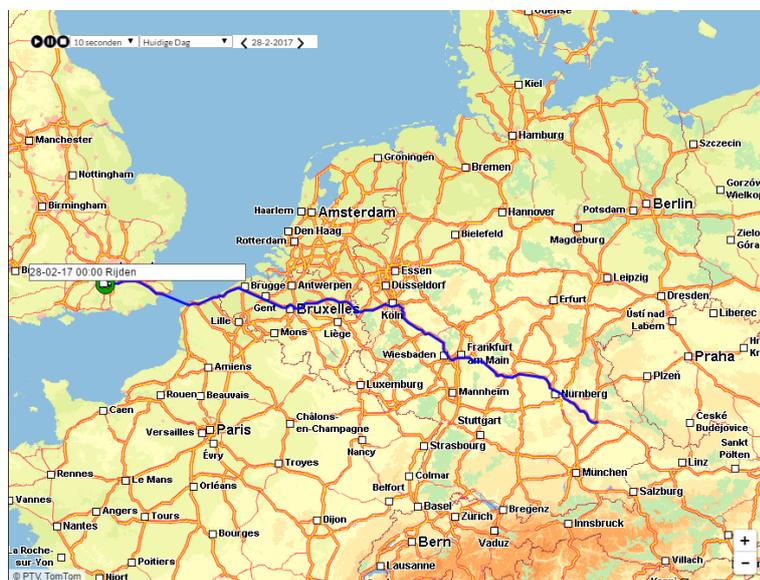
You can see the historic positions of a particular truck by selecting the truck and then clicking on Positions in the upper right side corner. A screen will pop-up with the locations and the time that the truck was there. Note: when you change the date you can also see the positions of the truck on previous days.

### Truck positions

Period of time:	Position start:	Position end:
01-03-2017 00:00:48	DE Regensburg (Burgweinting-Harti)	DE Regensburg (Irl)
01-03-2017 01:00:23	DE Regensburg (Irl)	DE Regensburg (Irl)
01-03-2017 02:00:59	DE Regensburg (Irl)	DE Regensburg (Irl)
01-03-2017 03:00:30	DE Regensburg (Irl)	DE Kirchroth (Hundsschweif)

## Map

In the map you see the current location of a truck. When you click on the button Change View, the Map will increase in size.



It is also possible to replay the route that a truck took. For this option you can use the menu in the upper left corner of this screen (play, pause, stop).

## Messages

In this part of the page you can find all messages that were sent to- and from the trucks. In the default setting you will find the unread messages from all the trucks that are allocated to your account. By clicking on a truck you will get an oversight off all messages sent to- and from this particular truck. If you click on the truck a second time the screen will change back to the original setting. To filter the messages further you have three different options:

- Unread. All unread messages send by the truck(s).
- Recent. All recent messages (last day)
- Sent. All messages send (up to 200)

Unread messages are shown in **Bold**. Double click on the message to set it to read. Note: to sort the data you can click on the specific column title (Vehicle, Name driver, Time etc.).

## Users

As standard Heisterkamp gives every client one account (administrator account). The person for whom this account is created can then add as many accounts as he wishes.

To create a new account click on the option “Users” in the navigation center, then select “+ Add User”. A pop-up screen will appear. Here you can select the different modules that you want the new account to be registered for\* (see image below).

Module	Access	Admin
Truck Overview	<input type="checkbox"/>	<input type="checkbox"/>
Trailer Overview	<input type="checkbox"/>	<input type="checkbox"/>
CMR	<input type="checkbox"/>	<input type="checkbox"/>

[Next](#) → [Cancel](#)

Note: when you also select the option Admin the new user will also have the right to create new accounts.

Fullname:

Email:

**Note:** password will be sent to email.

[Submit](#) → [Cancel](#)

Click on Next. Now fill in the name and the email address of the new account holder. When you press “Submit” an automatically generated email with the login will be send to the new account holder. The new account will also be shown in de Users menu.

*\*the available modules depend on the services your account is registered for.*