Premium Inspection System

Inspection Company Instructions

The following are guidelines set up for inspection companies to navigate through the Premium Truck Inspection system.

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1. Requesting an inspection.

An inspection request is generated by the Asset Manager and the system generates an email to the appropriate parties.

Example:

[Premium Inspection] - New Inspection(s) Requested by Danny Mirts

- support@arrowtruck.com
- Thu 10/19/2017 3:16 PM
- Mirts Daniel; Mathewson Betsy; McConico Y; Sterling Michael; Godfredson Chip; Mulcahy Eric; Crotts Jimmy; Torres Juan (2); Mirts Daniel

New inspections have been requested.

VIN(s): 024929

Location: test
Address: test
City, State, Zip: test, KS, 01111
Contact: ss
Contact Phone: ss, 1326546666-
Family: VOLVO
Fleet: CORPORATE INVENTORY
Make, Model, Year: STERLING, a, 2000

Requestor: Danny Mirts
Request Date: 10/19/2017
Inspection Company: 

NOTE: This is an automated email. Please do not reply.

Click here to access the Premium Inspection System.
The inspection company should log into the system to check for inspections that have been ordered by Volvo/Mack but have not been assigned to an inspector.

Note that you may access the Premium website by clicking on [Click here to access the Premium Inspection System] at the bottom of the email notice

or

Log into:

*For all systems within the Premium website to function properly, Chrome must be used.*

Within the “Options” section, you can select “Unassigned“ and then the red “Search” button. This will bring up any units that have been ordered from your inspection company that have not been assigned to an inspector.
2. Sorting or Searching for Specific Data

Note there are several options in which data can be obtained or sorted.

In the first section, you may sort data by:
- Family
- Fleet
- Inspector (after an inspector has been assigned)

In the next section you will find search criteria specially designed for the inspection company. You may sort data by:
- All  (list every inspection assigned to your company)
- Requested not Assigned  (list inspections requested, but not assigned to an inspector)
- Assigned not Inspected  (list inspections assigned to an inspector but not inspected yet)
- Inspected not Insp Co Approved  (list inspections that the inspector has entered but has not been approved by the inspection company)
You may find a truck in the system by searching the last six digits of the VIN number by:

- Check the box located in front of “Quick Search by VIN6”
- Enter the last six digits of the VIN number in the field provided
- Click on the search button
3. **Assigning an inspector to an inspection request.**

- Enter a check mark in the square within the first column of the inspections you want to assign.
- In the “Inspector” box, available inspectors are listed in the drop down box. Choose one.
- Click on the red “Assign Inspector” button.

**Example:**

An email will be generated to the inspector that was chosen.

**Example:**
Note that the inspector can access the Premium Inspection System by clicking on the link at the bottom.

**Reassigning an inspection to a different inspector:**

If a situation arises whereas the inspector needs to be changed, this can be achieved before the inspection report has been entered by following these instructions:

Open the inspection report by clicking on the VIN6. At the top within the inspector field, select the inspector you want and click on the assign button.

Example:
<table>
<thead>
<tr>
<th>Requester</th>
<th>Request Date</th>
<th>Inspector</th>
<th>Inspection Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jimmy Crotts</td>
<td>11/17/2017</td>
<td>Inspector</td>
<td>0</td>
</tr>
</tbody>
</table>

- Unit Accepted: 0
- Unit Rejected: 0
- History Report Reviewed: 
- Title Requested: 0

**Full VIN:** 111111111111232323
4. Inspection Report Status Flags

The flags on the main screen represent the following and are status indicators for who has control of the inspection report:

- 3 red flags indicate the inspection company has not approved the report and inspection company has control.
- 1 green and 2 red flags indicate the inspection company has approved the report, Volvo/Mack Asset Manager has not approved and has control of report.
- 2 green and 1 red flag indicate the report is Asset Manager approved, however the truck has not been accepted yet. Asset Manager has control.
- 3 green flags indicate all procedures have been completed and the truck has been accepted.

Each time a re-inspection is ordered the flags will reset to all red to start the process over.
5. Specification Data Entry

The inspector gathers data and inputs the data into the system.

The “SAVE” button must be selected each time before leaving a page to ensure no data is lost.

There are three sections in which the inspector must enter clear and accurate data:

- Specifications
- Tires & Brakes
- Condition Report

The “Specifications” page is first.

- This page is fairly self-explanatory; simply enter the data that has been requested into the correct field.
- Drop down boxes have been used for your convenience and the most used responses are listed from the top down.
- The complete 17 digit VIN and all fields should be entered before you leave this page.

The “SAVE” button must be selected each time before leaving a page to ensure no data is lost.

Data can be saved at any time by clicking on the “SAVE” button. This allows partial data to be entered, saving the data, leaving the system and returning later to finish.
6. Tires and Brakes Data Entry

“Tires & Brakes” data page:

Enter the tire size for the front and rear at the upper left side. Use the drop down boxes to select the correct size.

The following data must be recorded:

- Make
- Model
- Date code – 4 digits
- Type – recap or virgin
- Tread – Highway or lug tread pattern
- Measurement in 32nd’s
- Faults

Note there are several legends pertaining to tire data entry which must be utilized:

- Tire Legend – to aid the inspector, tire “Make” is shortened to 4 letters, simply select the correct make and enter the abbreviation.
- Tire Type – Recap or Virgin – select the appropriate option - R or V
- Tire Thread – Highway or Lug – select the appropriate option – H or L
- Tire Faults – use the one or two digit code when one of the following conditions apply:
  - A = tire casing is over 5 years of age
  - C = cut
D = dry rot
F = flat
M = mismatched tread pattern or casings
R = Wheel damage
W = irregular wear
X2 = tire has been recapped twice
X3 = tire has been capped 3 times or more

- Tire casing example – explains the “DATE” field. The code for the original casing age must be entered here. Dates codes are 4 digits. An example is 3314; this indicates the tire was made in week 33 of 2014.

Drive tire data can be switched from duals to Wide Base by selecting the Wheel Type option on the right side:

A third axle can be added by selecting the “Show 3rd Axle” button below the tire data:

The “Duplicate Tread Depth” can be used for the drive tires if all the drive tires have the same tread depth by entering a 32nd measurement and clicking on the red “Duplicate Tread Depth” button. This will auto populate this measurement to each drive tire.
Any tire deficiencies must be written up in the “Notes” area provided below the tire data chart and an “X” entered into the “Problem” column.

The brake data section is just below the tire info. Note the position of the axles which are the same as the tires, steer axle first followed by the drive axles. The brake lining depth should be measured in 32nds of an inch and entered into the appropriate column.

- Note the minimum measurements listed on the left side are for Mack/Volvo use only and the inspector should enter the actual true data. These are trade term minimums.
- Some trucks will have backing plates that make gathering the lining and drum data somewhat more difficult, but the data must be gathered as accurately as possible. The backing plates will have an inspection hole or slot which will give an inspector access to inspect.
• Any brake deficiencies must be written up in the “Notes” area provided below the brake data chart and an “X” entered into the “Problem” column.

• The is one “Brake Legend” listing data to be entered into the “Brake Defect” columns:
  BD = Bad Drum
  BR = Bad Rotor
  CL = Cracked or separated lining
  LS = Leaking Seal

The “SAVE” button must be selected each time before leaving a page to ensure no data is lost.
7. Condition Report Data Entry

“Condition Report” page.

The Condition Report has four columns:
1. Problem
2. Fixed
3. Item
4. Notes

Directions for the “Problem” column:
- The following are available options in the dropdown box:
  - Each item will have this in the problem column and the inspector must change this, when changed this will be confirmation that the inspector has reviewed the item.
  - / Inspector uses this symbol if the item passed inspection with no issues noted.
  - X Inspector uses this symbol if a deficiency for the item being inspected has been identified.
  - N Not applicable – inspector uses this symbol if the item does not apply to the vehicle being inspected.
  - A For Asset Manager use only, the inspector should never use this.
  - R For Asset Manager use only, the inspector should never use this.
  - For “Emission Snap Test”, either “Pass” or “Fail” must be selected in the Problem column.

Directions for the “Fixed” column:
- The fixed column is only used during a re-inspection to indicate if a previously noted deficiency was repaired.
  - N - Use this symbol for “NO”, the previously noted deficiency has not been repaired.
  - Y - Use this symbol for “YES”, the previously noted deficiency was repaired.

Directions for the “Item” column:
- The item column simply lists the item being inspected.
- Note there are 3 reading boxes in this column where the inspector must enter a specific reading:
  1. Coolant protection level
  2. Charging system voltage
  3. Air pressure
Directions for the “Notes” column:

- When an “X” is entered in the Problem column, a good detailed description of the problem must be entered in this field.
- The inspector should not use words like “damaged, replace, bad, etc.”, he should always explain why something needs to be replaced, is damaged or bad.

  Example write up:
  
  Windshield needs to be replaced – instead should state: **Windshield is cracked**
  
  Back of cab is damaged – instead should state: **Severe scratches and dent in back of cab**
  
  U-joint is bad – instead should state: **Front driveline, front u-joint has excessive play**

- Oil leaks have a drop down box that will aid with a location of the leak. Any other info can be entered below the drop down.

Note at the bottom of the Condition Report there are several lines open for the following:

- Paint Condition & Physical Damage
- Mechanical Deficiency
- Miscellaneous, Notes etc.

**The “SAVE” button must be selected each time before leaving a page to ensure no data is lost.**
8. Photo Data Entry

Entering Photos:

- Any deficiencies written up, whereas a photo will show the damage, a photo should be entered into the report.
  For paint or body issues, it may be necessary to take a close up shot of the damage and then an additional shot further back so that the area of the truck can be identified.
- For maximum efficiency the camera VGA setting should be at 640 x 480 and photos saved as a jpg file.
- Photos should be loaded in a specific order – listed below:

**VOLVO/MACK TRACTOR/TRUCK PHOTO REQUIREMENTS**

1) Door tag (VIN # tag) that clearly shows the VIN # and Engine Model & Serial # of the truck being inspected

2) Door tag that clearly shows the Transmission and Front Axle Model & Serial #’s (If Applicable)

3) Door tag that clearly shows the Rear Axle Model & Serial #’s (If Applicable)

4) Door tag that clearly shows the manufacturer / build date (month / year)

5) Dash photo from driver’s door with steering wheel at center

6) Photo of the left side of the vehicle from front to rear (Try to show DPF & Tank Configuration)

7) 45° exterior photo from front right corner (should show front of truck + entire right side)

8) Interior photo from passenger’s door

9) 45° exterior photo from right rear corner

10) Right side drive tires

11) Photo of left side drive tires

12) 45° exterior photo from left rear corner

13) 45° interior photo of Left side of sleeper area (showing cabinetry & back wall) If Applicable

14) 45° interior photo of Right side of sleeper area (showing cabinetry & back wall) If Applicable

15) Photo of Odometer (clearly showing current miles/kilometers)

16) Photo of Left side of engine

17) Photo of Right side of engine

18) Regen system

19) Photo of Diagnostic codes – if there are no codes, still enter a photo showing this.

**IMPORTANT NOTE**

ALL PHOTOS NEED TO BE QUALITY IMAGES IN ORDER TO BE CHOSEN TO BE PLACED IN ADVERTISING. CHECK CAMERA SETTING TO MAKE SURE IMAGE IS NOT SET ON HIGH RESOLUTION.

Picture Resolution: VGA 640x480
Aspect Ratio: 4:3
20) Photos of any defects in order they were listed on the report.

- Save the photos from the camera to a computer into a file easily accessible. Suggestion – save the photos in the proper order and use a file name with the last 6 digits of the VIN number. Another helpful suggestion is to load the photos to the computer one truck at a time.
- Next, load the photos from the computer into the Premium Inspection System as follows:

Select the red “Truck Photos” button

Enter the photos using the following upload screen:
• Click on the browse button and locate the saved file for the specific truck in which you want to upload the photos.
• Within the saved file on the computer, click on the first photo, then click on the last photo while holding down the shift button to select all the photos to download at one time. Right click the mouse or laptop control and choose “Select”.
• At the inspection upload site, note that beside the “Choose Files” button, it will tell you how many files have been selected. Then click on the Upload button.

• Note that is doesn’t matter what the file name was, the system will automatically rename the files in the inspection report to the last six digits of the VIN plus the photo number. Example below:

• Additional photos can be added after the first download at any time – this may be helpful if a photo is needed during a re-inspection. These photos will be added to the end of the existing photos.
• The order of the photos can be changed or photos deleted by selecting the box for “Edit Photo List”.

• To delete photos select the jpg number in the list and click on the “Delete Selected Photo(s)” button. One or several can be deleted at once.

• To change the order in which a photo is shown, select that jpg number, click the “UP” or “Down” button until the photo is where you want it, then click on the “Re-Order” button. The photo will reappear in the new position and will be renumbered to the correct order. This can be performed on one or multiple photos at one time.

After the photos have been loaded in the proper order, the field just in front of the “Notes” field where deficiencies are written up, there is a photo column, here the last 2 digits of the photo showing the deficiency should be added. This will enable a photo associated with the deficiency to be together and should take some confusion away and help streamline the process.

Note that currently only one photo per line item can be attached.

Directions for use:

While entering an inspection report, note that a 2-digit field is just to the left of where the deficiency is written up:

<table>
<thead>
<tr>
<th>Item</th>
<th>Photo#</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engine Oil - Condition &amp; Level</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coolant - Condition &amp; Level</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Record coolant protection level (note Fahrenheit or Centigrade)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The photos should be entered as you normally would (in the correct order). Note the photos have a number just to the right of the VIN serial number:
Simply enter the last 2 digits of the photo into the new photo# field to the left of the deficiency:

<table>
<thead>
<tr>
<th>Problem</th>
<th>Fixed</th>
<th>Photo#</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>X</td>
<td>23</td>
<td>STRACHES TOWARDS REAR FT SIDE PANES HAS SCRATCHES</td>
</tr>
<tr>
<td>9.</td>
<td>X</td>
<td>27</td>
<td>RUST ON BACK OF CAB RUNNING DOWN</td>
</tr>
<tr>
<td>6.</td>
<td>X</td>
<td>28</td>
<td>STRACHES ON BACK CAB AT TOP</td>
</tr>
<tr>
<td>1.</td>
<td>X</td>
<td>41</td>
<td>REFLECTOR TORN UP</td>
</tr>
<tr>
<td>2.</td>
<td>X</td>
<td>50</td>
<td>SEAT BELT DIRTY</td>
</tr>
<tr>
<td>3.</td>
<td>X</td>
<td>11</td>
<td>COMPUTER CORD BAD</td>
</tr>
<tr>
<td>4.</td>
<td>X</td>
<td>35</td>
<td>BOLT IN FRONT BUMPER RIGHT SIDE MISSING</td>
</tr>
</tbody>
</table>

When you click on the “SAVE” button, note that an icon appears beside the photo number:
At this point the photo entry is complete. The next user simply clicks on the icon and a photo of the written deficiency pops up.

**Note: very important:** if the inspector enters the photo numbers in the column to the left of the deficiency and then the photos are put in a different order by the Quality Control personnel, the photo number beside the deficiency will be incorrect and need to be renumbered.
9. Adding a Document Attachment

In the case where an inspector has need to add a document to an inspection report, we now have the capability by following these directions:

Click on the Vin6 to open the inspection report.

On the far right there will be a button labeled “Truck Docs”.

Click on the “Truck Docs” button and the following screen will appear:

Select the “Choose Files” button.
Select the file you want to upload. (note the file must be in PDF form only)
Select the “Upload” button and the document will be attached.

After document has been uploaded, notice on the main Premium page (front page) there is a document column on the far right. If there are no documents on a report, the Docs icon will be grayed out. If there is a document attached, the icon will be colored blue. See below example:
To view the attached document open the inspection report by clicking on the Vin6, select the “Truck Docs” button, then click on the attachment title listed on the left lower side.
10. Submitting Inspection Report

After all data has been entered, select the red “Submit Insp” button to complete the report.

- All fields must have data entered.
- If the report will not submit, look for a pink arrow beside the field that needs to be completed or an error message beside the “Submit Insp” button.
- When the report is successfully submitted, the inspection date will auto-populate and an auto-generated email notification will be sent to all parties involved.

Example:

The following inspection has been submitted by: 

________________________________________________________________________

Insp#: 87
Vin#:
Unit#: N/A
Fleet: TRANSPORTATION INC.
Address:
City, State, Zip:
Location: 
Make, Model, Year: MACK, CXU613. 2013
Inspection Company:

NOTE: This is an automated email. Please do not reply.

Click here to access the Premium Inspection System.

The inspection date is auto-populated in the field below upon successfully submission the inspection report.
11. Inspection Company Approval

After the inspection report has been submitted successfully, the inspection company “quality control” personnel should check the data entered for accuracy and clarity.

This step should be performed in a timely manner in order for the Asset Manager to gain access to the report.

Each page should be carefully reviewed:
- Specifications
- Tires & Brakes
- Condition Report

Tips:
- **The inspector should not use words like “damaged, replace, bad, etc.”, he should always explain why something needs to be replaced, is damaged or bad.**
  - Example write up;
    - Windshield needs to be replaced – instead should state: Windshield is cracked
    - Back of cab is damaged – instead should state: Severe scratches and dent in back of cab
    - U-joint is bad – instead should state: Front driveline, front u-joint has excessive play and 1 bolt missing

- **Any deficiencies written up, whereas a photo will show the damage, a photo should be entered into the report.**
  - For paint or body issues, it may be necessary to take a close up shot of the damage and then an additional shot further back so that the area of the truck can be identified.

To approve the inspection report, go to the top of the inspection report where you will find a column marked “Insp Co. Approve”. Simply click on the small box in front of the date field. A check mark and the date of approval will auto populate.

**Once the inspection company approves an inspection, the inspector nor the inspection company can no longer edit it.**

If a re-inspection is requested, the process starts over.

When this field auto populates an email will be sent to the Asset Manager at Mack/Volvo and the report will be in their hands at this point.

Example:
The following inspection has been approved by Inspection Company,

-----------------------------------------------

**Insp#: 86**
**Vin#:**
**Unit#: N/A**
**Fleet:** ANSPORTATION INC.
**Address:**
**City, State, Zip:**
**Location:** transportation
**Make, Model, Year:** MACK, CXU613, 2013
**Inspection Company:**

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**NOTE:** This is an automated email. Please do not reply.

[Click here to access the Premium Inspection System](mailto:Click here to access the Premium Inspection System).
12. Re-inspections

Re-inspections:
Each time a re-inspection is ordered, the flags on the main opening page will all be set back to red.

Each time a re-inspection is ordered, an addition inspection line will appear at the top of the inspection report:

At this time, emails are sent once more to the appropriate contacts and the process starts over.

The difference between the first and second inspections is that the inspector will only need to check the deficiencies that were written up during the first inspection to see if they were repaired correctly. (Items with an X in the Problem column).

- In the “fixed” column enter a “Y” if the deficiency has been repaired properly and enter an “N” if it has not been repaired.
- Feel free to add any notes that you feel are relevant.
- The “SAVE” button must be selected each time before leaving a page to ensure no data is lost.

After the re-inspection has been saved and entered, the inspection company “quality control” personnel should check the data entered for accuracy and clarity once more, approve the report in the same manner as the first inspection, and enter approval on the last inspection line.
If more than one re-inspection is needed, the same process will repeat each time.
13. Assistance

- If questions or concerns arise whereas Mack/Volvo would be of help, feel free to call the Asset Manager that requested the inspection.
  
  Jimmy Crotts 336-912-2139 mobile
  Sam King 336-676-3877 mobile