

# 3 Steps to Success

## How to Successfully Implement CoPilot Truck Navigation

Over the past 15 years, we have had partners and enterprise customers activate CoPilot Truck on hundreds of thousands of devices, with fleets ranging in size from single digits to tens of thousands of units each. In that time we have boiled down the difference between success and failure to the following three simple steps. We are confident that if you follow them, your rollout will be much smoother, as will your business operations after completing the rollout.



### **Activating Navigation doesn't mean you're done!**

Follow these 3 simple steps to ensure your drivers and dispatchers stay happy.

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## Step 1: Build a Strong Foundation

Navigation, like many other things, relies on up-to-date information. Roads, restrictions, and physical attributes (e.g. overhead clearances) are constantly changing with the growth and decline of communities across the country. Software, including ALK's core routing algorithm, is likewise constantly being improved. Keeping everything up to date ensures the best possible user experience.

### **1. Make sure you have the latest software and map data installed**

- a. Contact your PeopleNet Customer Manager (CM)** to over-the-air update (OTAP) your devices with the latest CoPilot Truck application software
- b. Update your devices** with the most current map data available (see [link](#) for details). Note that there may be different map installers for different devices.
- c. Activate CoPilot Truck** and any available sub-features using PeopleNet's Onboard Application Controls (OAC) on the PFM (see [link](#) for details). For the best experience, complete all 3 steps to success before activating CoPilot Truck.

## 2. Keep your software and map data up to date

Many fleets have seen success when combining map data updates with the “B” or “C” vehicle preventative maintenance cycles to avoid unnecessary down time. We recommend **updating maps a minimum of once per year, quarterly if possible.**

## 3. Understand CoPilot Truck is Part of a Larger System

**CoPilot Truck is not just standalone navigation.** CoPilot Truck comes with a suite of web applications that are used to support enterprise needs, from remote administration and configuration of CoPilot Truck to creation and management of custom content. Be sure to review our best practices guides to learn how to get the most out of your navigation.

## 4. Set Appropriate User Expectations

Creating routes for commercial vehicles involves balancing speed and efficiency with safety as well as physical and legal restrictions. Yes, your drivers may know a faster way ... in their pickup. Be proactive and make sure your users understand that ***the route will purposely differ from consumer solutions.***

## 5. Properly Train Your Users

**A wide variety of resources are available** to help train and support your drivers, dispatchers, and other administrators. Many of these are listed at the end of this document. We **strongly suggest** that your primary CoPilot administrators **watch the best practices video series** in particular.

# Step 2: Clean Up the Destinations

CoPilot Truck will navigate the driver directly to the nearest road to whatever destination is provided. Most fleets leverage PeopleNet’s Automated Workflow (AWF) dispatch integration to automatically insert the dispatched stops directly into CoPilot Truck, saving the drivers from manual stop entry.

However, this is where most fleets get into trouble - your customer data has been created over years or even decades, and was used for many business purposes such as bidding, rating, billing, and driver pay. Accuracy and precision needs were lower, focusing on zip code or even just city-level granularity. The driver needs more - even 500 feet can mean the difference between a successful delivery and a ticket, or worse, an accident.



## 1. Location Accuracy

Where exactly you place the point on the map is accuracy. We suggest using the intended **vehicle entry point at least 10 feet off the road** so that the driver receives final turn guidance (e.g. “on the right”).

## 2. Location Precision

The number of digits to the right of the decimal point in the lat / long you save for the location is precision. We suggest **6 decimal places**. The fewer decimal places of precision, the greater the risk of imprecise guidance at the destination.

## 3. How to Start the Cleanup Process

- a. A **complimentary data analysis** is provided for all customers as part of the CoPilot Truck implementation process. The results categorize your locations on a range of good to bad, helping to prioritize cleanup efforts.
- b. Once you have the analysis results, **do not try to fix everything at once**. It is not uncommon to find 30-50% of your locations need scrubbing, which is no small task.
- c. Instead, **focus on your top 10-20%** most frequently dispatched locations, or only those used in the last 3 months, or the top locations by terminal depending on how you intend to roll CoPilot out to your fleet.
- d. Cleaning up the remaining locations is important as it greatly improves the CoPilot Truck experience, but be realistic about the effort required to clean up potentially decades of accumulated data.

# Step 3: Control the Route Path

CoPilot Truck will always generate truck-specific routes **based on the active routing profile** as selected by the driver. The best way to ensure consistent and accurate routing profiles are used across your fleet is to leverage ALK's web tools to define corporate routing profiles and configure CoPilot Truck. Additionally, while CoPilot Truck will always generate truck-specific routes, sometimes your business needs require alternate routing. Route modifiers can also be managed through our web tools.

## 1. Define corporate routing profiles

It is far easier to train a handful of office-based employees in routing profile creation than all of your drivers. Routing profiles can be created in the CoPilot FleetPortal web tool and distributed by vehicle group, allowing you to **assign only those profiles which make sense** for each vehicle or division and further simplify driver training.

## 2. Configure CoPilot Truck to prevent driver editing of routing profiles

Once you have created corporate routing profiles, you can ensure their use by configuring CoPilot Truck to **only allow the drivers to select from those corporate routing profiles**, ensuring operational consistency and limiting user error. We suggest creating vehicle groups specifically for assigning routing profiles and configurations.

## 3. Create and assign route modifiers as needed

Use the ALK Content Tools web tool to create route modifiers, and the CoPilot FleetPortal web tool to assign sets of route modifiers to the appropriate vehicle groups to further control CoPilot Truck's routing. Most fleets **start by marking roads with Avoids to limit use**, for example to prevent a left turn out of their terminal due to a local agreement.

# Additional Resources and Training Material

## Technical Support

The [PeopleNet Support Center](#) includes many additional resources for your CoPilot Truck implementation. If the support center does not answer your questions, PeopleNet Technical Support is available at [support@peoplenetonline.com](mailto:support@peoplenetonline.com) or 888.348.3486 x1.

# Training Material

## Driver-Facing

1. [CoPilot Truck How-to-Quick Training Videos](#): a series of 2-3 minute long topic-specific training videos
2. [CoPilot Truck Quick Start Guide](#): an abbreviated user guide document for the most commonly used functions
3. [CoPilot Truck Visor Card](#): a 2-page quick reference card
4. [CoPilot Truck User Guide](#): a detailed user guide document covering all driver functions
5. [CoPilot Truck Knowledge Base](#): FAQs and topic-specific articles covering all driver functions

## Admin-Facing

1. A series of 2-3 minute long [CoPilot Truck Web Tools How-to-Quick Training Videos](#): topic-specific training videos
2. [CoPilot Truck Best Practices Videos](#): a series of in-depth videos covering best practices on setup and management of the CoPilot Truck system. We **strongly suggest** that your primary CoPilot administrators **go through all of these in order** as they will help you set everything up in the manner which best fits your specific business needs:
  - a. [CoPilot FleetPortal Best Practices](#): remotely manage CoPilot Truck configurations to meet your fleet's business needs, up to and including full control over the drivers' route generation options. Assign route modifiers and custom place sets to vehicle groups. Leverage reports to help keep application code and map data up to date.
  - b. [ALK Content Tools Best Practices](#): create and manage custom locations such as customer locations or company approved fuel stops with varying levels of data defined, improving routes and guidance for drivers, increasing on-time delivery, and reducing driver confusion and accident risk. Modify standard ALK routes to meet your fleet's business needs.
  - c. [CoPilot Truck Settings Best Practices](#): increase driver adoption through a greater understanding of the customization options available to drivers including display options and configurable alerts and warnings.
  - d. [CoPilot RouteReporter Best Practices](#): for those who have purchased the route compliance add-on. More easily identify deviations from plan, helping determine root cause for problematic trips.
3. [CoPilot Truck Web Tools Knowledge Base](#): FAQs and topic-specific articles covering all web tool functions
4. [CoPilot Truck Knowledge Base](#): FAQs and topic-specific articles covering all driver functions