Cheetah FAQ: Logging in and Timeouts

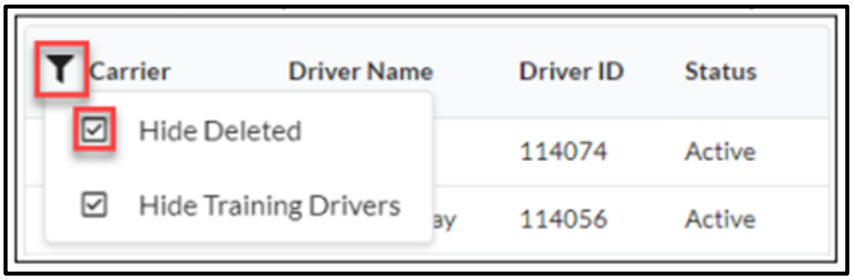
Question: I have a driver getting an error that he is already logged in. How do I correct it?

Answer: In the Web Editor, click the **Options** tab → log out driver button → select driver to log out.

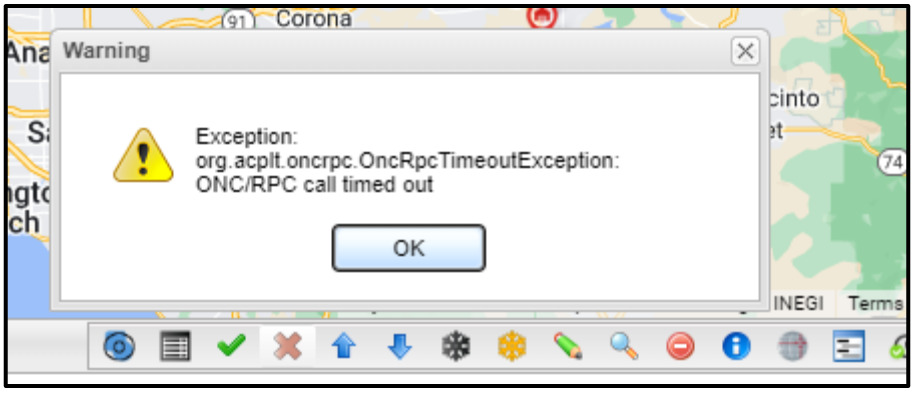
Question: I have a driver getting an error that says “driver ID in use” if a driver already exists. How do I correct it?

Answer: If you receive this alert, the record is likely in the “DELETED” status because a duplicate UKG number can’t be used as a Driver ID. You will need to follow the process below:

- Click the filter icon and toggle, uncheck the **hide deleted box**
- Search for the driver in question and change the status to “active,” then click save



Question: Why am I getting a "timeout" error message? How do I get rid of it?



Answer: Log out of Cheetah. Clear browser history in settings, then log back in.

Cheetah FAQ: RBMS

Question: Why is a job showing up in Cheetah and not RBMS?

Answer:
- Validate date in Order Entry to ensure a reschedule did not occur and put on holding route.
- If it was rescheduled in RBMS, go to "**rescheduled date**," select "**move**," press the "**route**" button, wait two minutes, and press the "**route**" button again (this should make it appear in Cheetah on the correct date).

Question: Cheetah is not exporting to RBMS.

Answer: Report this to your TM.

Cheetah FAQ: Routing

Question: When do I need to refresh?

Answer: You need to refresh after batching the route to ensure that start and end times are visible and jobs are in order.

Question: Why won't Cheetah export all routes?

Answer:
- Highlight ALL routes (CRC guidelines).
- Select **export**.
- Press submit immediately after exporting.

Question: Cheetah is doubling up the storage center legs/stops from start to finish on each route. How do I correct this?

Answer: Log out and log back in. Then, unroute all and rebatch.

Question: The route freezes, and I can't make any changes as the error message "lock needed" appears. What does this mean?

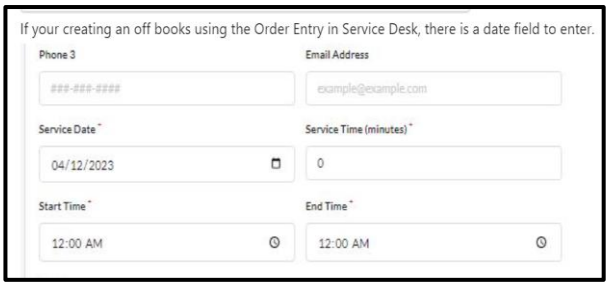
Answer: To fix this, unlock ALL under the "options tab" or sign out and sign back in.

Question: Jobs rescheduled to a different day are still showing up today. How do I fix this?

Answer: Move to a holding route.

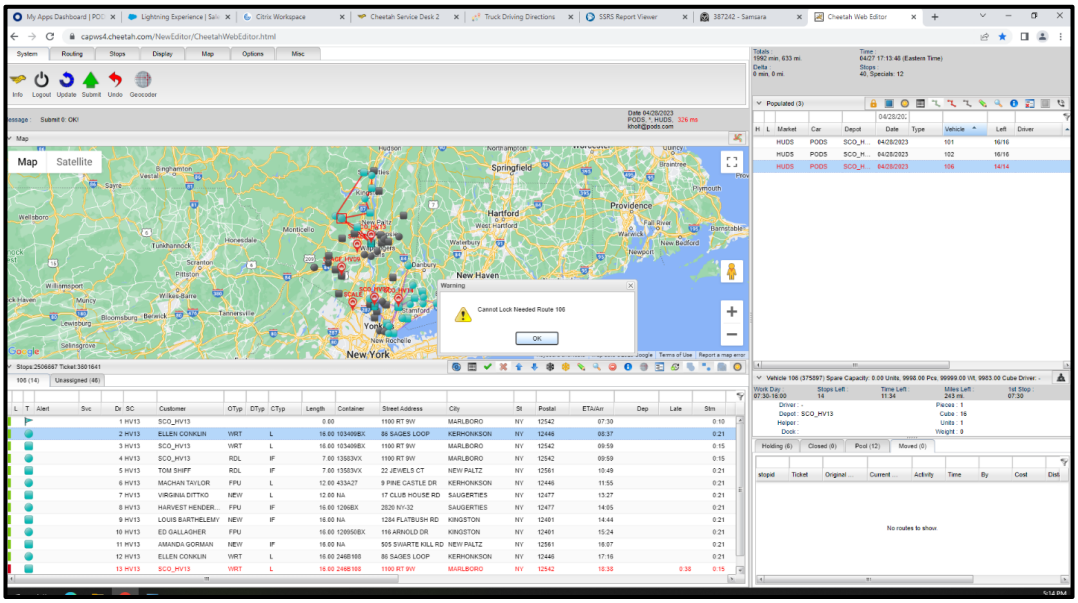
Question: How do I add an "off books" date for future routes?

Answer: Ensure the "service date" field is completed in the Order Entry page of Service Desk to add "off books" dates.



Cheetah FAQ: Routing

Question: Why am I getting a "cannot lock needed route" error message when moving a job from one route to another? How do I fix this?



Answer: In the options tab, click "**Unlock all"**. Log out, log back in and try again.