

Good afternoon,

We hope you're finding success with the utilization of Samba for all your MVR needs! Now that the initial training and on boarding of your franchise is complete, we have some updated guidelines and housekeeping items that you'll find helpful in your day to day operations. I've attached the most recent version of our Samba Processes + Procedures guide, please be sure to save it for future use and additional support.

1. MONITORING

- Please monitor all drivers whose score ranges between 08 – 10 (Orange/ Probation)
- Likewise, if a driver currently being monitored has an updated MVR with a score below 08, please turn off monitoring
- See pages 10-11 of the guide for instructions on Bulk Monitoring

2. ALERTS

- To receive automatic email alerts for monitoring activity, please follow this simple step to configure your user: Click on your username in the right hand corner and select User Preferences in the dropdown. Place a check mark in the box next to Daily Emails – Receive a daily email when your people have any new Monitoring Alerts (MVR and CSA)
- You can also access monitoring alerts manually by selecting the ALERTS tab

3. ARCHIVING

- Please change the status of all inactive drivers in your Group(s) from Active to Archived (this could be applicants who were never hired or drivers who are no longer employed with your franchise)
- See pages 10-11 of the guide for instructions on Bulk Archiving

4. MVR REMINDERS

- To view the reminders you've set for yourself, click on PEOPLE. On the left hand side, select MVR Reminders and all your reminders will be listed there.

Thank you so much for the trust you've place in our Agency, should you have any questions about the above feel free to reach out to myself and/or Carlos.

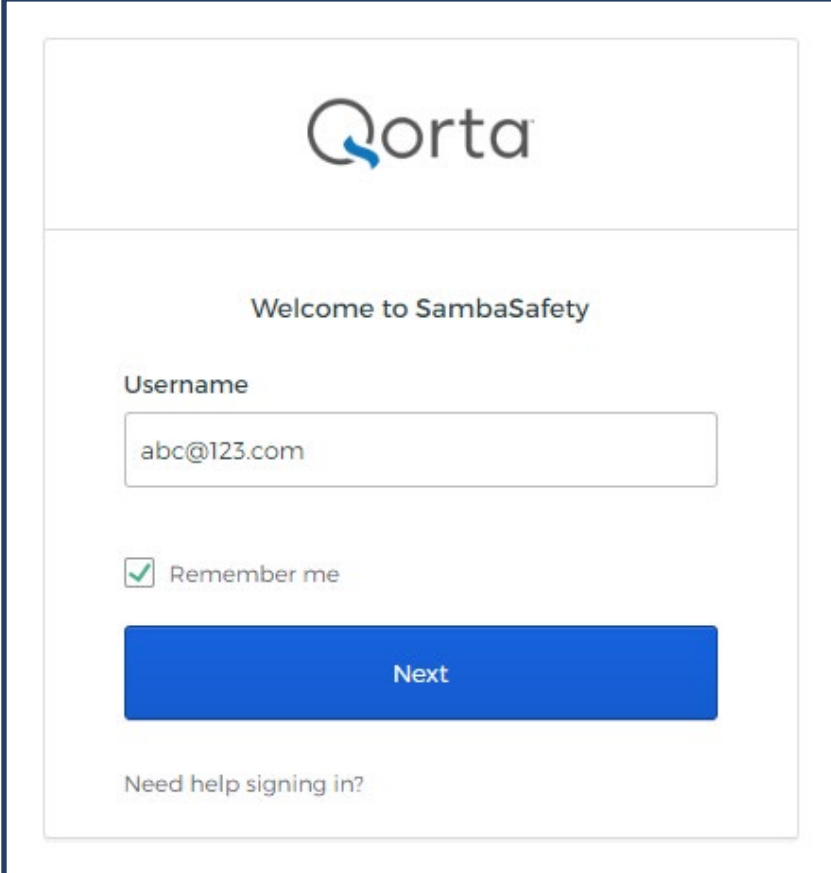
Thanks and have a great week!

Carlos Capdevila

To begin, go to your web browser and enter the following URL:

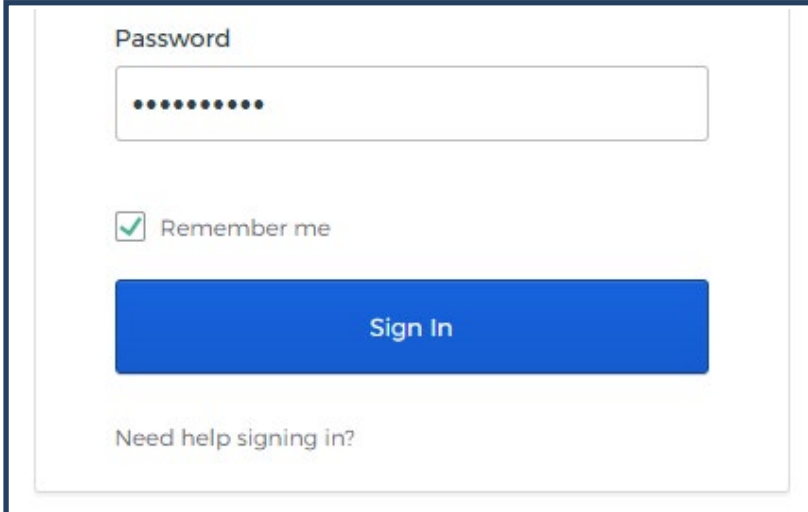
<https://app.sambasafety.com/login>

Enter Username > Next



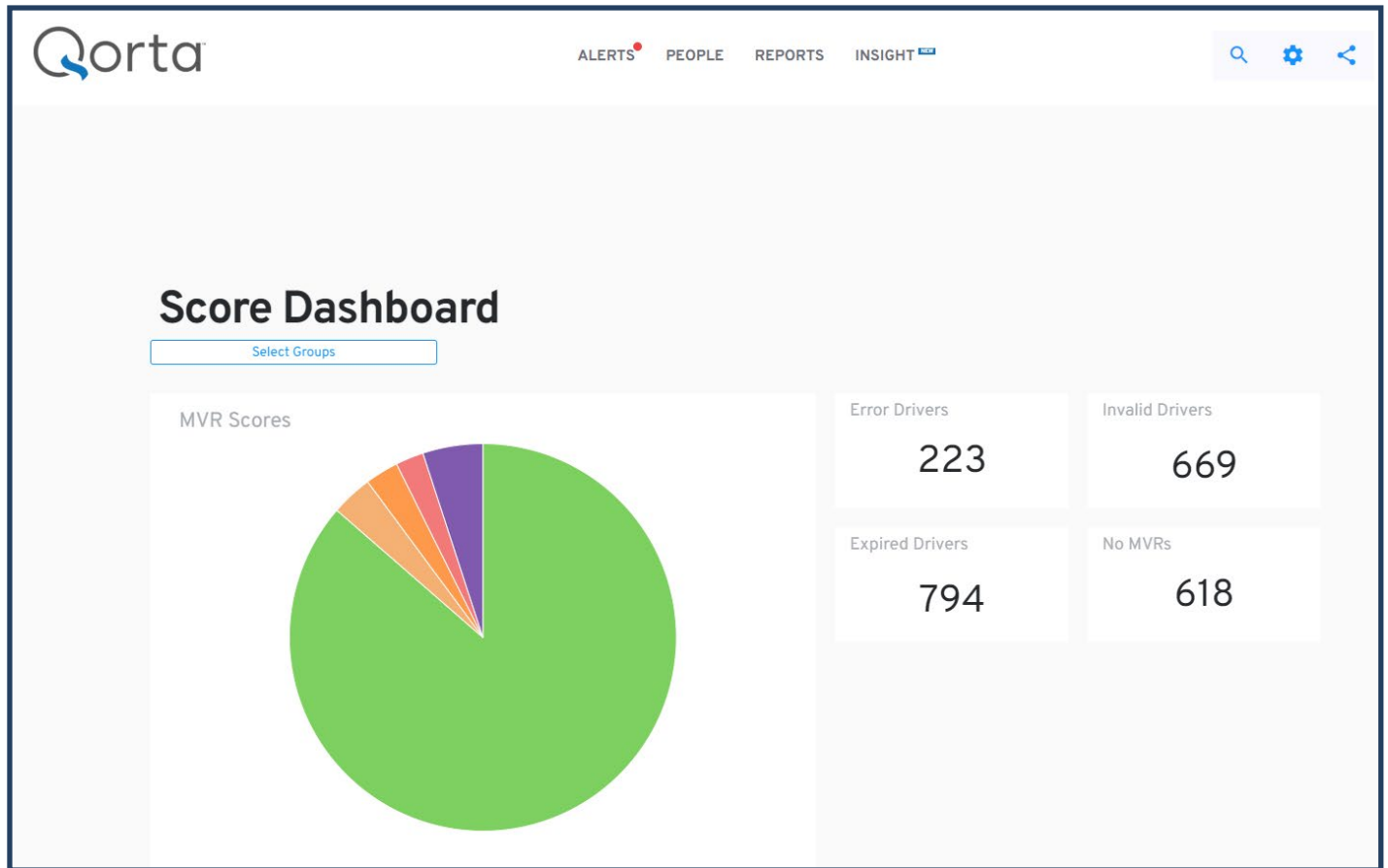
The screenshot shows the login interface for SambaSafety. At the top center is the Qorta logo. Below it, the text "Welcome to SambaSafety" is displayed. The "Username" field contains the text "abc@123.com". A checkbox labeled "Remember me" is checked. A large blue button labeled "Next" is positioned below the checkbox. At the bottom of the form, there is a link that says "Need help signing in?".


Enter Password > Sign In



The screenshot shows the password entry section of the login interface. The "Password" field is filled with masked characters (dots). A checkbox labeled "Remember me" is checked. A large blue button labeled "Sign In" is positioned below the checkbox. At the bottom of the form, there is a link that says "Need help signing in?".

This is your Dashboard— if you need to return to this page at any point, click the **Qorta** icon on the top left-hand side:



Take a moment to familiarize yourself with your Groups by clicking the  icon on the top right-hand side and selecting **Groups**. It's beneficial to learn ahead of time how your Groups are labeled in the system so that your uploads are accurate.

GETTING STARTED:

There are two ways to enter individuals into the system:

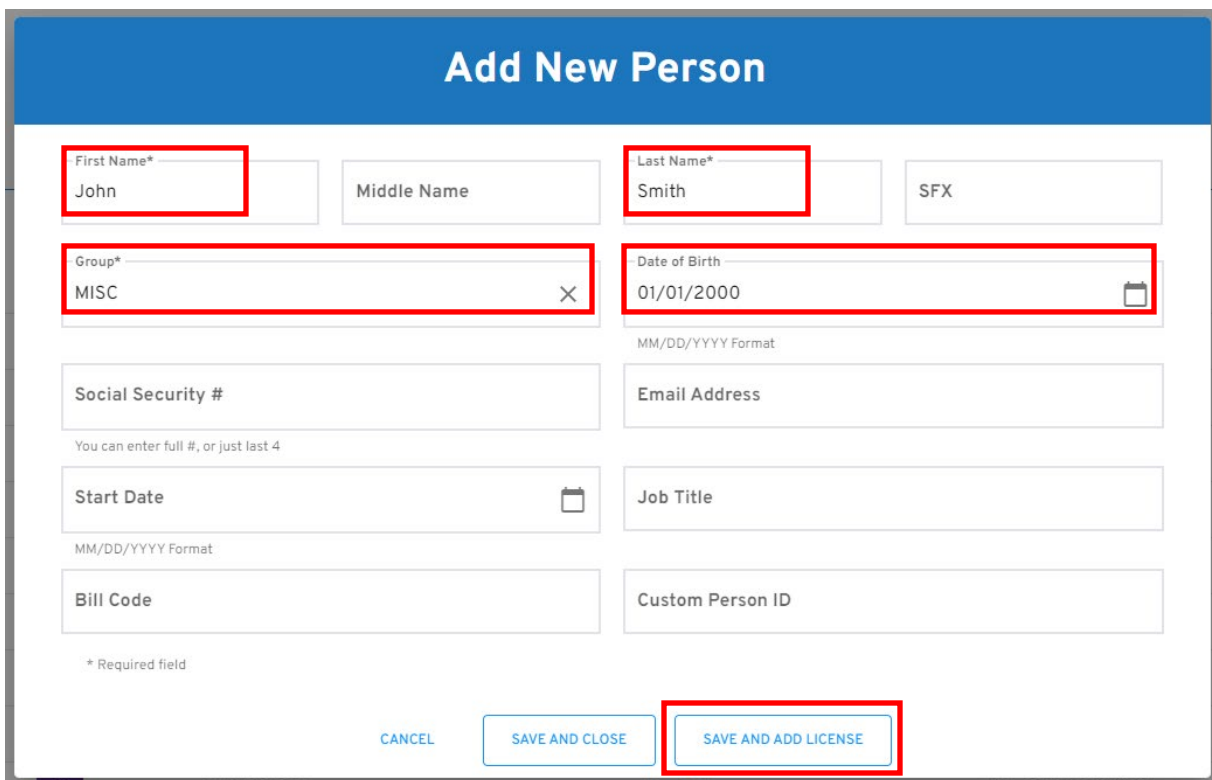
1. **Single person (manual entry)** – Page 3
2. **Bulk (Excel upload)** – Page 5

1. SINGLE PERSON (MANUAL ENTRY):

At the top of the page, click **PEOPLE** and then select **Add single person to your account**:




In the **Add New Person** screen, complete the required fields (all other fields are optional). Click **SAVE AND ADD LICENSE**:



Add New Person


First Name* John Middle Name Last Name* Smith SFX

Group* MISC X Date of Birth 01/01/2000 

MM/DD/YYYY Format

Social Security # Email Address

You can enter full #, or just last 4

Start Date  Job Title

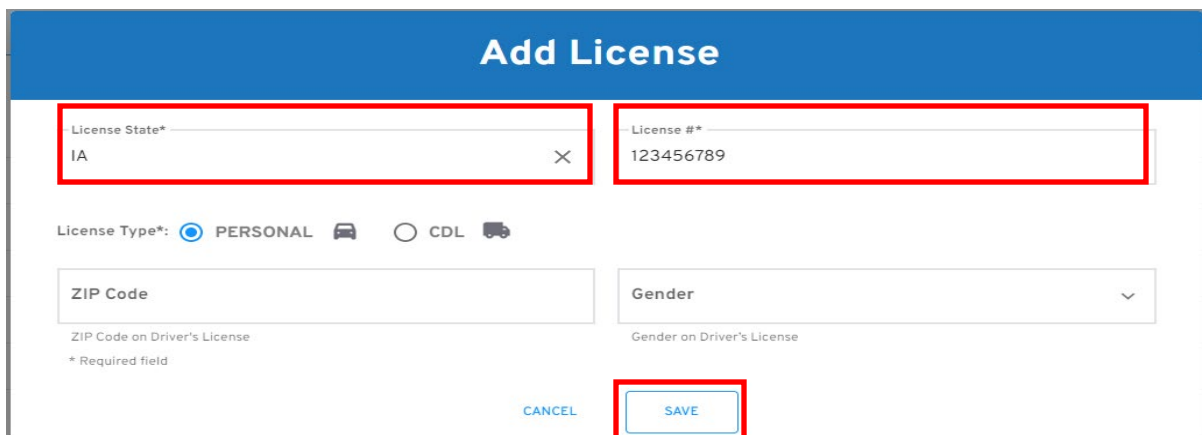
MM/DD/YYYY Format

Bill Code Custom Person ID

* Required field



CANCEL SAVE AND CLOSE **SAVE AND ADD LICENSE**


The **Add License** screen will automatically populate. Complete the required fields and hit **SAVE**.



Add License

License State* IA X License # 123456789

License Type*: PERSONAL  CDL 

ZIP Code Gender 

ZIP Code on Driver's License Gender on Driver's License

* Required field

CANCEL **SAVE**

When the information has been entered into Samba, a **Driver Summary** is created.

- Select **PURCHASE MVR** and **Confirm**.
- After you've ordered the MVR, the **MVR Order Status** will appear. When the MVR is ready, the status will change from **Pending** to **Fulfilled**:

John Smith

Status: Active Group: [MISC](#)

Date of Birth: 01/01/2000 Social Security #

Email Start Date

Job Title Bill Code

Custom Person ID

Custom Fields

Driver Score Summary

--	--	--	--	=	00
MVR	TRAINING	CRASH	OTHER		<u>POLICY SCORE</u>

Each component score above is the sum of points for driver activity in that category. Policy score is the sum of points in each category (positive and negative), but will never go below zero.

License Summary

License: IA 123456789 **N/A** CURRENT LIC. STATUS

License Type: PERSONAL

Expires

Access Code

ZIP Code

Gender

Last MVR: 01/17/2023

[VIEW MVR](#) [MVR HISTORY](#)

PURCHASE MVR

Next MVR Reminder: N/A
Last MVR: 01/17/2023

MVR Order Status

Ordered: 01/17/2023 by Agency Sydney Gerst

pending with the state

Fulfilled [View MVR](#)

Monitoring:

OFF

0 / 400

[SAVE NOTE](#)

[READ ALL NOTES](#)

To open an MVR report, click **View MVR**:

License Summary

License: **02** CURRENT LIC. STATUS

License Type: PERSONAL

Expires: 04/24/2026

Access Code


ZIP Code

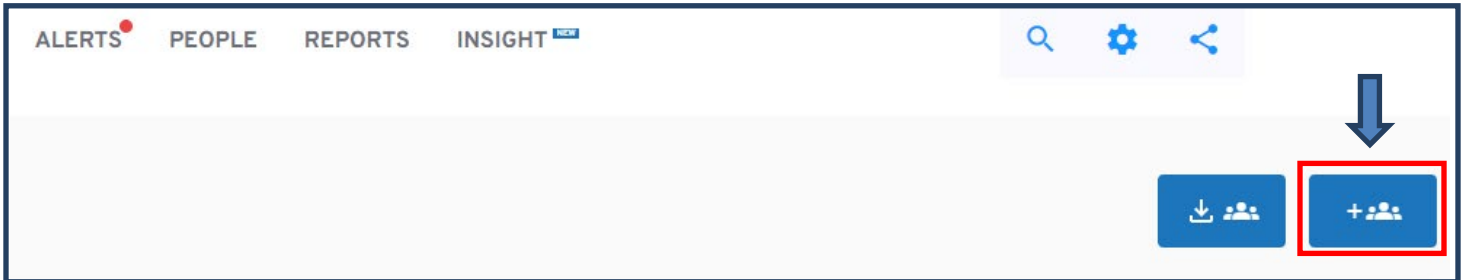
Gender

Last MVR: 09/09/2022

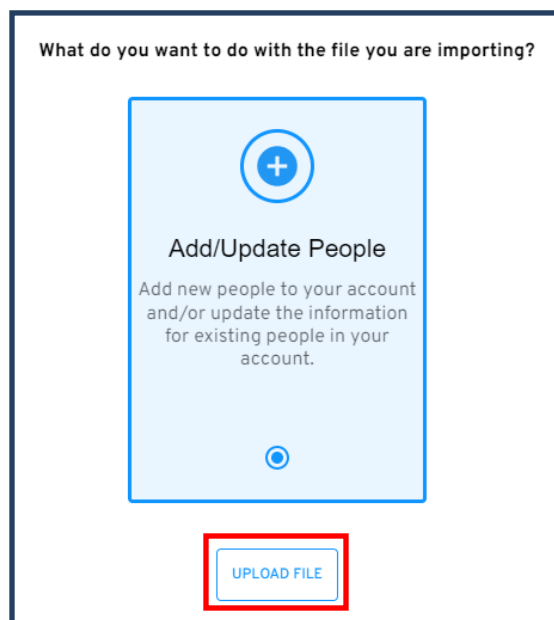
[VIEW MVR](#) [MVR HISTORY](#)

2. BULK (EXCEL UPLOAD)

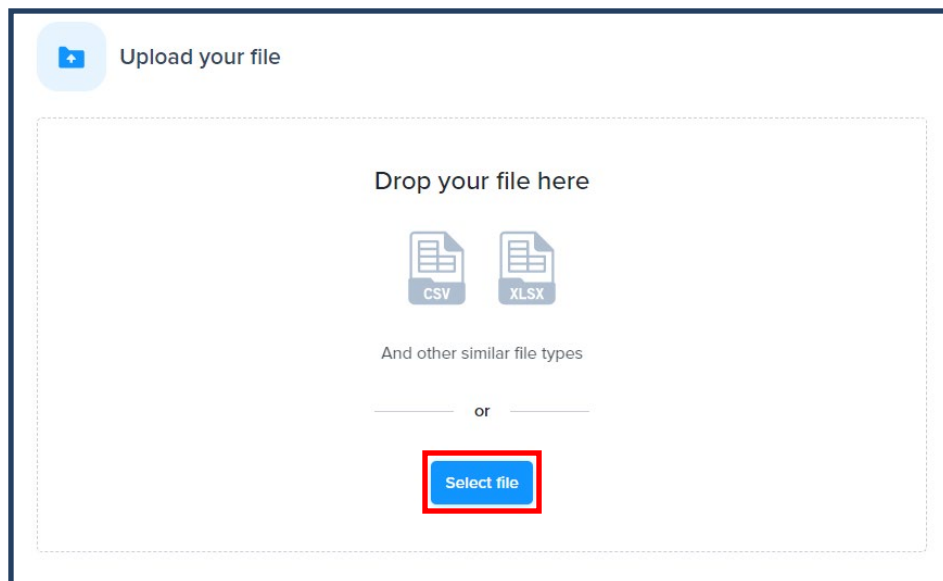
Click the  icon and select **Imports**. Once in the Imports page, click on **Import multiple people into your account**:



Select **UPLOAD FILE**:



You can either **Drop your file** or **Select file**:



Once you've attached your file, the **Roster Management Importer** will populate and the MVR data from your file will be displayed. Confirm headers and **Continue**.

The next step is **Map Columns**. This is typically optional but allows you to customize how the columns in your file are being matched to the Template fields. To proceed to the next step, hit **Continue**.

Change or confirm column matches

Columns in your file	→	Template fields	
<input checked="" type="checkbox"/> GROUP NAME	→	Group Name	<input type="checkbox"/>
<input checked="" type="checkbox"/> STATUS	→	Status	<input type="checkbox"/>
<input checked="" type="checkbox"/> FIRST NAME	→	First Name	<input type="checkbox"/>
<input checked="" type="checkbox"/> MIDDLE NAME	→	Middle Name	<input type="checkbox"/>
<input checked="" type="checkbox"/> LAST NAME	→	Last Name	<input type="checkbox"/>
<input type="checkbox"/> SUFFIX	→		

Data preview
Hover over a line to the left for more detail.

Continue

The last step is **Review and finalize**. If there are any errors in your file, it will show in the **Error** queue (top left-hand side). Within the rows, the error will be highlighted in **Orange**.

Review and finalize

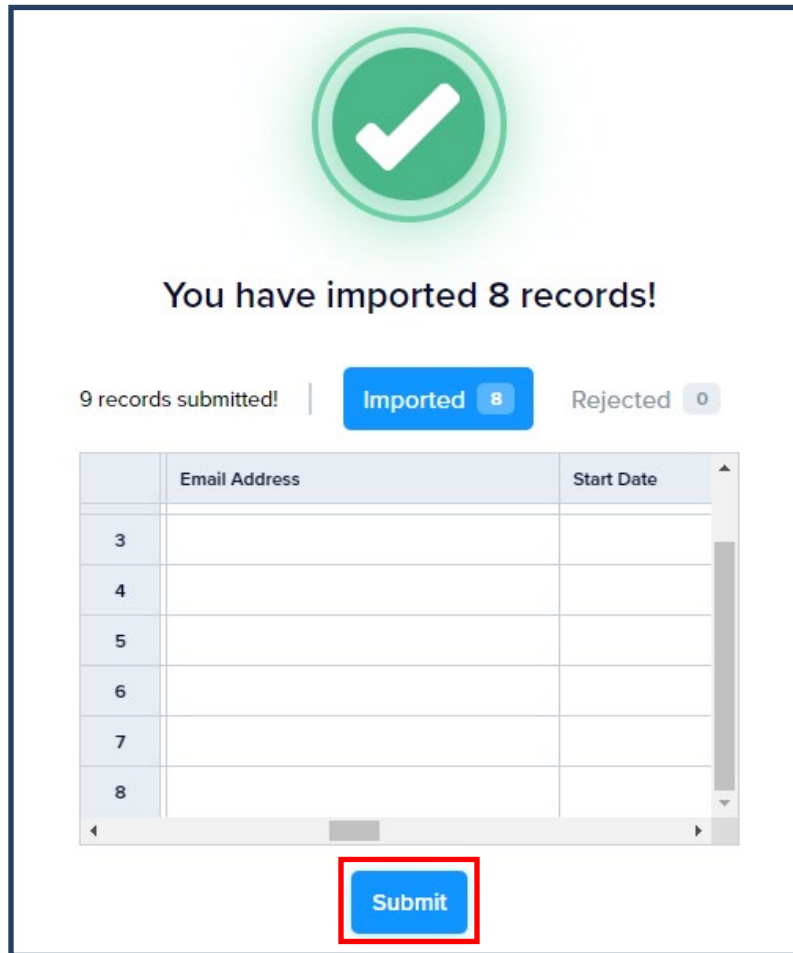
All rows 9 Valid 8 Error 1

First Name	Middle Name	Last Name
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You can fix the error from within the Importer. Simply click on the affected row and it will allow you to edit the information. If you're unsure what the correction is, you can remove the record from your upload by clicking on the **row number** on the left-hand side, and then clicking **Discard 1 selected row** on the upper right-hand side.


Continued Next Page

When all the records are showing **Valid**, click **Import records**. Once imported, click **Submit**:



Now that the records have been uploaded into Samba, use the **Search** function to locate the drivers and purchase their MVR's.

SEARCHING FOR A DRIVER/MVR RECORD:

- To search for a record, click on the  icon and input their name.
- Searching by last name is usually sufficient, but in cases of more common last names, you may want to enter their first name then last name for best results.
- Open their **Driver Summary** by clicking on their name highlighted in **Blue**.
- Select **Purchase MVR** and **Confirm**



Things to note:

- In general, it takes less than a minute for an MVR to be fulfilled, although this can vary. Some states may take up to 24 hours or more (e.g., California, Hawaii, New York, etc.).
- You may encounter an **N/A** status if incorrect data has been entered into the record. The two most common errors are:
 - **DRIVER NOT FOUND**
 - **LICENSE AND NAME OR DOB DO NOT MATCH**

If you need to modify the information, click on the corresponding **Pencil** icon and make your changes accordingly. You will need to purchase the MVR again to get an updated report.

REVIEWING THE MVR REPORT:

- Samba will automatically score the MVR based on a customized algorithm specific to the Dominos driving guidelines.
 - It's always best practice to compare the MVR to the guidelines to ensure accurate scoring:

STATUS: VALID												
MVR Score: 2 PASS / ELIGIBLE												
Violations/Convictions			Failures To Appear			Accidents						
TYPE	VIOL	CONV	ACD	AVD	V/C	DESCRIPTION	C	SPEED	LOCATION/TICKET	ACCD	AT FAULT	PT
VIOL	07/06/2018	09/14/2018	S15	SA11		SPEEDING 15+ MPH OVER	N		OLMSTED			-
VIOL	09/14/2018	09/14/2018	D45	UE07		FAIL TO APPEAR- TRIAL/COUR	N		MINNESOTA			-
VIOL	10/26/2018	11/26/2018	D45	UE07		FAIL TO APPEAR- TRIAL/COUR	N		OLMSTED			-
VIOL	10/26/2018	01/08/2019	B26	DB08		DRIVE WHILE-LICN SUSPENDE	N		OLMSTED			-
VIOL	11/22/2018	12/22/2018	D45	UE07		FAIL TO APPEAR- TRIAL/COUR	N		OLMSTED			-
VIOL	11/22/2018	02/04/2019	B26	DB08		DRIVE WHILE-LICN SUSPENDE	N		OLMSTED			-
VIOL	12/13/2018	12/13/2018	D35	DE05		FAIL COMPLY- FINANCE RESP	N		MINNESOTA			-
VIOL	12/13/2018	01/12/2019	D45	UE07		FAIL TO APPEAR- TRIAL/COUR	N		OLMSTED			-
VIOL	12/13/2018	02/21/2019	D35	DE05		FAIL COMPLY- FINANCE RESP	N		OLMSTED			-
VIOL	01/27/2020	12/02/2020	D35	DE05		FAIL COMPLY- FINANCE RESP	N		MINNESOTA			- 4
VIOL	01/27/2020	12/02/2020	D35	DE05		FAIL COMPLY- FINANCE RESP	N		OLMSTED			- 4
VIOL	01/27/2020	12/02/2020	B25	DB07		DRIVE WHILE-LICN REVOKED	N		OLMSTED			- 15
VIOL	01/27/2020	12/02/2020	D45	UE07		FAIL TO APPEAR- TRIAL/COUR	N		OLMSTED			- 4
Suspensions/Revocations												
*** NO ACTIVITY ***												
License and Permit Information												
License: PERSONAL			Issue: 10/13/2021		Expire: 04/24/2026			Status: VALID				
			Class: D		OPERATOR							
Miscellaneous State Data												
VIOL MISC. DATED: 07/06/2018 - DEGREE: PETTY MISDEMEANOR												
VIOL MISC. DATED: 10/26/2018 - DEGREE: MISDEMEANOR												
VIOL MISC. DATED: 11/22/2018 - DEGREE: MISDEMEANOR												
VIOL MISC. DATED: 12/13/2018 - DEGREE: MISDEMEANOR												

- To print the MVR, click on the **Printer** icon in the top right-hand corner of the report.

Helpful Tips:

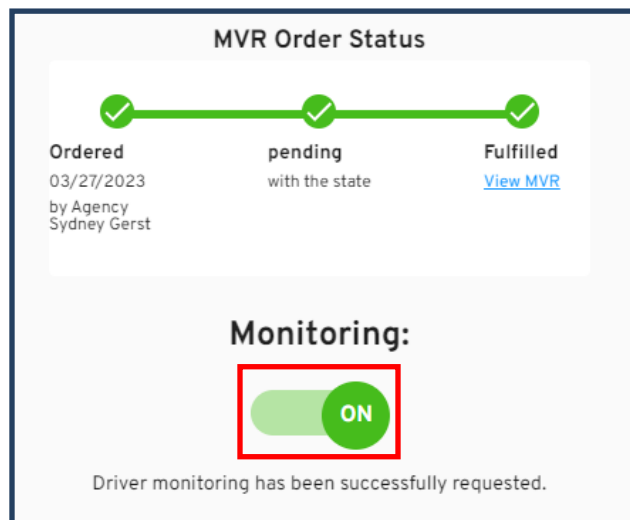
- If you're ordering multiple MVR's at once, you don't need to wait for the first MVR to fulfill before ordering the next. Instead, immediately move on to the next driver, enter their info into the system and purchase their MVR. Repeat as necessary. Once you've ordered all the MVR's, search for them starting with the first MVR you ordered. By this time, they should all be fulfilled.
- While Samba is coded to score the MVR based on Dominos driving guidelines, the step of verifying driving history must be done manually by reviewing the MVR and checking for Driver's License issue dates, violation dates, etc.


Updated Standards Effective Spring 2023

MVR MINIMUM AGE AND DRIVING HISTORY

Previously, Dominos required **18-year-old** drivers to have at least 2 years driving history to be eligible. The new standard as of **Spring 2023** is to verify at least **1 year** of driving history for all drivers regardless of age. In response to this updated standard, we have developed a process to help oversee youthful drivers:

- **Turn On Monitoring** for 18-year-old drivers who do not have at least 2 years driving history.



- When monitoring has been enabled, click the  icon to **Set MVR Reminder** for the date the driver will have obtained a 2-year driving history or reached age 19, whichever comes first.
- To view your reminders, go to the **PEOPLE** screen and click on **MVR REMINDERS**. Any reminder you've set will be listed there.
 - * Please note that you will not get an alert for your reminders, you must manually check the MVR Reminders page on a regular basis.

Continued Next Page

- Save a **Note** in the notes box just below the monitoring toggle so that when you get the reminder, you know how to proceed:

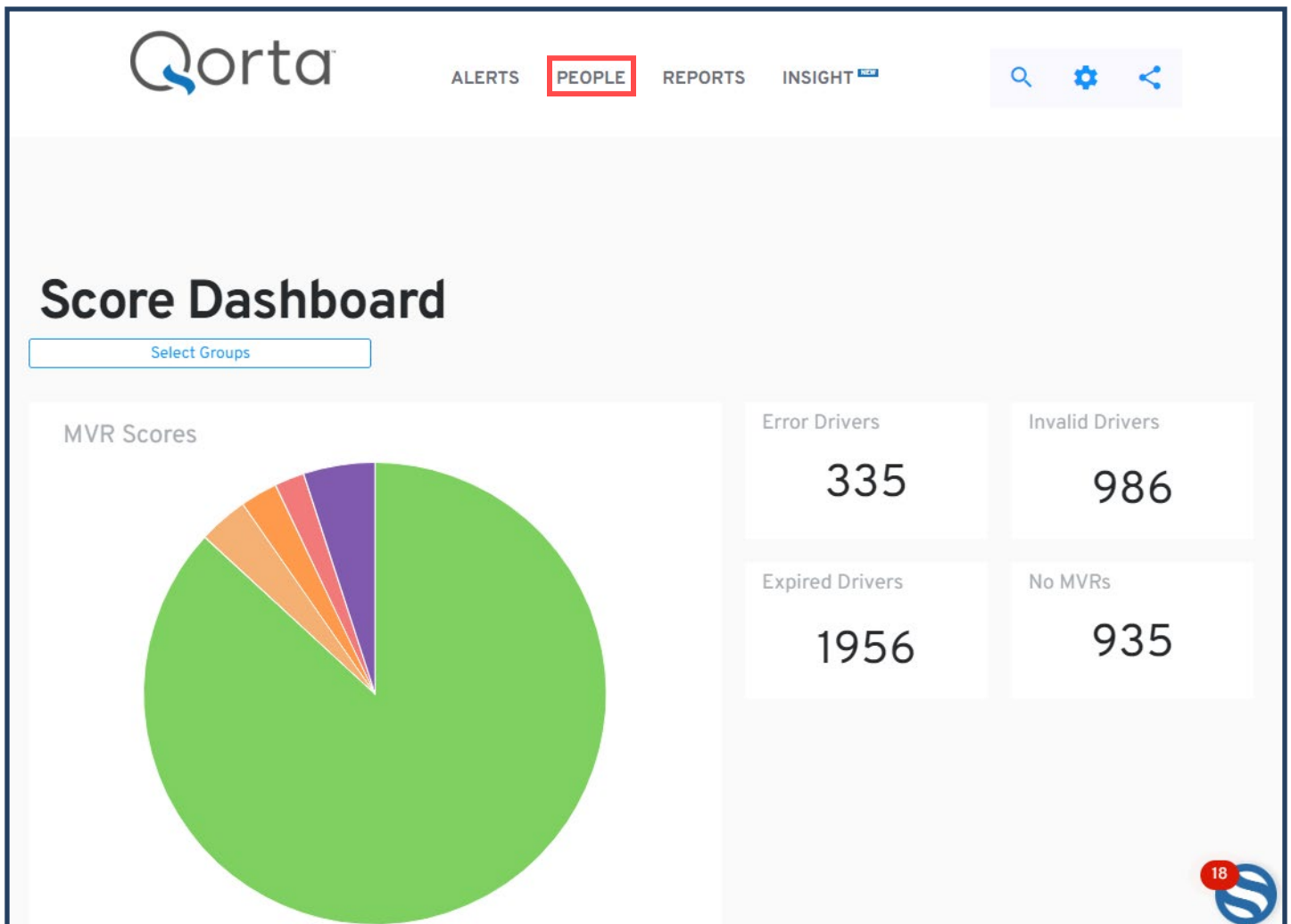
2-year driving history obtained. Turn off monitoring.

54 / 400

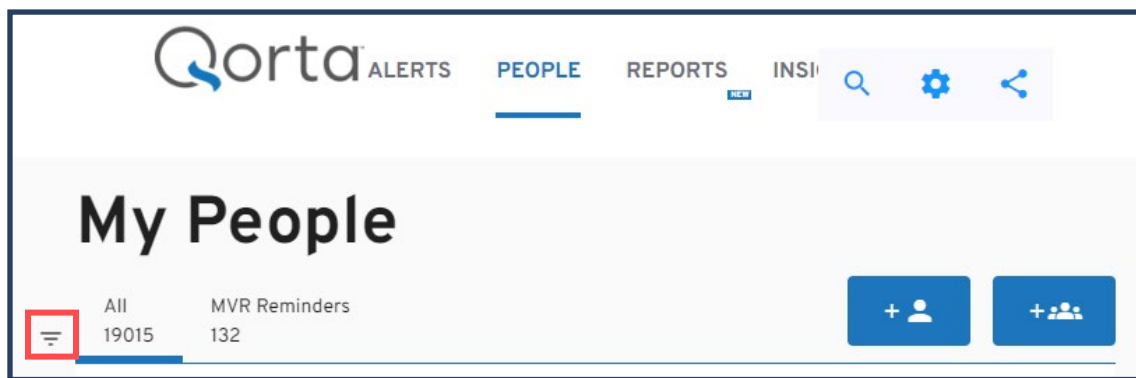
SAVE NOTE

BULK ACTIONS

From the **Dashboard**, select **PEOPLE**:



On the left hand side, click on the **Filter** button:



There's a variety of information that can be filtered to reach desired results. After selecting the data to be filtered, select **Apply Filters**.

Once the filtered data populates, you can perform **Bulk Actions**. In this example, the data is being filtered by an MVR Score Range of **08-10 (Orange/Probation)**. These drivers should be monitored. **Select All** and choose **SET MVR MONITORING > ON** and then **Confirm**.

With the Bulk Actions function, you can also **purchase MVR's for multiple drivers** at once, and **Archive** drivers who no longer work for the company. Select the desired drivers and click on the corresponding action you'd like to perform.

My People

All 141 MVR Reminders 129

2 Groups Selected

License Region

License Type

License Status

License Monitoring Status

On Off

MVR Date

Date

MVR Score Score Range

Min Score 08 Max Score 10

Apply Filters Clear Filters

50 Selected Select all 141

MVR ACTIONS ASSIGN TO GROUP SET MVR MONITORING ARCHIVE

	Group	MVR Score	MVR Date ↓	Custom Person ID	Name
<input checked="" type="checkbox"/>	MISC	08	09/05/2023		Eric S
<input checked="" type="checkbox"/>	MISC	08	08/14/2023		Etern
<input checked="" type="checkbox"/>	MISC	08	08/11/2023		Jasm
<input checked="" type="checkbox"/>	MISC	08	08/11/2023		Toni
<input checked="" type="checkbox"/>	MISC	08	08/11/2023		Jene
<input checked="" type="checkbox"/>	MISC	08	08/11/2023		Jagu
<input checked="" type="checkbox"/>	MISC	08	08/11/2023		John
<input checked="" type="checkbox"/>	MISC	08	08/10/2023		Rash
<input checked="" type="checkbox"/>	MISC	08	08/10/2023		Jame
<input checked="" type="checkbox"/>	MISC	08	08/10/2023		Ranc
<input checked="" type="checkbox"/>	MISC	08	08/08/2023		Anee
<input checked="" type="checkbox"/>	MISC	08	07/26/2023		Marc

RESOURCES:

For support, please contact:

Sydney Gerst
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Jessica Vice
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Carlos Capdevila Agency, Inc.

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319-752-1479