



How it works: the model

Understanding four concepts is enough to use the plugin correctly.

2.1 A route contains several tickets

A **route** is a day's itinerary: one technician, several stops. Each **stop** corresponds to one GLPI ticket that has a location assigned. The plugin decides the best order in which to visit them.

A route is not tied to a single ticket — it groups all the tickets the technician plans to visit in that journey.

2.2 Two different timers

The plugin measures two things that must not be confused:

- **Waypoint (travel):** the trip from where the technician is to the ticket's location. Starts when the technician taps *Start* before setting off, and stops on arrival.
- **ActualTime (work):** the time spent actually resolving the ticket on site. It starts **automatically** the moment the technician stops the travel timer, and is recorded against the ticket through the ActualTime plugin.

NOTE

The two never run at the same time: stopping the travel timer is what starts the work timer.

2.3 Route versions

A route can be modified while it is in progress — adding a stop, removing one, or reordering. Each modification creates a **new version** of the route instead of overwriting it. The web interface keeps

the complete version history, so it is always possible to see what was originally planned and what actually happened.

2.4 Four distance and time metrics

Each stop stores several measurements. They answer different questions and are **not interchangeable** — this is the part most worth understanding before reading any report.

Metric	What it measures	Where it comes from
Actual	What the technician really travelled on that leg.	Measured between the GPS position where the trip started and where it ended.
Leg planned	What Google predicted for <i>that single leg</i> , when the trip started.	Google, calculated at the moment the technician sets off.
Route planned	What Google predicted for the <i>whole optimised route</i> . Identical for every stop of the same route.	Google, calculated once when the route is created.
Billing	What is charged to the customer for the trip. Not a measurement of the journey.	Distance from the base to the ticket (doubled if return-trip billing is enabled).

Why Actual and Leg planned can differ a lot: the estimate assumes a vehicle following the road network from the previous point, while the real measurement reflects what actually happened — a short walk between two nearby sites, a detour, or traffic. A large gap is information, not necessarily an error.

Why Billing is separate: it always measures base → ticket, regardless of the order in which stops were visited. This keeps invoicing predictable and independent of the route the technician happened to follow that day.