

RoadReady Fleet OS - Driver User Guide

The Driver account is focused on assigned routes, document uploads, equipment issues, operational forms and communication. Company billing and financial route calculations are not visible.

Quick start

1. Join the company with the Driver invitation code and confirm your email.
2. Open My Route and verify pickup, delivery, appointment, truck, trailer and instructions.
3. Update route statuses in the correct order as work progresses.
4. Use Share current location only when dispatch needs a current position.
5. Upload BOL after pickup and signed POD after delivery, selecting the correct Related route.
6. Report equipment problems in Maintenance and incidents in Forms.
7. Use Operations chat for shared updates and private chat for dispatch-specific questions.

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1. Joining and first sign-in

1. Select Join company, enter your full name, email, password and the Driver invitation code supplied by the company.
2. Open the confirmation email and confirm the address. Return to RoadReady and sign in.
3. Verify the correct company name and Driver role appear in Profile. If the wrong company opens, sign out and contact the Owner before uploading any documents.

2. My Route

1. My Route shows active assigned routes and recently delivered routes.
2. Before departure, verify origin, destination, pickup and delivery addresses, appointment times, assigned truck/trailer and Driver instructions.
3. Tap Open in Maps on pickup or delivery. RoadReady sends the saved address to the map app; always verify the destination before driving.
4. Contact dispatch immediately if information is missing or incorrect. Do not silently edit around a bad address.

3. Route statuses and progress

1. Use statuses in operational order: Assigned, Accepted, En Route to Pickup, At Pickup, Loaded, En Route to Delivery, At Delivery and Delivered.
2. Tap Accepted when you have reviewed and accepted the assignment, not when loading begins.
3. Use At Pickup and At Delivery when physically at the facility. Use Loaded after loading is complete and paperwork is available.
4. Use Delivered only after delivery is complete. Upload the signed POD and select the same route.
5. Status changes create the progress percentage seen by dispatch. Incorrect statuses create misleading progress.

4. Location and route updates

1. Share current location sends one current GPS point to dispatch. It is not continuous background tracking.
2. Allow location permission when prompted. If permission is denied, enable it in iPhone Settings for Safari or the installed RoadReady app.
3. Use Add update to record waiting, delay, seal issue, temperature note or another route event. Keep notes factual and concise.
4. Delete only your own incorrect route update. Important events should remain in the timeline.

5. Uploading BOL, POD and other documents

1. Open Uploads or use Upload BOL/POD from the route.
2. Choose the correct Document type and Related route. The route links the file to you and allows POD received to appear for dispatch.
3. Use BOL for bill of lading paperwork and POD for the signed proof of delivery. Other choices include Fuel Receipt, Scale Ticket, Border Document, Accident Photo, Cargo Photo and Other.
4. Photograph every page clearly, keep the document flat, avoid shadows and select pages in reading order. Up to 12 photos become one PDF.
5. A ready PDF can be uploaded by itself. Do not mix a PDF with photos in one upload.
6. Use a clear title such as POD - Load 1048. Open the uploaded PDF and confirm every page is readable before leaving the facility.

6. Maintenance requests

1. Open Maintenance and select Repair request. Choose vehicle and related route when applicable.
2. Choose Routine, Soon, Urgent or Out of Service. Answer whether the vehicle is safe to drive, add current location and describe the problem.
3. Attach a clear photo or supporting PDF when useful.
4. For safety-critical conditions, contact dispatch/company emergency channels immediately. The app request does not replace required safety action.

7. Driver Forms

1. Accident/Incident records time, location, injuries, police report number, description and optional attachment.
2. Cargo Damage records commodity, where the issue was found, seal number, damage/shortage details and attachment.
3. Reefer Temperature records set point, actual temperature, alarm/issue and notes.
4. Border Checklist records crossing, passport/travel document status, customs document status and broker instructions/notes.
5. Select the Related route whenever the report is connected to a trip. Submit accurate information and contact dispatch for urgent issues.

8. Chat

1. Operations is visible to the company team. Use it for shared operational updates.
2. Private chat is visible only to you and the selected Owner or Dispatcher. Use it for personal route instructions or questions.
3. Photos sent in chat remain images for fast viewing. Upload BOL/POD through Uploads so the file is retained as a route document and PDF.
4. Read receipts show when messages are opened. Keep the app connected or reopen it when cellular service returns.

9. Notifications and iPhone installation

1. Open RoadReady in Safari, tap Share and choose Add to Home Screen. Open RoadReady from the new icon.
2. Open Profile and enable push notifications. Allow notifications in iPhone Settings.
3. Push alerts may include assigned routes, route updates, chat messages, maintenance, documents and forms relevant to your account.
4. If alerts stop, open How to Use, run the system check and use Reconnect push if shown.

10. Profile and security

1. Keep your full name and phone current. This name appears in route updates, chat, maintenance requests and forms.
2. Use Change password from Profile. Never share your password or use another Driver's account.
3. Sign out on a shared device. Account deletion is permanent and should be discussed with the company before use.

11. Recommended trip workflow

1. Before trip: review route, equipment, addresses, appointments and instructions; then tap Accepted.
2. Pickup: update En Route to Pickup and At Pickup, add delay notes when needed, then upload BOL and tap Loaded.
3. Transit: update En Route to Delivery, share location only when requested and report issues through Maintenance or Forms.
4. Delivery: tap At Delivery, complete delivery, photograph signed POD, upload it with the correct route, verify the PDF, then tap Delivered.

12. Troubleshooting

1. No route: confirm you are signed into the correct company and ask dispatch to assign the route to your exact account.
2. Upload failed: check signal, reduce the number of pages, avoid files over the stated limits and try again.
3. Photo not visible in chat: send a new photo after reconnecting; older large files may load more slowly.
4. Invalid invitation: ask the Owner for a new active code.
5. Chat not updating: check the Live indicator and run the system check from How to Use.

10. Fuel Log

1. Open Fuel Log after fuelling and enter the correct truck, related route, location, odometer, quantity, unit and total cost.
2. Photograph the full receipt so the date, location, quantity and total are readable.
3. Check whether the pump used US gallons or litres. Never guess the unit.

11. Maintenance reminders

1. Maintenance may show scheduled service for equipment assigned to your active routes.
2. Scheduled reminders do not replace pre-trip inspections, company procedures or legal requirements.
3. Report new defects through Repair request even when a preventive schedule already exists.

12. Document drag-and-drop and search

1. On a phone, tap the upload area to use the camera or photo library. On a desktop, files can also be dropped into the upload area.
2. Always select the correct Related route so the file is assigned to you and the route.
3. Your Fuel Log and Uploads are separate: use Fuel Log for structured fuel records and Uploads for retained trip documents.

Common system rules

Live synchronization

- RoadReady uses Supabase Realtime. New routes, messages, documents, maintenance updates and activity notifications should appear without manually refreshing. The sidebar indicator should show Live.

Route-document linking

- Always select the correct Related route when uploading a BOL, POD or trip document. RoadReady uses that route to connect the file to the assigned driver and to show POD received on the route.

Document photos

- In Documents or Uploads, one or more selected photos are converted into one PDF. A ready-made PDF uploads unchanged. Chat photos remain normal images.

Permissions

- Owner, Dispatcher and Driver accounts do not have the same access. Never share one login between people; invite each person with the correct role.

Support

- For account, billing or technical help, email roadreadyfleetos@gmail.com and include the company name, account email, device and a screenshot of the issue.

FAQ

Why is a document under Unassigned / company files?

The file was not connected to a route and RoadReady could not determine a Driver. Edit the workflow by uploading again with the correct Related route.

Why does POD pending remain on a delivered route?

A document of type POD must be uploaded and linked to that exact route.

Does RoadReady continuously track Drivers?

No. A Driver shares a single current position only after tapping Share current location.

Why does a route percentage look wrong?

Progress is status-based. Check that the route follows the normal status sequence and correct any inaccurate status.

Should BOL/POD be sent in chat?

Use Uploads/Documents for retained route documents. Chat images are for quick communication and are not the primary document record.

Who can manage billing and users?

Only the Owner can manage Stripe billing, create invitation codes and remove Drivers or Dispatchers.