

RoadReady Fleet OS - Owner User Guide

The Owner is the company administrator. This role controls the subscription, company branding, invitations, team removal and every operational area available to Dispatchers.

Quick start

1. Confirm the Owner email and sign in.
2. Open Settings and verify the company name and logo.
3. Open Fleet and add every truck and trailer that will be assigned to routes.
4. Open Team and create separate invitation codes for Dispatchers and Drivers.
5. Use Load Calculator, then create the first route in Dispatch.
6. Ask the Driver to accept the route, update statuses and upload BOL/POD with the correct Related route.
7. Review Documents, Maintenance, Reports, Activity and Chat every day.

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1. First sign-in and company setup

1. Register from Start free trial. The first account creates the company and receives Owner access.
2. Open the confirmation email from RoadReady Fleet OS and confirm the address. Return to the site and sign in with the same email and password.
3. If the confirmation link is expired, use Resend confirmation email from the sign-in flow or register with a new email after removing the unused account.
4. After sign-in, verify the company workspace opens and the left sidebar shows Dashboard, Subscription, Load Calculator, Dispatch, Fleet, Team, Maintenance, Documents, Chat, Reports, How to Use and Settings.

2. Dashboard

1. Use Dashboard as the daily control center. Active routes shows routes that are assigned or in progress.
2. Drivers online shows currently connected team members. This is presence, not continuous background GPS tracking.
3. Open maintenance counts requests that are not Complete or Cancelled.
4. Planned profit is calculated from assigned route financials. It is an operational estimate, not accounting income.
5. Use Assign route, Load calculator, Message driver and Maintenance quick actions to open the related workflow.
6. Open a route card to review progress percentage, POD status, latest location and the route activity timeline.

3. Subscription and billing

1. Only the Owner can open Subscription, start checkout, change plans, cancel or access Stripe Customer Portal.
2. The free trial lasts 7 days. When access ends, existing information remains visible in read-only mode.
3. Choose a plan based on active truck, Driver and Dispatcher limits. The Owner account does not count as a Dispatcher invitation.
4. Use Manage billing for payment method, invoices, cancellation and plan changes. Do not enter card details anywhere except Stripe Checkout or Stripe Customer Portal.

4. Load Calculator

1. Choose Total load rate or Rate per loaded mile, then enter customer rate, loaded miles, deadhead miles and accessorial revenue.
2. Enter fuel price, truck MPG, tolls, maintenance reserve per mile and other costs.
3. Choose the Driver pay method: all miles, loaded miles, percentage of gross, flat trip amount or hourly. Enter the matching rate and paid hours when hourly is selected.
4. Review total miles, gross revenue, fuel cost, Driver pay, total cost, company profit and profit per mile.
5. Select Use calculation in a route to copy the estimate into a new Dispatch route. Recheck all dates, addresses, Driver and equipment before saving.

5. Fleet

1. Add trucks and trailers before assigning routes. Use the same unit numbers your team uses in daily operations.
2. For each vehicle enter unit number, type, year, make, model, plate and status.
3. Use Active for available equipment, Maintenance for equipment that should not be assigned and Inactive for equipment no longer in regular service.
4. Edit a vehicle whenever the plate, status or identifying information changes.

6. Team and invitations

1. Open Team and select Invite team member. Choose Driver or Dispatcher, expiration period and maximum uses.
2. Send the invitation code privately. The new user selects Join company, registers, confirms the email and enters the code.
3. One-person codes are safest. Create a new code instead of reusing an old code for unrelated users.
4. Use Message to open private chat. Use Assign route on a Driver card to create a route for that Driver.
5. Only the Owner can remove a Driver or Dispatcher. Removing a Driver unassigns that person from active routes; review those routes immediately afterward.

7. Dispatch and route creation

1. Select Assign route. Enter the load/route number, assigned Driver, origin, destination, pickup and delivery addresses, pickup and delivery time, truck, trailer, status and Driver instructions.
2. Pickup and delivery addresses are used by the Driver's Open in Maps buttons. Enter complete addresses or reliable coordinates.
3. The financial section is visible only to Owner and Dispatcher accounts. Drivers do not see rate, costs, profit or pay calculations.
4. Save the route with Assigned status unless the trip has already progressed. The Driver receives the route in My Route and may receive a push notification.
5. Use route cards to edit, open Driver chat, upload a route document, review progress, POD status and activity, or delete the route when appropriate.

8. Route progress and locations

1. Progress is calculated from route status. The normal sequence is Assigned, Accepted, En Route to Pickup, At Pickup, Loaded, En Route to Delivery, At Delivery and Delivered.
2. Do not skip statuses unless the operational situation requires it. Accurate statuses make Dashboard percentages meaningful.
3. A location appears only when the Driver taps Share current location. RoadReady does not continuously track Drivers in the background.
4. Open route activity to review status changes, notes and shared locations. Delete an incorrect update only after confirming it is not needed for the record.

9. Documents and Driver folders

1. Open Documents to view company files. Select a Driver to see that Driver's BOL, POD and other documents together.
2. After selecting a Driver, use the Document type filter to narrow the folder to BOL, POD, Fuel Receipt, Scale Ticket, Border Document, Accident Photo, Cargo Photo or Other.
3. Files are assigned to a Driver through the selected Related route. If a Driver uploads without a route, RoadReady can identify the uploader; however, route linking is still recommended.
4. When uploading photos, select pages in the correct order. Up to 12 photos become one PDF. Review the generated PDF after upload.
5. POD received appears on the route only when a POD document is linked to that route.

10. Maintenance

1. Create or review repair requests from Maintenance. Each request can include vehicle, related route, priority, safe-to-drive answer, location, issue description and an attachment.
2. Priorities are Routine, Soon, Urgent and Out of Service. Treat Out of Service as a safety escalation, not a scheduling preference.
3. Owner and Dispatcher accounts update request status through New, Approved, Scheduled, In Repair, Complete or Cancelled.
4. Do not mark Complete until the equipment is returned to service and the final result has been communicated to the Driver.

11. Chat

1. Operations is the shared company conversation for the Owner, Dispatchers and Drivers. Use it for information that the whole team should see.
2. Private conversations are visible only to the two participants. Use them for Driver-specific instructions or questions.
3. Unread badges and read receipts update through Supabase Realtime. If messages do not update, open How to Use and run the system check.
4. Chat photos stay as images and are optimized for faster mobile loading. Documents that must be retained as BOL/POD should be uploaded through Documents or Uploads instead of chat.
5. The Operations group cannot be deleted. A private conversation can be deleted with the red x; this permanently removes that conversation.

12. Reports

1. Reports summarizes assigned revenue, Driver payroll, planned costs and company profit from route financials.
2. Review route-level miles, revenue, Driver pay, total cost and profit. Reconcile these figures with accounting before payroll or tax decisions.
3. Driver Forms appear below the financial table. Open attachments when needed and follow up on accident, cargo, reefer or border reports.

13. Activity, notifications and settings

1. The bell opens Activity. Route, document, maintenance and form updates appear there. Open an item to go to the related section.
2. On iPhone, add RoadReady to the Home Screen, open the installed icon and enable push notifications from Settings.
3. In Settings, update company name/logo, notification connection and account security. Use Change password for normal password updates.
4. Account deletion is permanent and requires the current password and final confirmation. Export or retain required business records first.

14. Recommended Owner routine

1. Daily: review active routes, unread Activity, Operations chat, urgent maintenance and missing PODs.
2. Weekly: review Driver folders, completed routes, financial estimates, open repair requests and inactive invitation codes.
3. Monthly: reconcile Reports with accounting, review subscription limits, remove inactive users and confirm vehicle statuses.

15. Live Fleet Map

1. Open Fleet Map to view the latest location intentionally shared by each Driver on an active route.
2. RoadReady shows the Driver, route, route status, presence and age of the latest location update. It does not continuously track speed, movement or ETA.
3. Use Open in Maps for navigation or detailed map tools. Ask the Driver to share a new location when the current point is stale.

16. Fuel Log

1. Open Fuel Log and select Add fuel purchase. Enter Driver, truck, route, date/time, location, odometer, quantity, unit and total cost.
2. Attach a receipt when available. Gallons and litres are totalled separately so mixed units are never silently combined.
3. Use odometer entries consistently because preventive maintenance mileage reminders use the latest fuel-log odometer for each vehicle.

17. Preventive maintenance schedules

1. Open Maintenance and select Service schedule. Choose the vehicle, service type and at least one due target: date or odometer.
2. Optional repeat intervals automatically create the next target when the schedule is marked completed.
3. Due and overdue reminders are planning aids only. Continue following manufacturer, carrier and legal inspection requirements.

18. Driver Scorecards

1. Open Scorecards to review operational consistency derived from RoadReady route completion, linked PODs, route updates and documents.
2. The score is not a safety rating and must not be used alone for discipline, pay, hiring or termination decisions.
3. Use the component metrics to identify missing workflows and coach the team on accurate records.

19. Advanced document search and export

1. Use search, Driver, document type, From date and To date together to narrow the document library.
2. Use Export index PDF to print or save a filtered document register. The export is an index; original files remain securely stored in RoadReady.
3. On desktop, documents can be dragged onto the upload area. On mobile, tap the same area to choose camera, photos or PDF.

20. ROI calculator and deployment check

1. The Load Calculator page includes an ROI estimate based on labour time, empty-mile assumptions, operating cost and subscription cost.
2. Treat the result as a planning estimate, not guaranteed savings.
3. After installing v3.0, run How to Use > System check and confirm Fuel Log and Maintenance Schedules backend checks pass.

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 roadreadyfleets@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.