FleetKraft

THE COMPLETE GUIDE

Everything FleetKraft does, and how to run your company on it.

What the web app, the driver app and the customer portal provide, who uses each one, and every step from signing up to paying your drivers and invoicing your customers.

Edition	Price	Free trial	Website
1 November 2026	One monthly price per company, in your currency	30 days, every feature	fleetkraft.com

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01

PART 01

Introducing FleetKraft

What FleetKraft is, who each part of it is for, every feature included in the subscription, and how a job and a driver's shift move through the system.

01 Welcome to FleetKraft

02 Who uses what

03 Everything included

04 How it all fits together

CHAPTER 1

Welcome to FleetKraft

FleetKraft is transport management software that runs a trucking, courier or freight company from one system: bookings, dispatch, a driver app with proof of delivery, driver attendance, payroll, customer invoicing, subcontractors, fleet and warehouse, for one monthly price per company in your own currency (AUD 399, USD 299, CAD 399 or INR 29,999 + GST).

Who FleetKraft is for

FleetKraft is built for transport businesses that move freight for customers and employ or contract drivers: couriers, freight and parcel carriers, general and pallet transport, last-mile delivery, and companies that also store customers' stock in a warehouse. It suits a company with a handful of vans as well as one with a large mixed fleet of rigids, semis and B-doubles.

FleetKraft works in four countries: **Australia, the United States, Canada and India**. Each company works in its own currency, time zone, units (kilometres or miles) and public holidays, with that country's sales tax, payroll tax tables, retirement contributions and bank file formats.

The problem it solves

Most transport companies run on a mix of spreadsheets, phone calls, paper run sheets, a separate payroll system and a separate accounting system. The same information is typed again and again: the booking goes into a spreadsheet, the dispatcher phones the driver, the driver writes the delivery on paper, the office types the hours into payroll and the jobs into invoices.

In FleetKraft each piece of information is entered once, by the person who has it, and flows on by itself:

1. **The booking** is entered once, by the office or by the customer in their own portal, and is priced automatically from the rate card.
2. **The dispatcher** drags it onto a driver; it appears on the driver's phone straight away, in route order.
3. **The driver** picks it up and delivers it in the app, capturing the signature, photos, time and GPS position.
4. **The receiver** is emailed a tracking link and sees the delivery as it happens.
5. **The delivered job** waits in a Ready to invoice list and becomes a customer invoice in one click.
6. **The driver's shift**, recorded with photos at clock in and clock out, is checked automatically and becomes pay in the next pay run, with a payslip in the driver's app and a bank file for your bank.

FleetKraft at a glance

PRICE

One price

per company, per month, in your currency: AUD 399, USD 299, CAD 399 or INR 29,999 + GST. Every feature included, no per-consignment fees.

FREE TRIAL

30 days

Everything switched on from the first day. No setup fee.

COUNTRIES

4

Australia, United States, Canada and India, each with its own local settings.

WEB APP

fleetkraft.com for the office: owners, dispatchers, customer service, accounts and payroll, fleet and warehouse staff.

DRIVER APP

FleetKraft for Android and iPhone for drivers, on the phones they already have.

CUSTOMER PORTAL

For your customers to book, track, see their stock and download their invoices.

How this guide is organised

- **Part 1, Introducing FleetKraft**: who uses what, every feature, and how the parts fit together.
- **Part 2, Getting started**: every step from signing up to your first job, in the order you do them.
- **Part 3, Running the day**: booking, dispatch, the driver's day, proof of delivery, tracking, messaging, the customer portal and the warehouse.
- **Part 4, Back office**: attendance review, payroll, invoicing, subcontractor bills, fleet and compliance.
- **Part 5, Account and reference**: the subscription, country settings, roles and permissions, status reference, security and a glossary.

ABOUT THE SCREENSHOTS

The screenshots in this guide come from FleetKraft's demo company, "Demo Transport Co", in Sydney, Australia. Your screens show your own company, currency and units.

CHAPTER 2

Who uses what

FleetKraft has four ways in, each made for a different person: the web app for your office, the FleetKraft app for your drivers, the customer portal for your customers, and a tracking page for the people receiving deliveries. They all work on the same jobs and shifts, so nothing is typed twice.

PART OF FLEETKRAFT	WHO IT IS FOR	WHERE	WHAT THEY DO IN IT
Web app	The company owner, admin and office staff: dispatchers, customer service, accounts and payroll, fleet and compliance, warehouse	fleetkraft.com on any computer or tablet browser	Set up the company, book and price jobs, dispatch, plan routes, review attendance, run payroll, invoice customers, pay subcontractors, manage vehicles and the warehouse
FleetKraft driver app	Drivers: employees and contractors	Android and iPhone app; also in the phone's browser at fleetkraft.com/driver	Clock in and out with photos and the pre-start check, see today's jobs in order, navigate, scan labels, pick up and deliver with signature and photos, chat with dispatch, see pay and payslips
Customer portal	Your customers (the businesses that send freight with you)	fleetkraft.com/portal in a browser	Book pickups with an instant price, print labels, track their shipments, see who received them, see their warehouse stock and send stock out, view and download invoices
Tracking page	The person receiving a delivery	A private link in an email, or the QR code on each label; no login	Follow the delivery: status, timeline, the vehicle on a map while it is on its way, and who received it

Subcontractors (owner-drivers and other carriers you give jobs to) do not need a login: their self-billed invoices are emailed to them with a link to their own copy.

Inside the web app: one login per person, one role each

Every person in your office logs in with their own email and password. Their role decides which menus and dashboard they see. The Admin can change anyone's role at any time.

ROLE	WHAT THEY WORK ON
Admin	Everything, including company settings, staff and the FleetKraft subscription.

Dispatcher	Bookings, the dispatch board and live driver locations. Can see attendance and vehicles.
Customer Service	Bookings, quotes and customers. Can see invoices.
Accounts / Payroll	Rate cards, customers, invoices, approving shifts, drivers' pay and pay runs.
Fleet & Compliance	Vehicles, servicing and expiry dates, compliance and drivers' details.
Warehouse	Warehouse stock, receiving and orders. Can see consignments.

The full permission list for each role is in the Roles and permissions chapter in Part 5.

The web app's menu

The menu on the left of the web app is grouped in four sections. Each person sees only the items their role allows.

OPERATIONS

- Dashboard
- Live map
- Dispatch board
- Consignments
- Messages

SALES & BILLING

- Customers
- Rates
- Invoices

PEOPLE & FLEET

- Drivers
- Attendance
- Payroll
- Vehicles
- Subcontractors
- Warehouse

COMPANY

- Staff
- Billing
- Settings

Complete guide at the bottom of the menu opens this guide.

The top bar

Across the top of every page:

- **Search**: type a con note, customer or receiver and press Enter to find the job in Consignments.
- **Free trial**: "Free trial · 27 days left", with **Pay now** for Admins. Once paid: "Paid until" the date, with **Renew** near the end. In the last 5 days a bar across the top says "Renew your subscription: FleetKraft stops in" the days left (orange, red on the last two days), and once it has ended "FleetKraft has stopped". It opens Billing (see Your subscription).
- **New booking**, and the **Messages** icon with the number of unread driver messages.

- **Your name**: opens **My account** (your name, mobile, login email and password; for Admins also the company profile), **Complete guide (PDF)**, **Contact support** (Help & support, fleetkraft.com/support) and **Log out**.

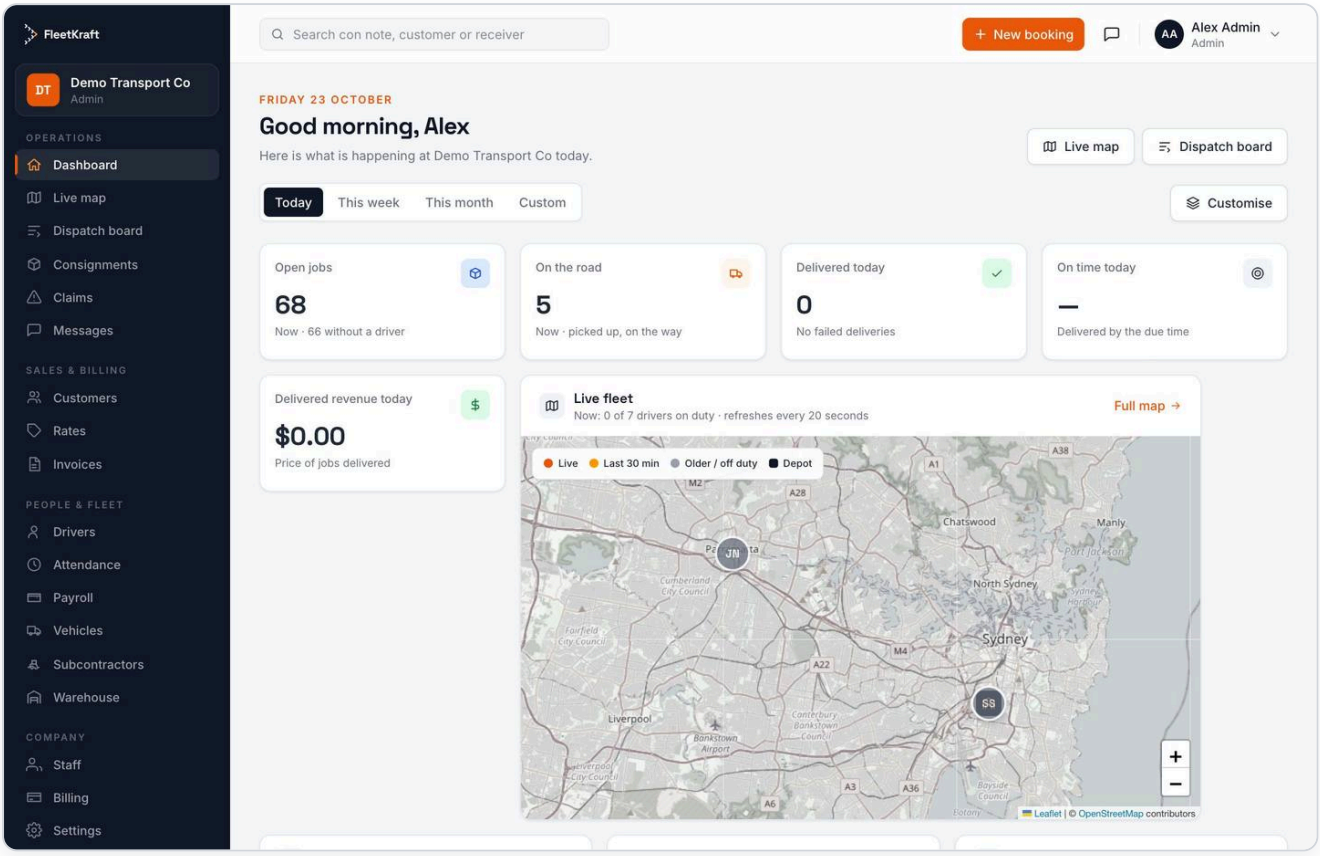


Figure 2.1 The web app: the menu on the left and the Admin dashboard.

The driver app at a glance

Drivers use the FleetKraft app on their own Android phone or iPhone. It has four tabs at the bottom: **Today**, **Messages**, **My Pay** and **Account**.

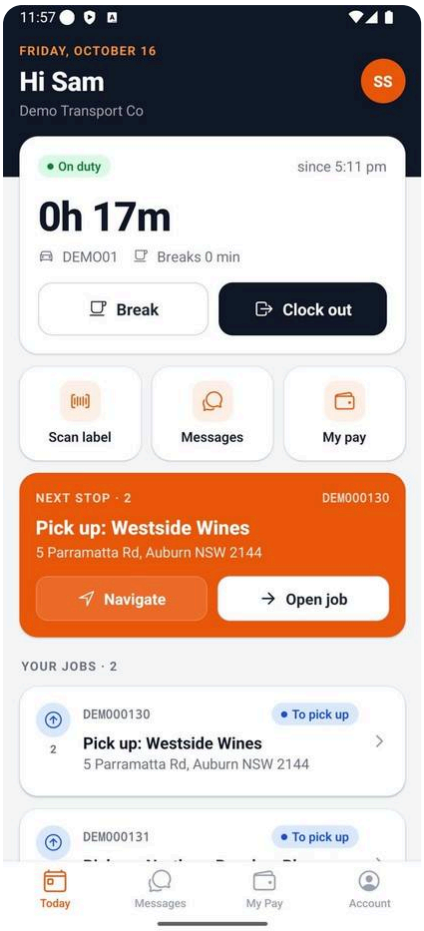


Figure 2.2 Today: the shift and the jobs in order.

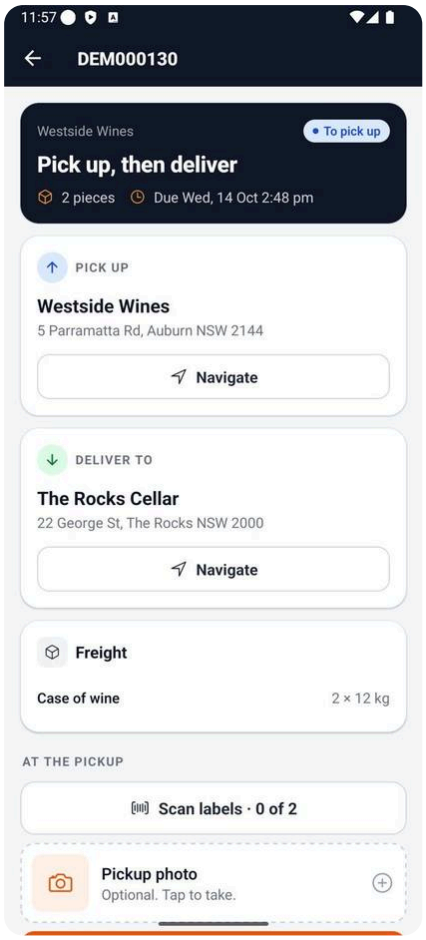


Figure 2.3 A job: navigate, call, pick up.

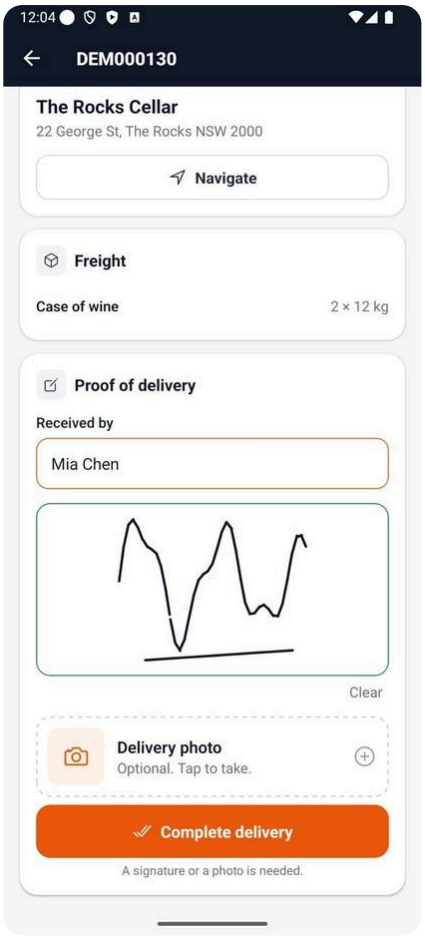


Figure 2.4 Proof of delivery: signature and photo.

NO APP? USE THE BROWSER

A driver can also sign in at **fleetkraft.com/driver** in the phone's browser with the same login: clock in and out with photos, see jobs, pick up and deliver, message the office and see payslips. Location sharing while the app is closed works only in the FleetKraft app.

CHAPTER 3

Everything included

Every feature below is included in the one monthly plan (AUD 399, USD 299, CAD 399 or INR 29,999 + GST a month per company). There are no add-ons, no per-driver or per-consignment fees, and new features are added at no extra cost.

Bookings and dispatch

Consignments and bookings

- A con note number for every job, created automatically
- Pickup and delivery details, contacts, phones, ready-from and deliver-by times
- Items with quantity, weight and dimensions; dangerous goods flag
- Services: **Standard** **Express** **Same day** **Overnight**
- Notes for the driver and the receiver's email for tracking
- A timeline of every status change, with who and when, and GPS for driver steps
- Search by con note, receiver, address or customer; filter by status

Barcode labels

- One label per piece: "piece 3 of 5"
- Code 128 barcode, con note, service, receiver, sender, weights
- Company logo and phone, DANGEROUS GOODS mark when needed
- QR code that opens the tracking page
- 4×6 thermal labels (one per page) or A4 paper (four per page)
- Print for one job, or for many jobs at once

Consignment notes

- A4 with two copies: PROOF OF DELIVERY and RECEIVERS COPY
- Barcode, sender, receiver, items with weight and cubic, totals
- Delivered jobs print the signature, receiver name and photos
- Your own terms, set in Settings

Dispatch board

- Every job that needs a driver next to every driver, on one screen
- Drag a job onto a driver to allocate it, or allocate from a menu
- On-duty drivers first, with clock-in time, vehicle and last GPS position
- Late jobs highlighted; refreshes on its own every 15 seconds
- Subcontracted jobs in their own column

Route planning

- Orders each driver's stops: pickups before deliveries, deadlines first
- ETA, distance per leg, total distance and late warnings
- Move stops up or down by hand, then save the order
- The driver's app lists the stops in the saved order

Rate cards and quotes

- Zones by postcode: single codes, ranges and prefixes
- A standard card for everyone, plus customer-specific cards
- Lines by from-zone, to-zone and service
- Base price plus a price per kg (or lb), per item or per cubic metre (or foot)
- Minimum per line and per job; fuel levy %
- The price fills in when a job is booked, with its breakdown

Customers

- Business name, business number, payment terms, accounts email, phone and billing address
- Portal logins for each customer's own staff
- Customer-specific rate cards and invoices

Driver app and proof of delivery

FleetKraft driver app

- Android and iPhone, plus a browser version at fleetkraft.com/driver
- Clock in and out with required photos and the pre-start check
- Today's jobs in route order, with stop numbers
- One-tap navigation in the phone's maps app and one-tap calling
- Scan each piece's label with the camera
- Breaks, messages from dispatch, earnings and payslips

Electronic proof of delivery

- Receiver's name and signature on the screen
- Delivery photos from the live camera
- Time and GPS position saved with every delivery
- Failed delivery with the reason and a photo
- Visible in the office the moment it is captured

Live tracking

- Driver location shared only between clock in and clock out, also with the app closed
- Live map of every driver on duty, refreshed every 15 seconds, with depots and each driver's stops in order
- Live fleet map and "On duty now" list on the dashboard
- Last GPS position of each driver on the dispatch board
- A private tracking page for every job, also opened from the label's QR code
- The vehicle on a map while the freight is on its way

Customer emails

- Picked up: "your delivery is on its way", with the tracking link
- Delivered: the time and who signed
- Delivery failed: the reason, and that you will be in touch
- Cancelled: who cancelled it, the cancellation charge and any credit note
- Each email switched on or off by the company

Messaging

- Two-way chat between the office and each driver
- One message to every driver at once, or only to those on duty
- Unread counts and on-duty indicators

Customer portal

- Book a pickup with an instant price from their rate card
- Print labels and open tracking pages
- See every shipment and who received it
- See warehouse stock and send stock out
- View and download invoices

Attendance with photos

Clock in and out

- The company chooses which photos are required at clock in and clock out
- Photos from the live camera only, never the phone's gallery
- Time and GPS saved with every photo
- Vehicle and odometer at the start, odometer and drops at the end
- Pre-start checklist with the company's own items
- Depot geofence: anywhere, flag if outside, or only inside the depot

Shift review

- Every shift checked automatically at clock out
- Clean shifts approve themselves
- Shifts with exceptions wait for review with photos, map and checklist side by side
- Approve, reject with a reason, or edit times with a reason
- Missed breaks, late clock-outs, long shifts, odometer and geofence checks

Driver payroll, built in

Pay structures

- Hourly, daily, fixed salary, per km or mile, per drop, or daily plus per drop
- Overtime by the day or the week with its own rate
- Saturday, Sunday and public holiday multipliers; casual loading
- Set per driver from a start date, with the rate history kept

Pay runs and payslips

- Weekly, fortnightly or monthly pay runs from approved shifts
- Company-wide and per-driver allowances and deductions, before or after tax
- Income tax from tax tables for the country and state, a flat rate, or none
- Retirement contributions: super, 401(k), RRSP or PF
- Payslips in the driver app; ABA, ACH (NACHA) or CSV bank files

Invoicing and subcontractors

Customer invoicing

- Delivered jobs collect in a Ready to invoice list
- One invoice per customer in one click, or invoice everyone at once
- Extra lines, notes, issue and due dates; due date from payment terms
- GST, sales tax or HST at your rate; your payment details on every invoice
- Emailed with a link to view and download a PDF; marked paid when paid
- CSV export of every invoice line for your accounting software

Subcontractors and owner-drivers

- Give jobs to other carriers at an agreed price
- Their usual share of the job price suggested automatically
- Self-billed invoices (recipient created tax invoices in Australia)
- Approved bills emailed to them with a link to their own copy

Fleet, compliance and warehouse

Fleet and compliance

- Vehicle register with registration, type, make, model and capacity
- Registration, insurance and service dates flagged 30 days ahead
- Take a vehicle off the road and back
- Driver licence numbers, classes and expiry dates
- Pre-start checks and work-hour records on every shift

Warehouse

- Each customer's products, with units and storage prices
- Bin and shelf locations; receiving and put-away with lots and expiry dates
- Stock by product and location; stock adjustments with reasons
- Orders picked first-expiring-first, then oldest-first
- Picked orders become delivery jobs on the dispatch board
- Storage charged from the stock actually held each day

For the whole company

Company and people

- Six office roles, each with its own dashboard and menus
- Email invites or temporary passwords for new staff and drivers
- Depots with map positions; company logo on labels, invoices and tracking
- Public holidays loaded for your country, plus your own

Built for four countries

- Australia, the United States, Canada and India
- Local currency, time zone, units, holidays and sales tax
- Local payroll tax tables, retirement contributions and bank files
- Data stored with Google Cloud in Sydney, private to each company

CHAPTER 4

How it all fits together

Two flows run through FleetKraft every day: jobs bring money in, and shifts pay it out. What the driver records in the app is exactly what the office approves, invoices and pays.

A job: from booking to invoice

1 Book
Office web app, or the customer in the portal. Priced from the rate card.

→

2 Dispatch
Drag onto a driver on the dispatch board; plan the run.

→

3 Pick up
Driver scans labels and taps Picked up; the receiver is emailed.

→

4 Deliver
Signature, photos, time and GPS saved on the job.

→

5 Invoice
Delivered jobs become the customer's invoice.

The receiver can follow steps 2 to 4 on the tracking page; the customer sees them in the portal.

A shift: from clock in to pay

1 Clock in
Vehicle, odometer, pre-start check and photos.

→

2 On duty
Jobs, breaks and location shared with dispatch.

→

3 Clock out
Odometer, drops, notes and photos.

→

4 Checked
Clean shifts approve themselves; others wait for review.

→

5 Paid
Pay run, payslip in the app, bank file.

The life of a consignment

STATUS	MEANING	HOW IT GETS THERE
Booked	Saved, waiting for a driver	New booking by the office, or a customer booking in the portal; a failed job that is rebooked
Allocated	Given to a driver or a subcontractor	Dispatch board, or Allocate driver on the job page
Picked up	The freight is with the driver, on its way. The dashboard counts these as "In transit"; the driver app shows them as "On board"	The driver taps Picked up in the app
Delivered	Proof of delivery captured	The driver completes delivery, or the office marks it delivered with the receiver's name
Failed	The delivery attempt did not succeed	The driver reports it with a reason and a photo
Cancelled	The job will not go ahead	The office cancels it with a reason

The life of a shift

STATUS	MEANING
Open	The driver is on duty: clocked in and not yet clocked out.
Submitted	Clocked out with at least one exception; waiting in Attendance for review.
Approved	Approved automatically (no exceptions) or by a person. Included in the next pay run.
Rejected	Rejected with a reason. Not paid.

Where information is entered once

ENTERED	USED AGAIN IN
Customer and their rate card	Every booking's price, the portal, invoices
Booking	Labels, dispatch board, driver app, tracking page, emails, invoice line
Driver's proof of delivery	Job page, tracking page, customer portal, delivered email, invoice
Driver's shift	Attendance, the dispatch board (on duty), pay run, payslip, bank file
Driver's pay structure, tax and bank details	Every pay run, payslip and bank file
Warehouse order	Pick list, a new consignment for delivery, storage charges, invoice

02

PART 02

Getting started

Every step from signing up to your first delivered job, in the order you do them: your account, your company settings, your team, customers and prices, subcontractors and warehouse, and putting the app on your drivers' phones.

05 Create your account

06 Set up your company

07 Add your team and vehicles

08 Customers, zones and rate cards

09 Subcontractors and warehouse setup

10 Put the app on your drivers' phones

11 Go-live checklist

CHAPTER 5

Create your account

Signing up takes about two minutes. It creates your company, makes you its Admin and starts a 30-day free trial with every feature switched on.

Sign up

1. Go to **fleetkraft.com** and press **Start your free month**, or open **fleetkraft.com/signup**.
2. Fill in the form. FleetKraft guesses your country and time zone from your computer; check both.

FIELD	WHAT TO ENTER
Company name	Your trading name, for example "Harbour Freight". It appears on labels, invoices, tracking pages and emails.
Country	Australia, United States, Canada or India. It sets your currency, units, sales tax, payroll rules, bank files and public holidays.
State / Province	Where the company is based. It decides the state or provincial holidays and tax tables.
Business number	ABN, EIN, Business Number (BN) or GSTIN, depending on the country. Optional for now, but needed before your first self-billed invoice to a subcontractor. FleetKraft checks the format (an Australian ABN must pass the ATO check digits).
Time zone	The zone your working day runs in. Pay periods, weekends and public holidays follow it.
Your name	The first Admin's full name.
Work email	Your login. Emails from FleetKraft about your account go here.
Mobile	Your mobile number (optional). It is filled in for you in the payment window when you pay; you can also add the company phone later in Settings.
Password	At least 8 characters.

3. Press **Create account**. By doing so you accept the Terms of Service, Privacy Policy and Cancellation and Refund Policy (linked under the button, and in the website footer under Legal). You are logged in and see the **Welcome** screen.

The Welcome screen

Right after sign-up FleetKraft welcomes you by name and offers three choices:

- **Download the Complete Guide (PDF)**: this manual, to keep at hand while you set up.
- **Start guided setup**: FleetKraft walks you through setting up your company, step by step (below).
- **Skip for now**: go straight to the dashboard. You can start the guided setup later from the dashboard.

Guided setup

The guided setup takes you through seven steps in order. On each step it opens the right page, dims the rest of the screen and points an arrow at the button to press, with a short note on what to enter. When the step is done it moves on by itself.

1. **Company profile**: your logo and address (Settings, Company).
2. **Depot**: your first depot with its address (Settings, Depots).
3. **Driver**: your first driver, then their pay structure (Drivers).
4. **Vehicle**: your first vehicle (Vehicles).
5. **Customer**: your first customer (Customers).
6. **Rates**: a rate card with its prices, and zones if you want them (Rates).
7. **First booking**: book your first job (New booking). No card is needed.

The card shows "Step 3 of 7" and a progress bar, with `Back`, `Skip setup` and `Do it later`. If you hide it, a small "Setup 3/7" pill at the bottom of the screen lets you carry on; after `Skip setup`, `Resume setup` on the dashboard starts it again. On a phone the instructions appear at the bottom of the screen.

Paying for FleetKraft

Setting up and booking are free during the trial and need no card. When you are ready, an Admin pays ahead for 1, 3, 6 or 12 months on the Billing page, as a one-time payment through Razorpay. A payment during the trial starts when the trial ends, so no free days are lost. There is no autopay. See the Subscription chapter for prices, discounts and receipts.

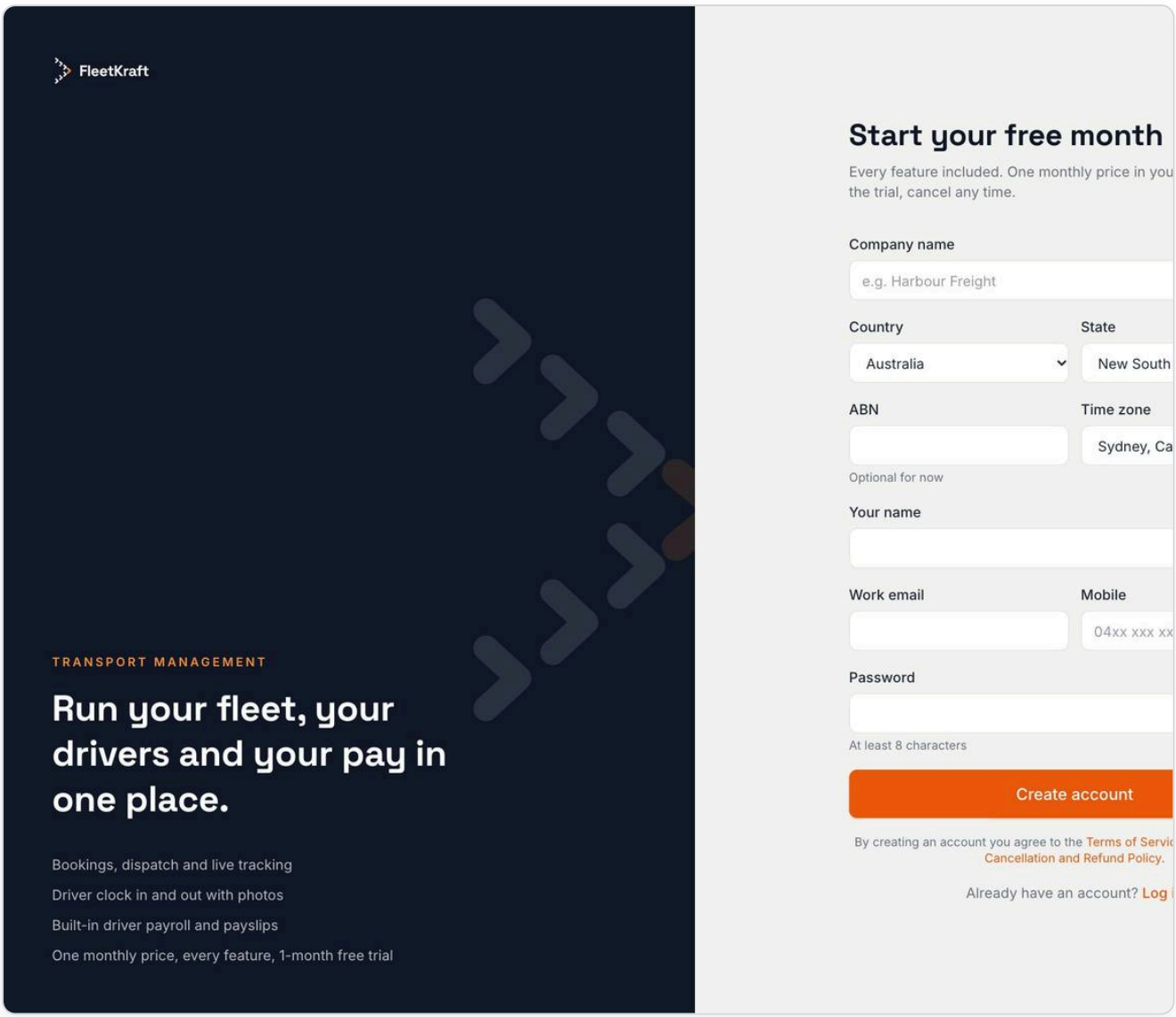


Figure 5.1 The sign-up form: "Start your free month".

Your free trial

The top bar of the web app shows how many days of the trial are left ("Free trial · 27 days left"), with a **Pay now** link for Admins. Once paid it shows "Paid until" the date instead. Everything works during the trial: there is nothing to switch on. In the last 5 days your Admins and Accounts team get a browser notification at 10:00 and 17:00 and an email every morning, and everyone sees an orange or red bar at the top of the web app. If the trial ends without a payment, FleetKraft stops (read-only) until an Admin pays. The Subscription chapter in Part 5 lists the reminders and explains how to pay.

A tour of the Admin dashboard

The dashboard is the first screen after logging in. It refreshes on its own. Choose the period at the top: **Today**, **This week** (Monday to Sunday), **This month** or **Custom**, where you pick the **From** and **To** dates (at most 366 days). Periods follow your company's time zone, and the dashboard remembers Today, This week or This month for next time. Numbers marked "Now" always show what is happening at this moment, whatever the period.

PART	WHAT IT SHOWS
Open jobs	Now: jobs not yet picked up, and how many have no driver. Click it to open the dispatch board.
On the road	Now: jobs picked up and on their way
Delivered today (this week, this month)	Deliveries completed in the period, and any failed deliveries
On time today (this week, this month)	The share of jobs delivered in the period by their due time
Live fleet	Now: a map with every driver who is on duty, your depots, and how many drivers are on duty. Select a driver to see their stops. **Full map** opens the Live map.
On duty now	Each driver on duty with their vehicle, clock-in time, when their position was last updated and their open jobs
Needs attention	Now: jobs without a driver, shifts to approve, failed deliveries today, drivers set to the company tax tables when there are none yet, delivered jobs with no price, vehicles with a registration, insurance or service date in the next 30 days, and licences about to expire. Each opens the right page. "All clear" when there is nothing.
Money	Delivered revenue for the period, and now: **Ready to invoice now**, invoices **Waiting to be paid now**, and the next pay run (or a link to start one)
Fleet	Now: drivers on duty out of all drivers, active vehicles, and links to Drivers, Vehicles and Attendance
Get set up	Until you have finished: add your depot, drivers with their pay, vehicles, customers and rates, and book your first job, with a progress bar and **Resume setup** to continue the guided setup

The buttons at the top right, **Live map** and **Dispatch board**, open the two screens dispatch uses most; **New booking** is always in the top bar.

Customise your dashboard

Each person sets up their own dashboard; it does not change what anyone else sees. Panels sit on a grid, and you choose where each one goes and how big it is.

1. Press **Customise** under the greeting. Every panel gets a dashed outline, a dark bar with its name, a **×** and an orange corner; the bar **Arrange your dashboard** appears above them.
2. **Move a panel:** pick it up and drag it onto the place where you want it. With a mouse you can grab it anywhere; on a phone or tablet, drag it by its dark name bar (so the page still scrolls with a finger). The panel lifts and follows the pointer, a dashed **Drop here** box shows where it will land, and the other panels slide out of its way. Panels sit in the order you put them, row by row, so a small card can go anywhere, also below a large panel. Near the top or bottom of the window the page scrolls by itself. Press Esc while you hold a panel to put it back where it was.
3. **Make it bigger or smaller:** drag the orange corner at the bottom right. An orange outline follows the pointer, and the panel snaps to the grid under it; the size is shown in the outline and next to the name, for example **6×4** (6 columns wide out of 12, 4 rows high). Faint column guides show the grid while you arrange. Each panel has a smallest size so its content always fits; when content is longer than the panel, the panel scrolls.

4. **Hide a panel:** press its **×**. To show it again, choose it in **+ Add a panel**; it comes back at the top.
5. **Changed your mind?** **Undo** (or Ctrl+Z, ⌘Z on a Mac) takes back the last change, one step at a time. While there are changes that are not saved yet, the bar shows **Unsaved changes**, and FleetKraft asks before you leave the page (also through the menu).
6. Press **Save layout**; **Layout saved** appears next to **Customise**. **Cancel** leaves the dashboard as it was (it asks first when there are unsaved changes), and **Reset to default** puts every panel back in its first place and size (press **Save layout** to keep it).

With the keyboard, press Tab to reach a panel, then the arrow keys to move it and Shift with an arrow key to change its size; screen readers announce each move. If your computer is set to reduce motion, panels move without the sliding animation.

The layout adapts to the screen. On a wide screen the grid has 12 columns and every size is used as you set it. On a tablet it has 6 columns, so panels take half as many columns, and sizes show as, for example, **3 of 6 × 4**. On a phone, panels are stacked full width (small cards two side by side, filling any gap) and are as tall as their content. Sizes are changed on a tablet or computer; on a phone you can still move and hide panels.

Besides the parts above, these panels are hidden at first and can be switched on:

PANEL	WHAT IT SHOWS
New bookings	Jobs booked in the period
Delivered revenue	The price of the jobs delivered in the period
Shifts worked	Shifts started in the period and the hours worked
Bookings by day	A bar chart of jobs booked per day (per week for periods over 31 days, per month over 92 days)
Top customers	The five customers with the most jobs delivered in the period, with their delivered revenue
Driver performance	Deliveries per driver in the period, failed deliveries and the share on time

You are only offered panels your role can use: Live fleet and On duty now need the live map, Shifts worked needs Attendance, Bookings by day and Top customers need Consignments, and Driver performance needs Drivers or the Dispatch board.

Logging in and out

1. Go to **fleetkraft.com/login**. Admins, staff and drivers all log in on the same page with their email and password; FleetKraft opens the right screen for each.
2. Press the eye button at the right of any password field to show what you typed; press it again to hide it. The driver app has the same button.
3. To log out, press your name at the top right, then **Log out**.

Forgot your password

1. On the login page press **Forgot password?**, enter your email and press **Send reset link**.

2. Open the email and follow the link.
3. Choose a new password of at least 8 characters, type it again to confirm, and save. You are logged in.

My account

Press your name at the top right and open **My account**. It has:

- **Your details**: your name and mobile. Press **Save**.
- **Login email**: the email you log in with. To change it, enter the **New login email** and your **Current password** and press **Change email**; FleetKraft sends a notice to the old address. An email already used by another FleetKraft login cannot be used.
- **Password**: see below.
- **Your access**: your role, company and last login.
- **Company profile** (Admins only): the logo and company details (name, country, business number, phone, email, state or province, address, time zone, currency, units), the same form as Settings, Company, with links to Settings and Billing for everything else.

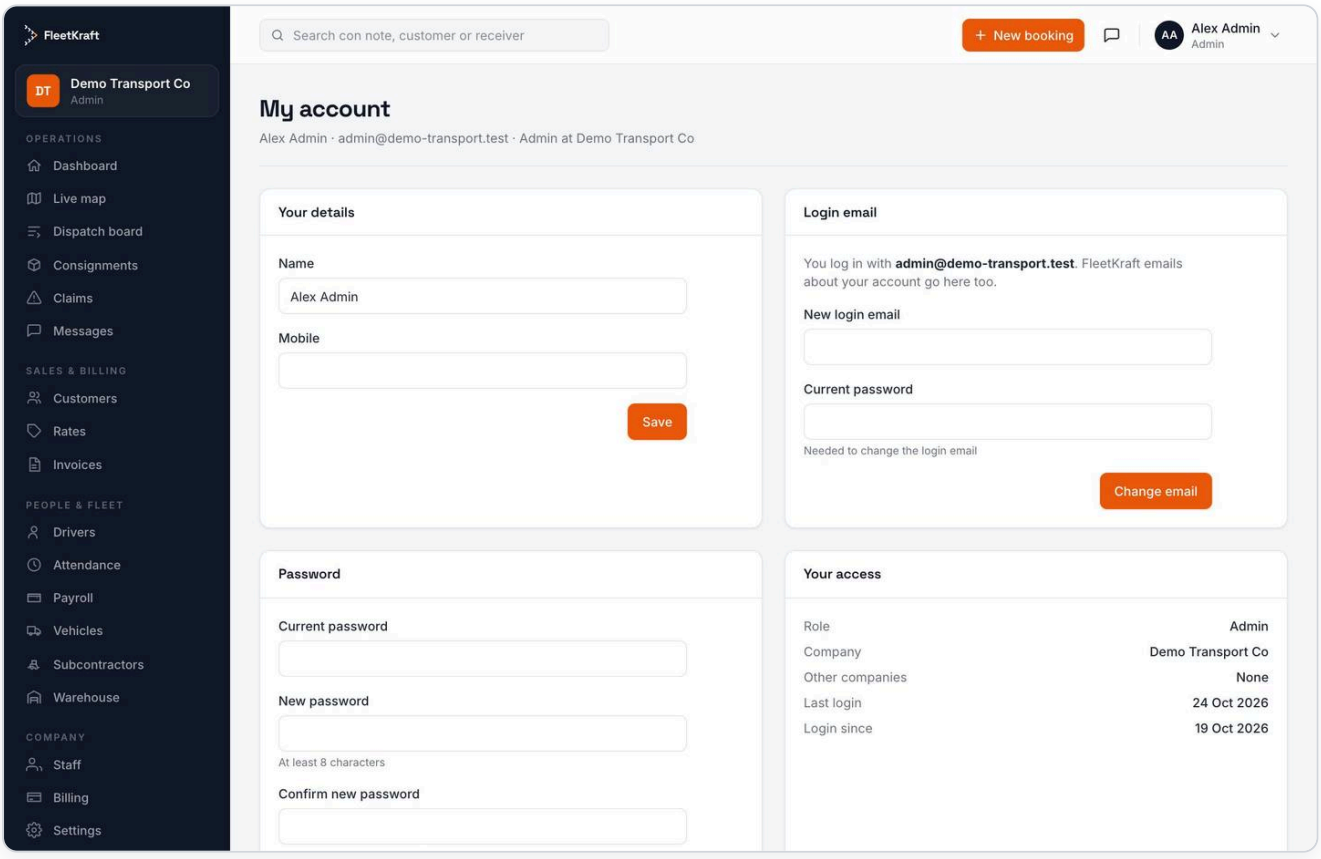


Figure 5.2 My account: your details, login email, password and, for Admins, the company profile.

Change your password

Press your name at the top right and open **My account**, enter your current password, the new one (at least 8 characters) and confirm it, then press **Change password**. Drivers do the same under **Account** in the app, and customers under **Account** in the portal.

KEEP THE ADMIN LOGIN SAFE

The Admin can change every setting, add and remove staff, and manage the subscription. Give other people their own login with the role they need instead of sharing the Admin's.

CHAPTER 6

Set up your company

Settings has seven tabs. Work through them once before you add drivers: they decide how your company looks to customers, where your depots are, what drivers must do at clock in and clock out, how and when drivers are paid, and which emails customers receive.

Open **Settings** from the Company section of the menu (Admin only). The tabs are: **Company**, **Depots**, **Attendance rules**, **Pay settings**, **Public holidays**, **Invoices** and **Notifications**. Each tab has its own **Save** button.

Company

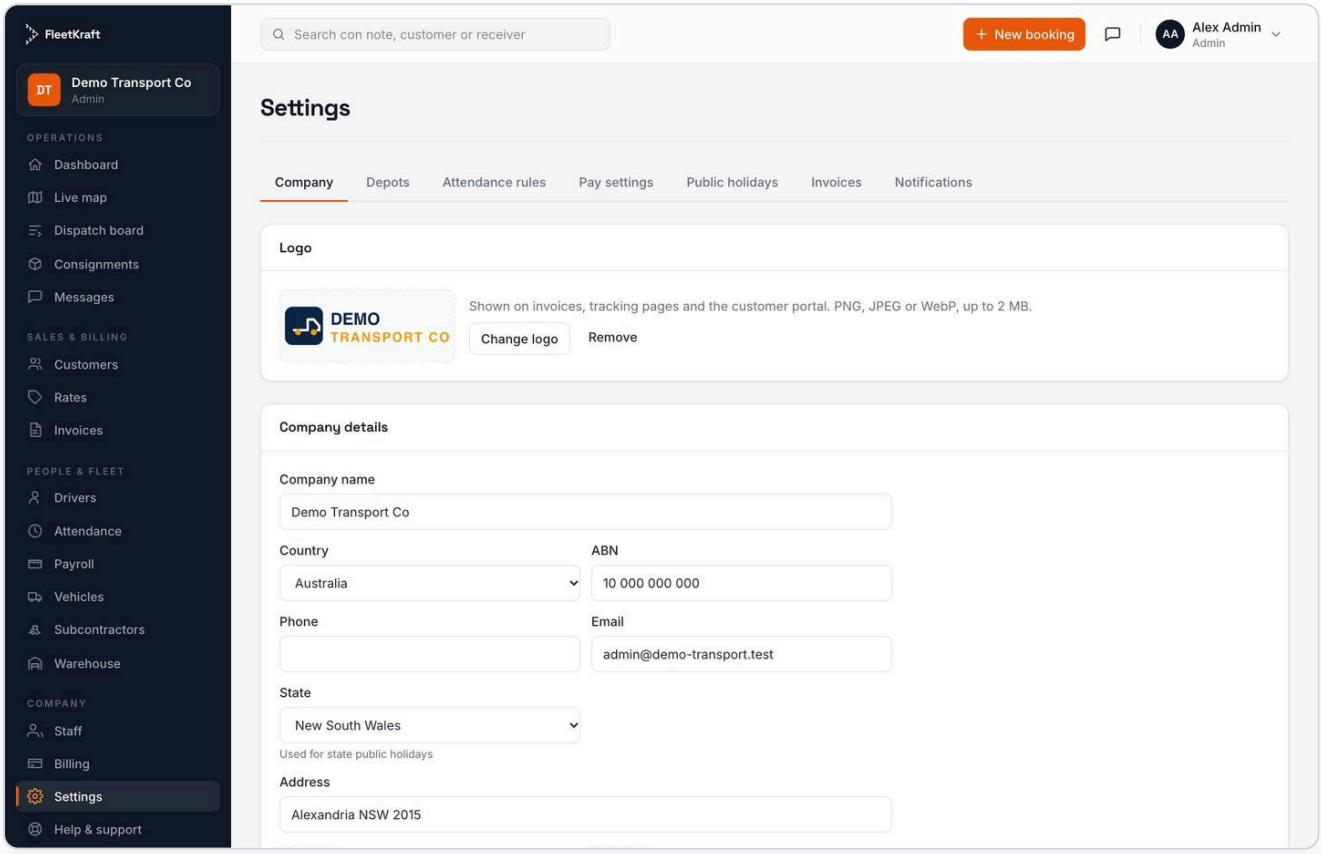


Figure 6.1 Settings, Company tab: company details and logo.

FIELD	WHAT IT DOES
Company name	Shown on labels, invoices, tracking pages, the portal and emails.
Country	Set at sign-up; decides the local rules described in the Countries chapter.
Phone and email	Printed on labels and invoices, and shown on tracking pages so receivers can contact you.
Address	Printed on invoices and other documents.
Time zone	Pay periods, weekends and public holidays follow this.

Currency	Used for driver pay, customer prices and your FleetKraft subscription.
Units	Metric (km, kg, cm) or Imperial (miles, lb, inches). Distances, weights and sizes are entered and shown in these units.
Logo	Upload your logo in the Logo card. It appears on labels, consignment notes, invoices, the tracking page and the customer portal. Plain borders and empty margins around the logo are trimmed when it is uploaded, and it is always fitted into its space without stretching.
Consignment numbers	In the Consignment numbers card: the **Letters** in front of every consignment number (2 to 6 letters, e.g. your initials) and the **Next number** the next booking gets. "Next consignment" shows the result, e.g. ANY000101. Numbers already used are never given again, so FleetKraft refuses a next number that would repeat one.
Consignment note	In the Consignment note card: the terms printed at the bottom of every consignment note (up to 600 characters). Leave it empty for the standard wording: "We are not COMMON CARRIERS. Insurance is not included unless otherwise stated. Received in good order and condition."

Depots

A depot is a base your drivers work from. Each driver has a home depot, and the clock-in geofence measures the distance from it, so a depot needs a position on the map for the geofence to work.

1. Open the **Depots** tab. The Add depot card is under the list.
2. Enter the **Name** (for example "Alexandria depot") and the **Address**.
3. Leave **Latitude** and **Longitude** empty: FleetKraft finds the position from the address when you add the depot. To set it by hand, type the coordinates, or stand at the depot and press **Use my current location**, which is the most accurate.
4. Press **Add depot**. Repeat for each depot. **Edit** changes a depot's name, address or coordinates; **Remove** deletes a depot you no longer use.
5. A depot already added without a position shows **no location, geofence off** and a **Find on map** button: pressing it looks the address up on the map and sets the coordinates. If the address cannot be found, the tab says so, so you can correct it or enter the coordinates yourself.

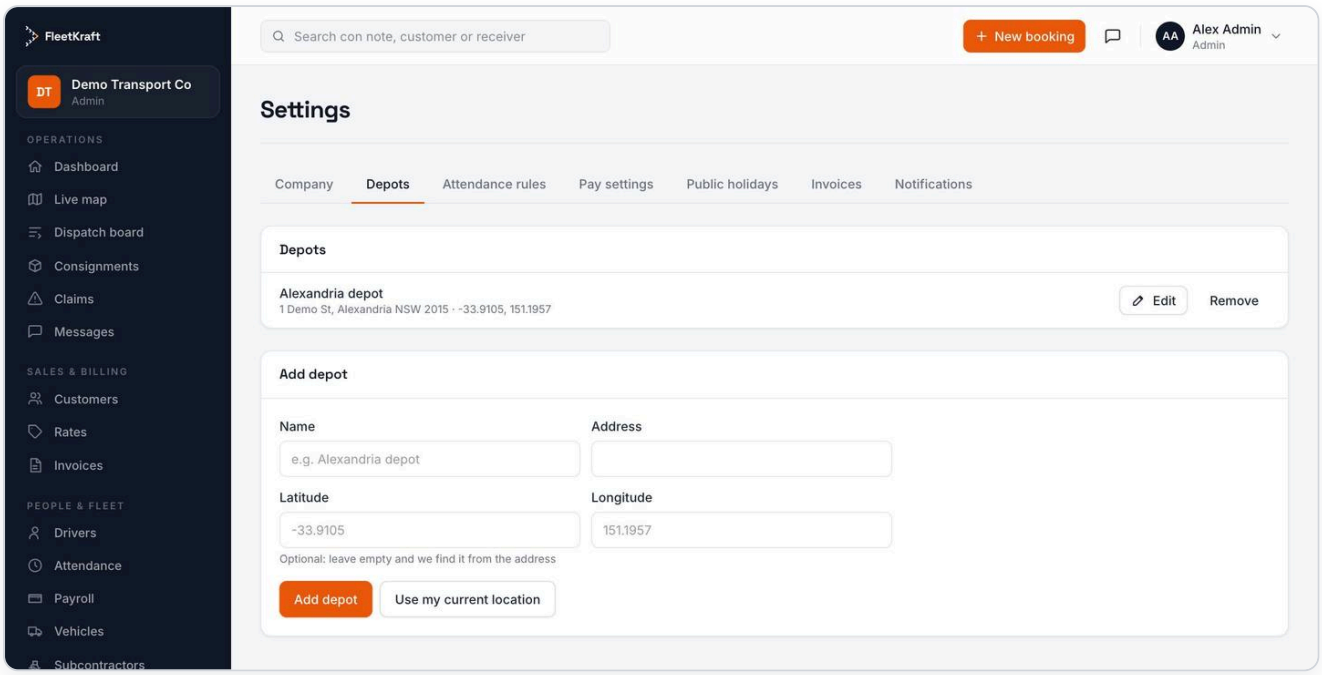


Figure 6.2 Settings, Depots.

Attendance rules

These rules decide what every driver must do to start and finish a shift, and which shifts need a person to check them.

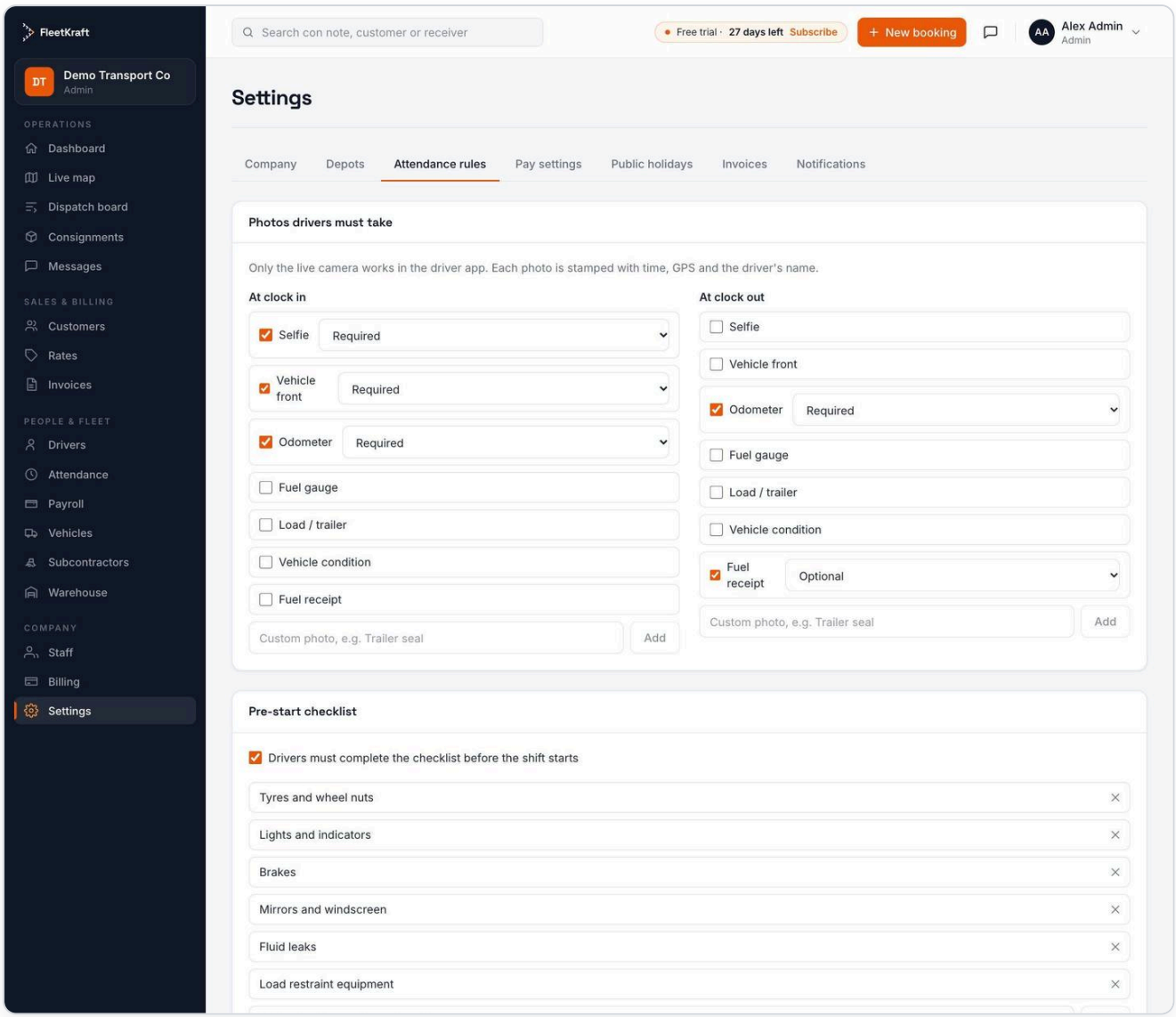


Figure 6.3 Settings, Attendance rules: photos, pre-start checklist, location, breaks and approval.

Photos drivers must take

Choose the photos for **At clock in** and **At clock out**, and mark each one **Required** or **Optional**. The photo types are:

- Selfie
- Vehicle front
- Odometer
- Fuel gauge
- Load / trailer
- Vehicle condition
- Fuel receipt
- Custom photo: a photo you name yourself, for example “Trailer seal”

Photos are always taken with the live camera; a driver cannot pick an old photo from the gallery.

Pre-start checklist

Tick **Drivers must complete the checklist before the shift starts** to make it compulsory. Edit the items, remove any you do not need, and add your own with **Add a check** (for example "Fire extinguisher"). At clock in the driver marks each item OK or Problem and describes any problem; a Problem flags the shift for review.

Location, breaks and approval

SETTING	WHAT IT DOES
Clock-in location	Uses the driver's home depot. Choose one of the options below.
Depot radius (metres, or feet in the United States)	How far from the depot a clock-in still counts as at the depot. Type the number or use the arrows (5 metres or 10 feet a step); at least 25 metres (90 feet). It is saved in whole metres, so a value in feet may show 1 foot different after saving.
Break required after (hours)	A shift longer than this needs a break, or it is flagged.
Break length (minutes)	How long that break must be.
Clock-out reminder after (hours)	A clock-out later than this is flagged as a possible forgotten clock-out.
Flag shifts longer than (hours)	Longer shifts are flagged for review.
Approve shifts automatically when there are no exceptions	When ticked, clean shifts are approved at clock out and go straight to payroll; only shifts with exceptions wait for a person.

The clock-in location options are:

- Anywhere
- Only inside the depot
- Anywhere, but flag if outside the depot

Press **Save attendance rules**. New shifts use the new rules. The starting settings for a new company are:

RULE	STARTING SETTING
Photos at clock in	Selfie, Odometer, Vehicle front
Photos at clock out	Odometer, Fuel receipt (optional)
Pre-start checklist	Required before every shift
Clock-in location	Anywhere, but flag if outside the depot, within 200 m of the home depot
Break	30 minutes after 5 hours
Clock-out reminder	After 12 hours
Long shift flag	Shifts longer than 14 hours
Automatic approval	On: shifts with no exceptions approve themselves

Pay settings

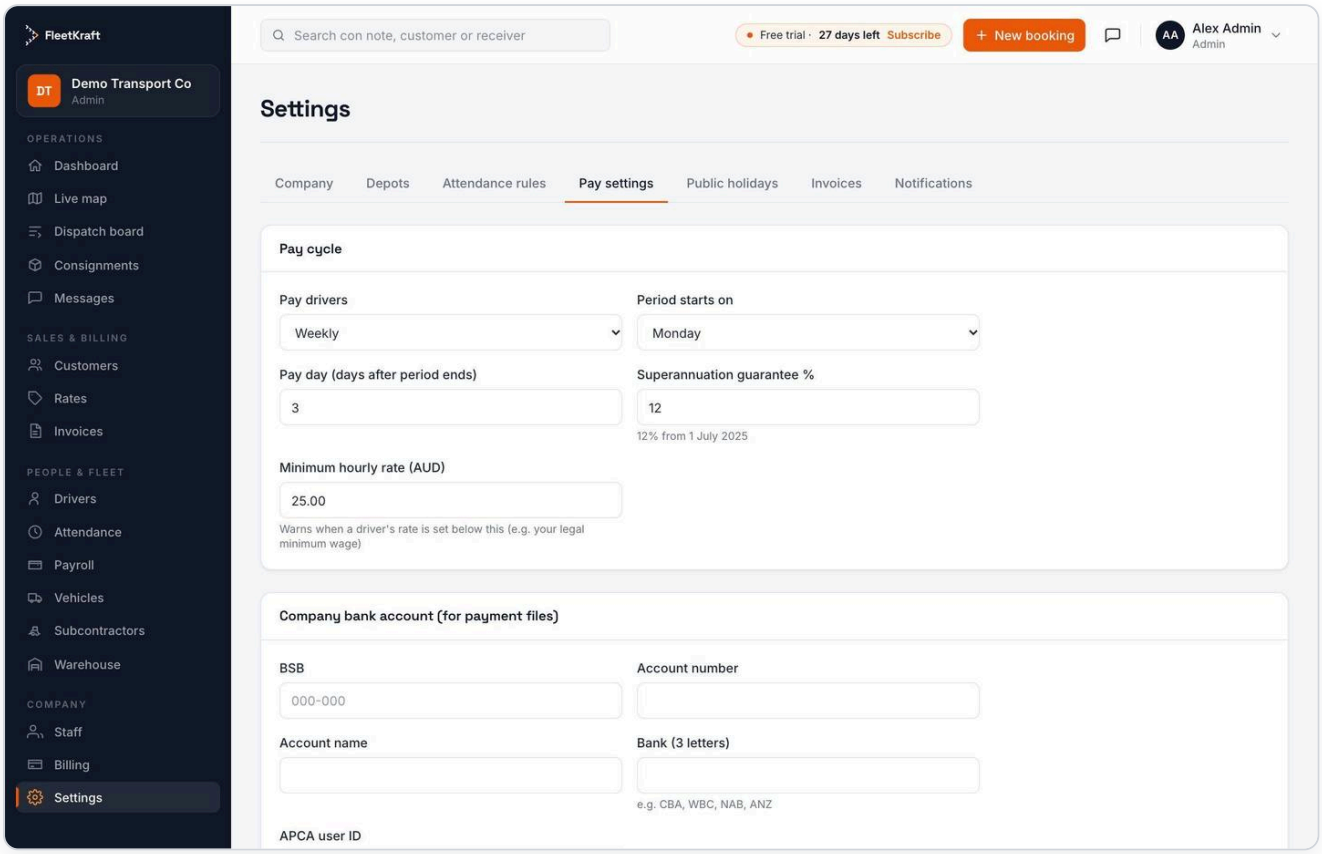


Figure 6.4 Settings, Pay settings: pay cycle and the company bank account for payment files.

Pay cycle

FIELD	WHAT IT DOES
Pay drivers	Weekly, fortnightly or monthly.
Period starts on	The weekday each pay period starts (weekly and fortnightly).
Pay day (days after period ends)	When drivers are paid; printed on payslips.
Retirement contribution %	Superannuation guarantee, employer 401(k), RRSP or provident fund contribution, depending on the country. Paid by the company on top of pay.
Minimum hourly rate	FleetKraft warns when a driver's rate is set below this, for example your legal minimum wage.

Company bank account (for payment files)

The account your drivers are paid from. The fields follow your country's bank file:

- **Australia (ABA file):** account name, BSB, account number, bank (three letters, for example CBA, WBC, NAB or ANZ) and APCA user ID from your bank's direct entry setup. Tick **Add a balancing debit to the company account** if your bank requires it.
- **United States (ACH file):** account name, bank name, routing and account number, and the ACH company ID (usually "1" followed by your EIN; your bank confirms it).

- **Canada and India (CSV file):** account name, account number, and the transit and institution number (Canada) or IFSC code (India).

Press **Save pay settings**.

Public holidays

Public holidays are filled in automatically and paid at each driver's public holiday rate. FleetKraft uses your country's nationwide holidays and, in Australia and Canada, the common holidays of the state or province chosen in the Company tab (for example Labour Day in New South Wales or Family Day in Ontario). In the United States the 11 federal holidays are filled in on their observed day (a Saturday holiday on the Friday, a Sunday one on the Monday). In India FleetKraft fills in Republic Day, Independence Day and Gandhi Jayanti plus the festival holidays in the central government's gazetted list (Holi, Good Friday, Id-ul-Fitr, Mahavir Jayanti, Buddha Purnima, Id-ul-Zuha, Muharram, Milad-un-Nabi, Janmashtami, Dussehra, Diwali, Guru Nanak's Birthday, Christmas and others); Islamic festival dates can move after the moon is sighted, so check them each year. In Australia an extra weekday is added when New Year's Day, Australia Day, Christmas or Boxing Day falls on a weekend. Add your state's and local holidays yourself (for example Melbourne Cup in Melbourne).

- Choose the year at the top right of the card: last year, this year or next year.
- Each holiday is marked **Automatic**, **Added by you** or **Changed** (with what it was).
- **Edit** changes the date or name. **Remove** takes the holiday off; a removed automatic holiday is listed under **Removed automatic holidays**.
- **Restore** brings back an automatic holiday you changed or removed.
- To add your own, use the **Add a holiday** card: choose the **Date**, type the **Name** and press **Add**. A date can have one holiday.

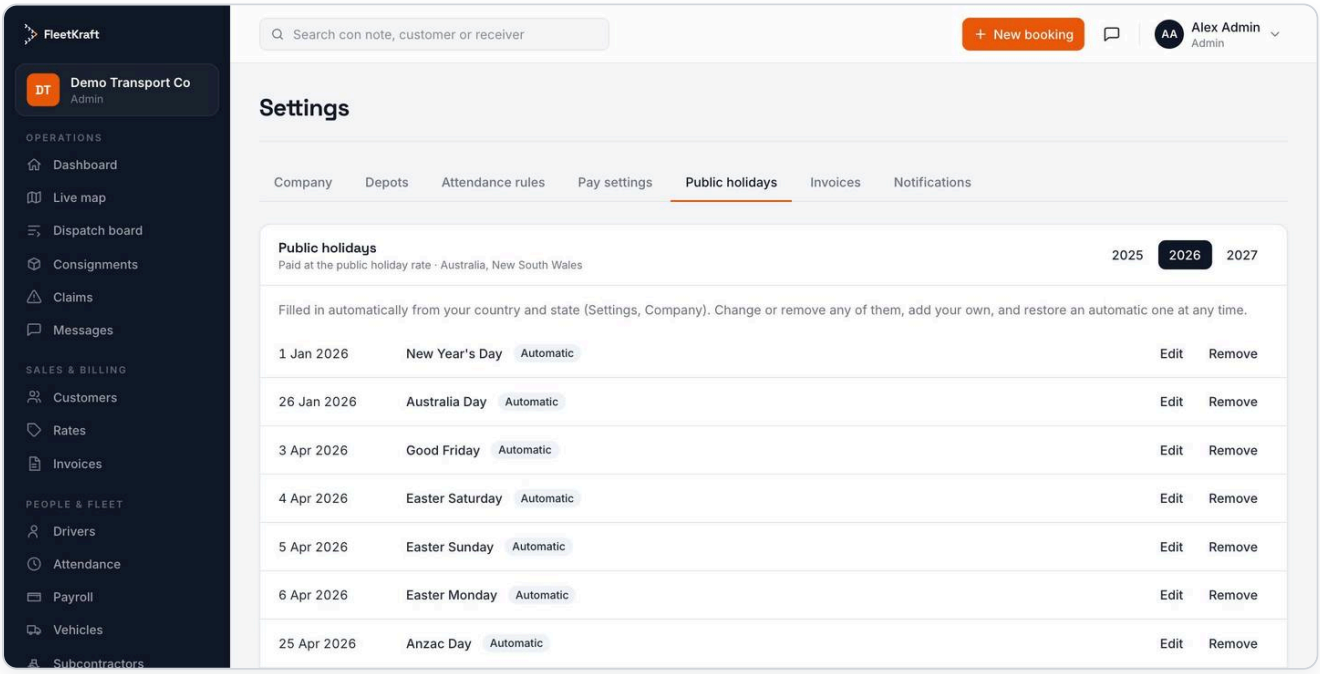


Figure 6.5 Settings, Public holidays: filled in for your country and state, with your own changes.

Invoices

FIELD	WHAT IT DOES
Sales tax rate %	GST, sales tax or HST on your invoices. Leave it empty to use your country's standard rate where there is one (10% GST in Australia, 5% GST in Canada); in the US and India enter the rate that applies to your services (in India, for example 12% for goods transport under forward charge, or 0% when the customer pays GST under reverse charge; say so in "How customers pay you"). Until a rate is set, the Dashboard reminds you and draft invoices warn that no tax is charged. New invoices use this rate.
How customers pay you	Printed on every invoice, for example your bank account details or a payment link.

Press **Save**.

Cancellation charge

What a customer pays when they cancel a job (cancellations on your side are always free for the customer). Press **Save** in the Cancellation charge card.

FIELD	WHAT IT DOES
Cancellation charge	**None** (the default), **Flat amount** (before tax) or **Percentage of job price**. The charge is never more than the job price, and you can lower or waive it each time you cancel.
Free cancellation until (hours before pickup)	Customers who cancel earlier than this many hours before the job's Ready from time pay nothing. 0 = never free. Jobs without a Ready from time have no free window.

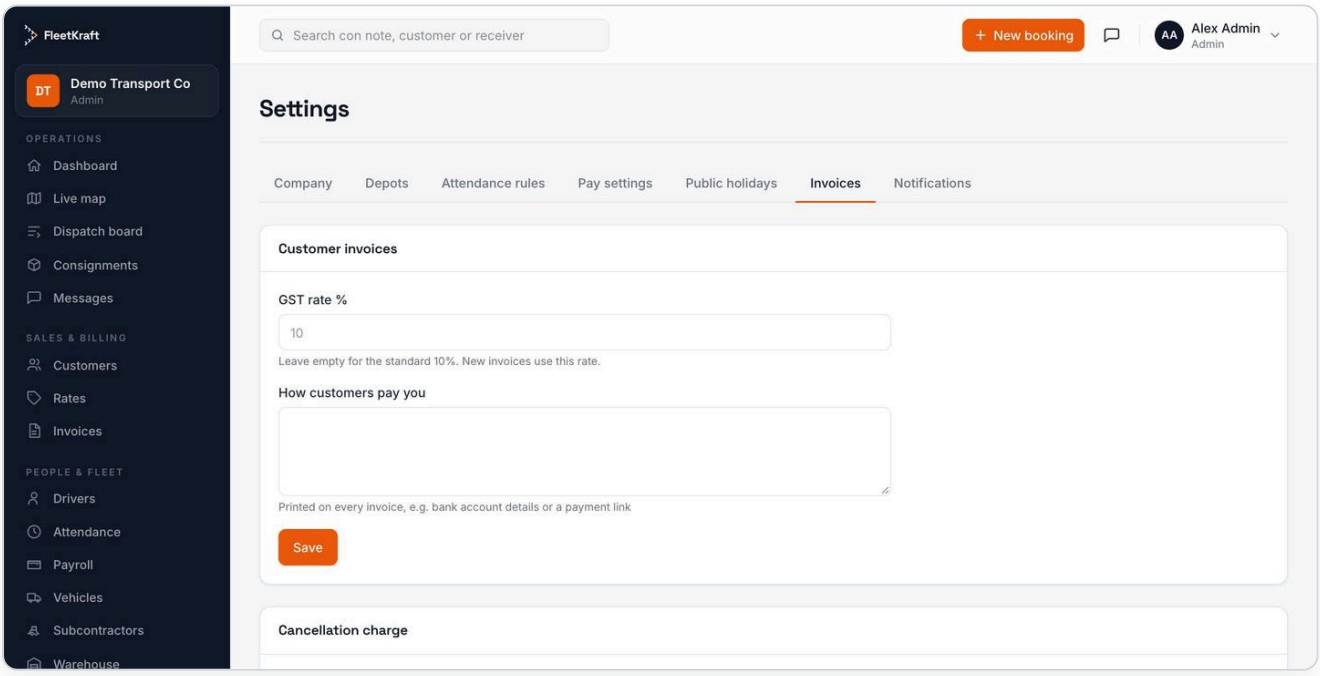


Figure 6.6 Settings, Invoices: sales tax, how customers pay you, and the cancellation charge.

Notifications

Office alerts

As things happen, Admins, Dispatchers and Customer Service see a popup in FleetKraft (with a short chime) and a browser notification, and the dispatch board, consignments list and live map update by themselves. Each built-in alert is a row with an on/off switch; turn off what your team does not need and press **Save** (bottom right of the card):

- A driver picks up a job (also by scanning its label)
- A job is delivered, with who received it
- A delivery fails, with the reason
- A customer books a job in the customer portal
- A driver clocks in or out
- A driver sends a message
- A customer raises a claim or writes on one in the portal
- A customer asks to cancel a job in the portal

Your own alerts

Under the built-in alerts, an Admin adds custom alerts with **Add alert**. Each one has a **Name**, what it alerts on (**Alert when**), a number of hours or days (or a time of day), **Who gets it** (roles and/or chosen people) and **How** (**Popup and browser notification** and/or **Email**). Custom alerts are saved straight away; switch one off with its switch, change it with **Edit**, remove it with **Delete**, or run it at once with **Check now**.

ALERT WHEN	WHAT IT DOES
Job not allocated before pickup	A booked job has no driver or subcontractor the set number of hours before its Ready from time.
Job not delivered on time	A job is still not delivered the set number of hours after its Deliver by time (0 = straight away).
Driver not clocked in	A driver with a job today has not clocked in by the set time (company time).
Vehicle registration, insurance or service due	One of a vehicle's dates is within the set number of days (or past).
Driver licence expiring	A driver's licence expires within the set number of days (or has expired).
Invoice overdue	A sent invoice is still not fully paid the set number of days after its due date.
Claim open too long	A claim is still open or under review the set number of days after it was raised.

Custom alerts are checked every hour. Each job, driver (per day), vehicle date, licence, invoice or claim is alerted once per rule; changing the hours, days or time starts afresh.

Delivery updates

Choose which delivery updates are emailed automatically, and to whom. Each email carries a link to the job's tracking page. Tick or untick each update in the **Receiver email** column (the receiver email on the job) and the **Sender email** column (the sender email on the job and the customer's email). All are on to start with.

UPDATE	WHAT IS SAID
Booked	The booking is confirmed, with the tracking link to follow every step.
Driver assigned	A driver has been assigned (sent once, even if the job moves to another driver).
Picked up	The delivery is on its way.
Delivered	The delivery time and who signed; the proof of delivery is on the tracking page.
Delivery failed	The reason, and that you will be in touch.
Cancelled	Who cancelled it ("Cancelled by <your company>" or "Cancelled at your request"). The customer's email also gives the cancellation charge and any credit note with its link; the receiver and the sender email on the job hear only that it is cancelled. Your reason is never sent. SMS to the receiver is off to start with.

Press **Save** (bottom right of the card).

Custom emails have their own page: **Custom emails** in the menu (see Messaging).

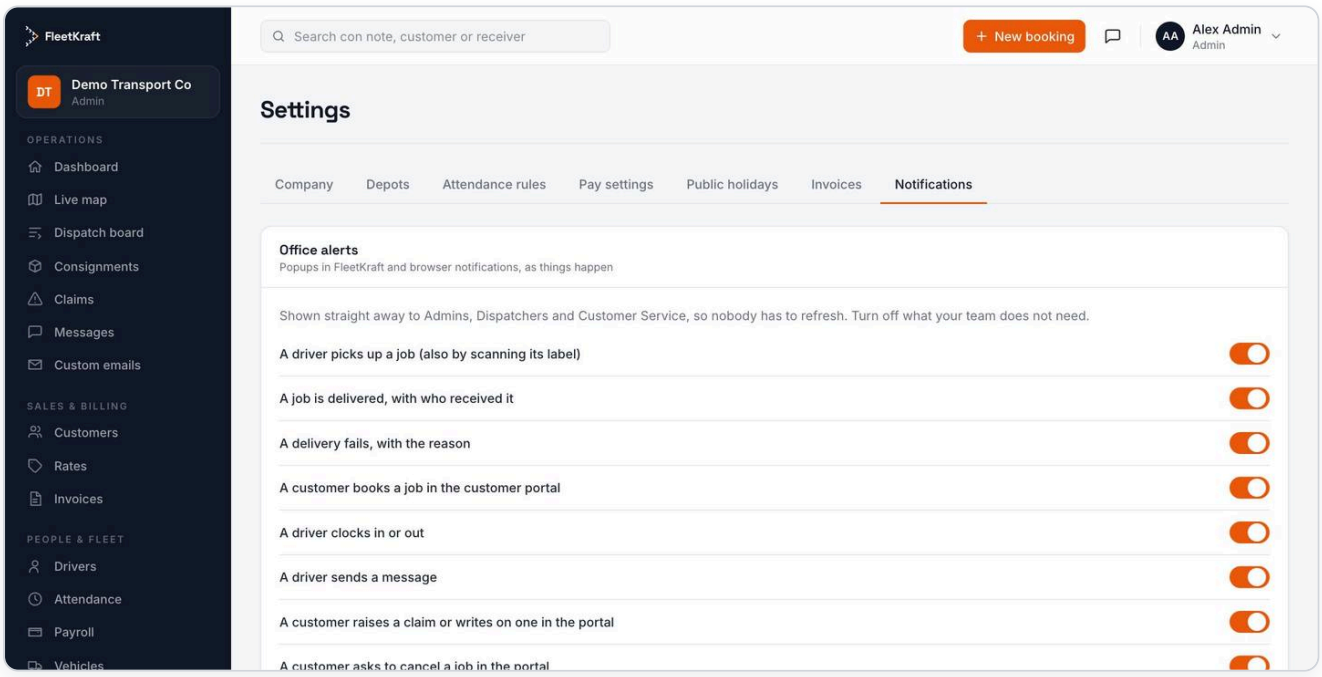


Figure 6.7 Settings, Notifications: office alerts with your own alerts and delivery updates.

CHAPTER 7

Add your team and vehicles

Add the office staff who will use the web app, the drivers who will use the FleetKraft app with their pay, tax and bank details, and the vehicles they drive.

Office staff

Staff are the people who use the FleetKraft web app. Each role sees only its own dashboard and menus (see Who uses what).

1. Open **Staff** and press **Add staff member**.
2. Enter their **Full name**, **Email** (their login) and **Mobile**.
3. Choose their **Role**: Admin, Dispatcher, Customer Service, Accounts / Payroll, Fleet & Compliance or Warehouse. The form explains what each role covers.
4. Save. FleetKraft emails them an invite with a link to set their own password. If email is not available, it shows a temporary password on screen for you to pass on; they can change it after logging in.

The staff list shows each person's role and last login. Use **Resend invite** for someone who has not logged in yet, or **Reset password** for someone who has: FleetKraft asks you to confirm, then emails a set-password link, or, without email, shows a new temporary password once (the old password stops working). Press **Edit** in a person's row to change their **Full name** and **Mobile** (their login email is their own; they change it under My account). **Send email** writes to them from your company (see Custom emails). Change a person's role from the Role list in their row at any time, or press **Disable** to stop them logging in (**Enable** lets them back in).

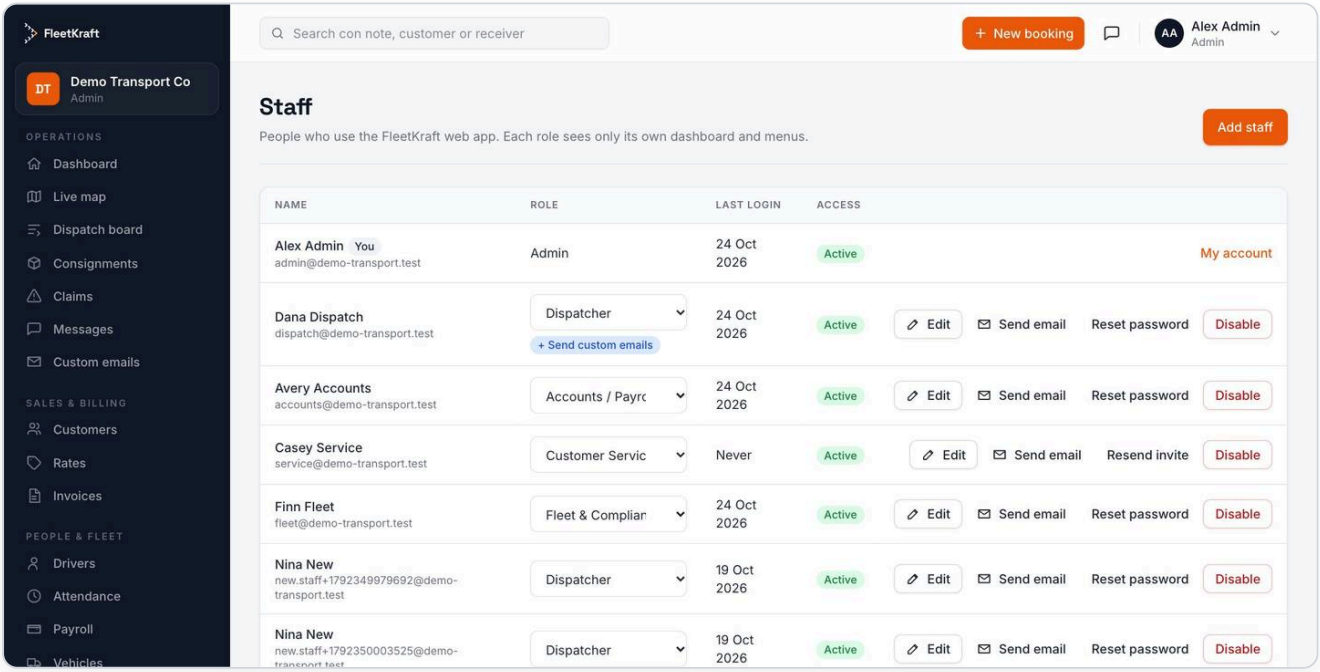


Figure 7.1 Staff: people who use the web app, with their roles and any extra access.

Extra access for one person

An Admin can let one staff member do something their role does not include, for example a Dispatcher who may send custom emails or add a new subcontractor while giving a job away.

1. Open **Staff** and press **Edit** in the person's row.
2. Under **Extra access**, tick what they may also do. What their role already includes is ticked and greyed out ("included in Dispatcher").
3. Press **Save**. It applies the next time their screen loads, and each extra shows as a small badge (for example "+ Send custom emails") under their role in the list.

Untick to take it away. Billing, settings and staff management are never given this way; Admins already have everything, so a person made Admin loses their extra ticks. You cannot give yourself extra access, and every change is recorded in the audit log. The full list is in the Roles and permissions chapter.

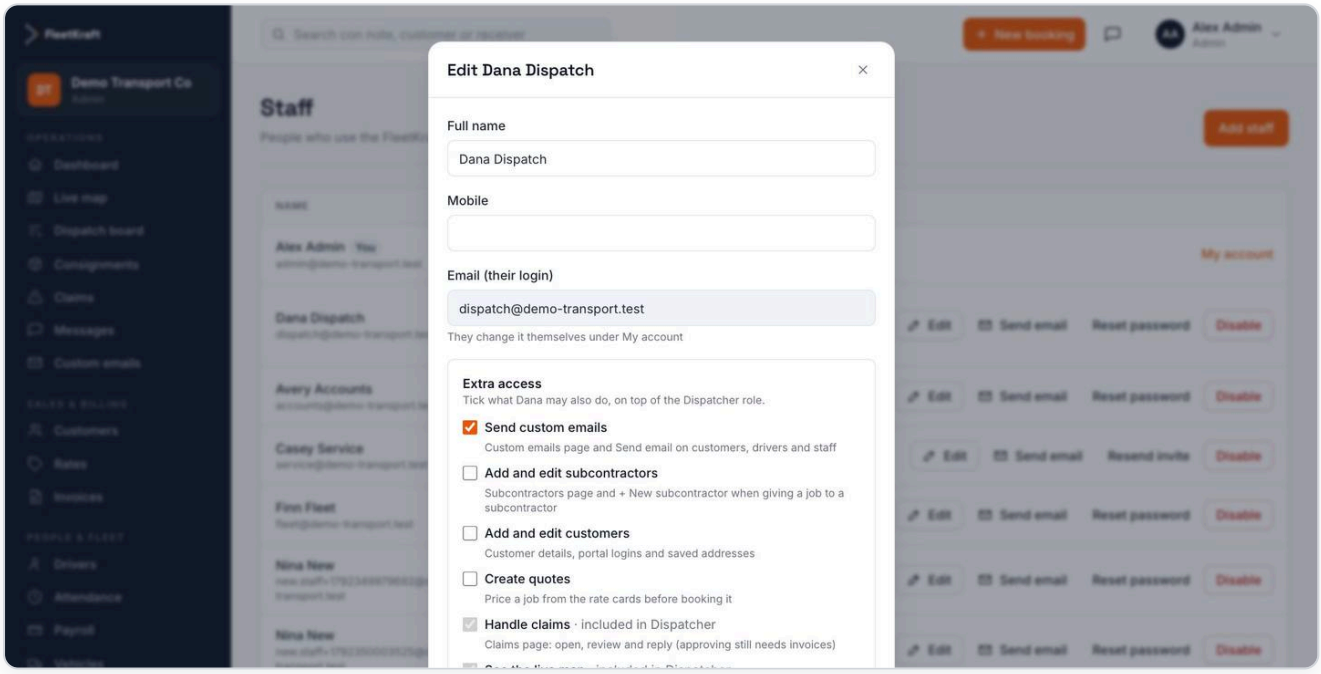


Figure 7.2 Staff, Edit: Extra access on top of the role.

Drivers

Drivers are the employees and contractors who use the FleetKraft app on their phones.

Add a driver

1. Open **Drivers** and press **Add driver**.

2 Fill in the form:

FIELD	WHAT TO ENTER
Full name	As it should appear on payslips and to dispatch.
Mobile	Dispatch and receivers can call this number.
Email (their login)	The driver logs in to the app with this email.
Employment	Full-time, Part-time, Casual or Contractor (labelled "Contractor (ABN)" in Australia and "Contractor (1099)" in the US). It decides which allowances and deductions apply and whether casual loading is paid.
Home depot	Used for the clock-in geofence. With a single depot it is already chosen; with more than one, pick the driver's depot.
Licence number, class and expiry	The expiry date is highlighted on the Drivers list when it is close.

3 Save. The driver is emailed an invite with a link to set their password, or you are shown a temporary password to give them. The driver logs in to the FleetKraft app with this email and password.

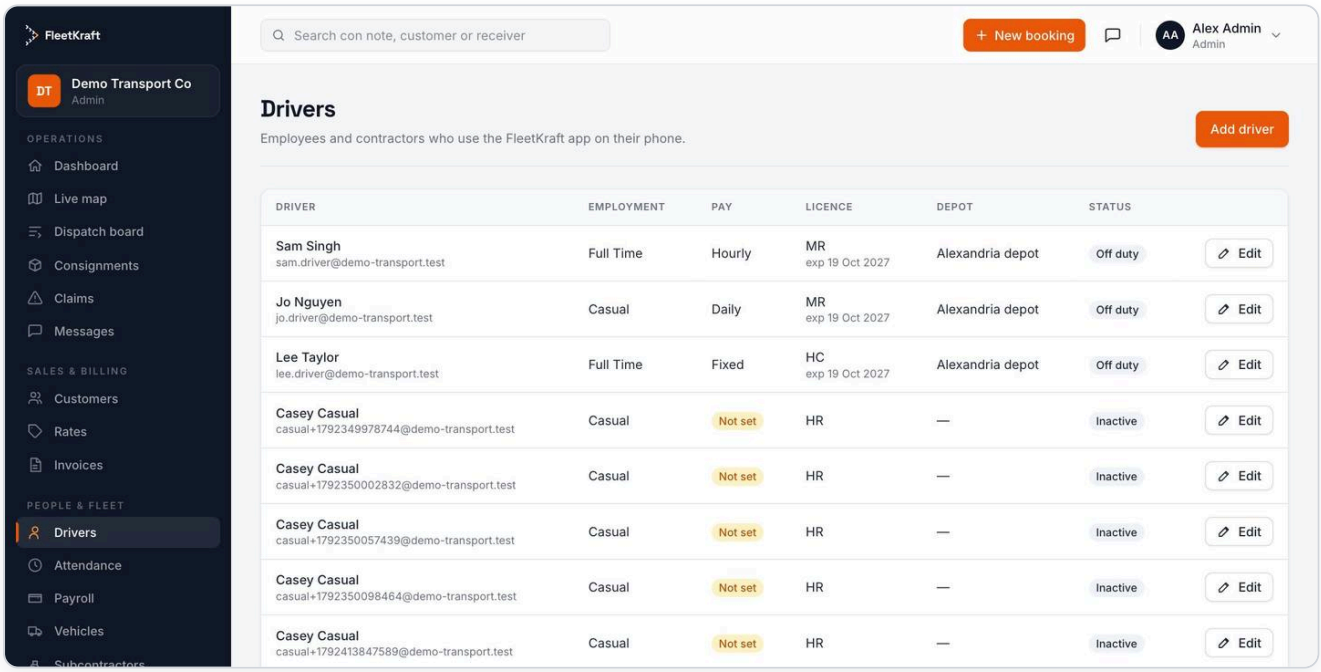


Figure 7.3 Drivers: every driver with their depot, licence expiry and status.

TEST EMAIL ADDRESSES

Addresses on domains that can never receive email, such as **example.com**, **example.org** or anything ending in **.test**, are never emailed: FleetKraft says so on screen and shows a temporary password instead. This keeps trial set-ups from bouncing. Use a real email address for anyone who should get emails from FleetKraft.

DRIVERS WHO ALSO WORK FOR ANOTHER COMPANY

Many drivers work for more than one transport company on different days. If the email you enter already has a FleetKraft login with another company, the driver is added to your company with that same login: their password does not change and no temporary password is shown. FleetKraft emails them that they have been added. In the app they choose your company under **Account**, **Switch company**. Each company sees only its own jobs, shifts, pay and messages for that driver, and the driver can be on duty for one company at a time. Their name and phone number belong to their own login, so they cannot be changed from the driver's page while they work for another company too.

Set the driver's pay structure

Open the driver from the Drivers list. The driver's page shows **Details**, **Pay structure**, tax and bank details, regular allowances and deductions, **Recent shifts** and **Login details**. Dispatchers, Customer Service, Accounts and Fleet can open the Drivers list. Only roles that manage payroll see the pay structure, tax and bank details, and only roles that see attendance see Recent shifts.

1. In the Pay structure card, press the button to set or change pay.
2. Choose the **Pay type**:

PAY TYPE	HOW THE PAY IS WORKED OUT
Hourly	Hours worked, less unpaid breaks, times the hourly rate.
Daily	A day rate for each shift. A shift shorter than the half-day hours pays half a day.
Fixed salary	A set amount each week or month, whatever the hours.
Per km or mile	Distance from the clock-in and clock-out odometer readings, times the rate.
Per drop	The number of drops (deliveries) entered at clock out, times the rate.
Daily + per drop	A day rate plus a rate for each drop.

3. Enter the rates for that type (hourly rate, day rate, fixed amount per week or month, rate per km or mile, rate per drop).
4. For daily pay, set **Half day if under (hours)**. For casual drivers on hourly pay, set the **Casual loading %**, which is added on top of the hourly rate.
5. Set overtime: **Overtime after (h/week)** or **after (h/day)**, and the **Overtime rate (×)**.
6. Set the **Saturday (×)**, **Sunday (×)** and **Public holiday (×)** multipliers. They start from your country's usual rates.
7. Choose **Starts from**. Shifts before this date keep the old rate, so earlier pay never changes. Press **Save pay structure**. The card shows the current structure and the history of earlier ones.

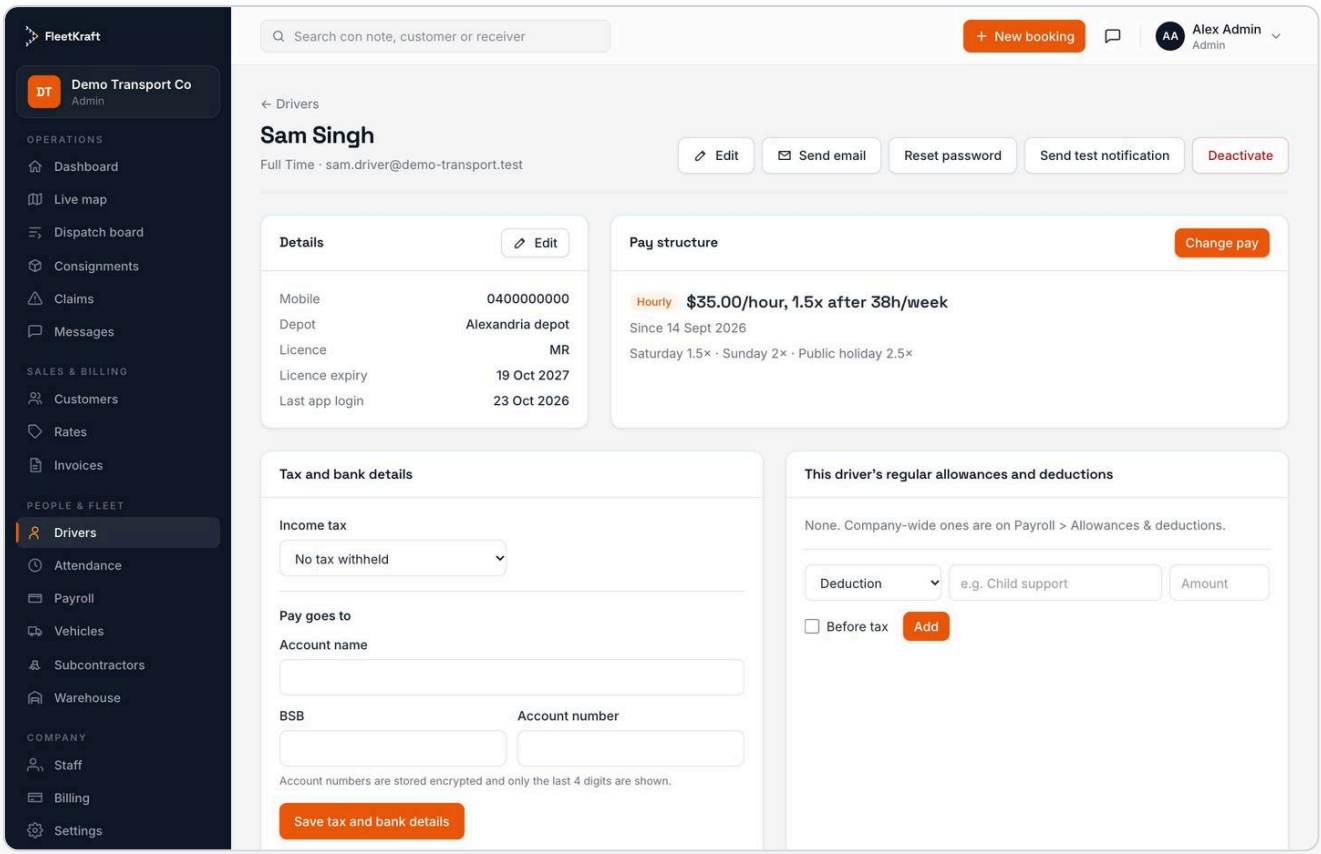


Figure 7.4 A driver's page: details, pay structure, tax and bank details, and recent shifts.

Tax and bank details

When a driver is added, income tax is already set by their employment type: employees start on the company tax tables, contractors on none, because they look after their own tax. Change it if your situation differs.

1. In **Tax and bank details**, choose how **Income tax** is withheld:
   - No tax withheld (for example contractors)
   - Flat rate (a percentage of taxable pay)
   - Use the company tax tables

   For a flat rate, enter the **Rate %**. For tax tables, choose which of the company's tables applies.
2. Optionally enter **Extra withheld each pay**, at the driver's request.
3. Under **Pay goes to**, enter the driver's account name, routing code (BSB, routing number, transit and institution number, or IFSC), account number and, in the US, the account type (Checking or Savings). Bank account numbers are stored encrypted.
4. Press **Save tax and bank details**. The next pay run uses them.

The driver's own allowances and deductions

Under **This driver's regular allowances and deductions**, add amounts that apply to this driver in every pay run, for example a phone allowance or a salary sacrifice. For each one choose Allowance or Deduction, enter the name and amount, and tick whether it is taken **Before tax** (deductions) or whether **Income tax applies** (allowances), then press **Add**. Company-wide allowances and deductions are set in Payroll (see the Payroll chapter).

Edit a driver

Press **Edit** in the driver's row on the Drivers list, or **Edit** at the top right of the driver's page (also on the Details card). Change the **Full name**, **Mobile**, **Employment**, **Home depot**, licence number, class and expiry, and press **Save**; empty a field to clear it. The login email is the driver's own and is not changed here. Pay, tax and bank details have their own cards on the driver's page. A driver who also works for another company keeps their own name and mobile: change those in My account. **Send email** at the top of the driver's page writes to the driver from your company.

Login details

The Login details card shows whether the driver has logged in, and lets you resend the invite or reset the password with an email link or a new temporary password.

Vehicles

1. Open **Vehicles** and press **Add vehicle**.
2. Enter the **registration** (rego, plate or vehicle number, by country), **Type**, **Make**, **Model**, **Capacity** (kg or lb) and current **Odometer**.
3. Enter the **registration expiry**, **Insurance expiry** and **Next service due** dates. Each is shown in amber within 30 days of falling due and in red once overdue.
4. Under **Oil change and service**, enter how often the vehicle needs them: **Oil change every (km)** and **(days)**, **Service every (km)** and **(days)** (miles in the US). Whichever comes first makes it due. Leave a box blank if you do not track it. The first interval counts from today and the current odometer (see Fleet and compliance).
5. Leave the **Status** as **Active**. Change it to **Off the road** while a vehicle is being repaired.
6. Save. Drivers pick from active vehicles when they clock in, and dispatch can assign a vehicle when allocating a job. The odometer you enter is the starting reading: a driver cannot clock in with a lower reading.

The vehicle types are named for your country:

TYPE	AUSTRALIA	UNITED STATES	CANADA	INDIA
VAN	Van	Cargo van	Cargo van	Van / tempo
UTE	Ute	Pickup	Pickup	Pickup
RIGID	Rigid truck	Box / straight truck	Box / straight truck	Truck

SEMI	Semi-trailer	Tractor-trailer	Tractor-trailer	Trailer
B-DOUBLE	B-double	Doubles / B-train	Doubles / B-train	Multi-axle trailer
OTHER	Other	Other	Other	Other

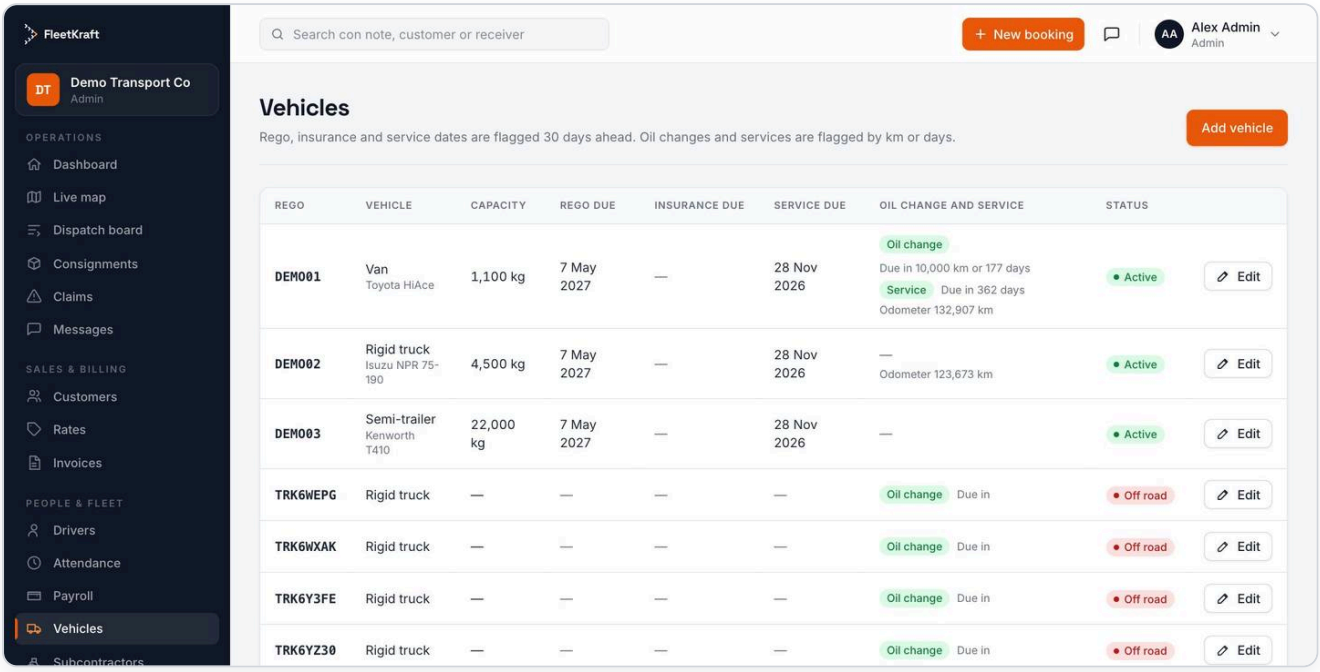


Figure 7.5 Vehicles: registration, insurance and service dates flagged 30 days ahead.

CHAPTER 8

Customers, zones and rate cards

Add the businesses that send freight with you, give their staff a portal login, and set up rate cards so every job is priced automatically when it is booked.

Add a customer

1. Open **Customers** and press **Add customer**. (You can also add a new customer while booking a job.)
2. Enter the **Business name**, **business number** (ABN, EIN, BN or GSTIN; a number in the wrong format is refused), **Payment terms (days)**, **Accounts email** (where invoices are sent), **Phone** and **Billing address**. Optionally give the customer its own **Cancellation charge** (None, Flat amount or Percentage of job price, and its own free cancellation hours); **Company default** uses the rule in Settings, Invoices.
3. Press **Add customer**. FleetKraft keeps one record per business: a business number that another customer already has is refused, and when another customer has the same name you are asked first. Use the existing customer, or press **Add anyway** if it really is a different business with the same name.
4. Save. The customer can now be chosen on bookings, gets invoices, and can have their own rate card.

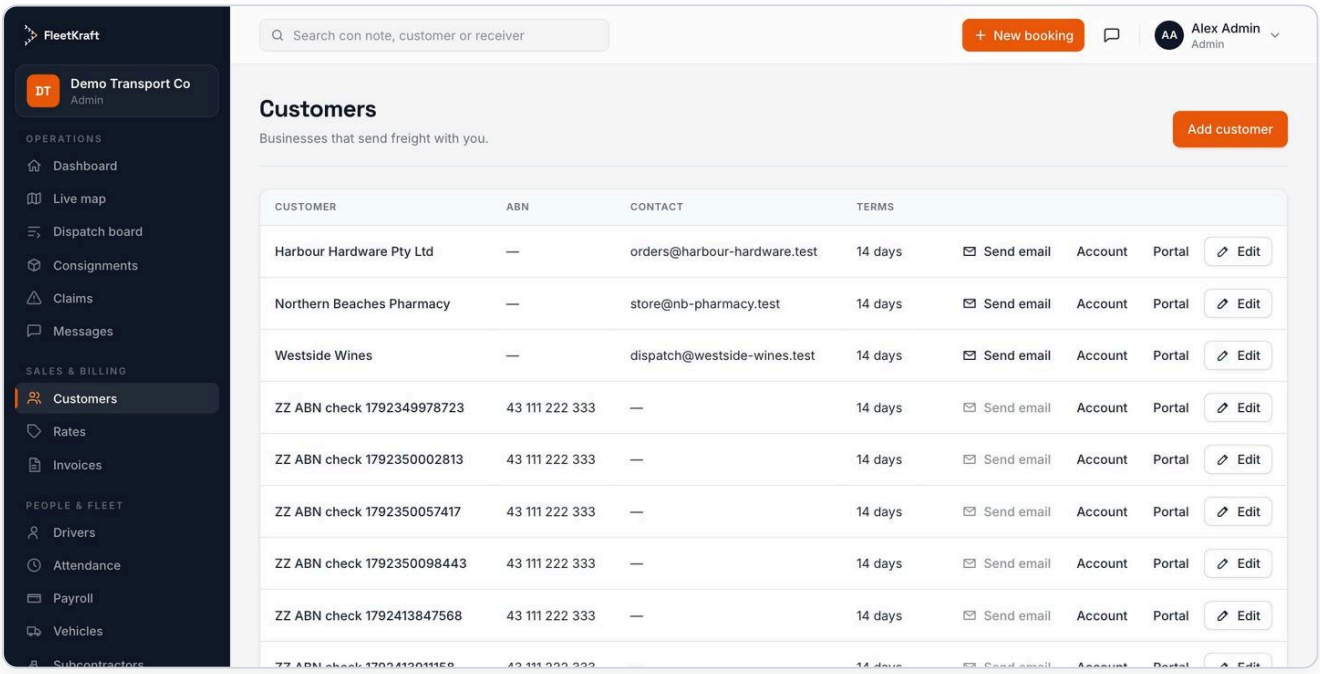


Figure 8.1 Customers: the businesses that send freight with you.

Give a customer's staff a portal login

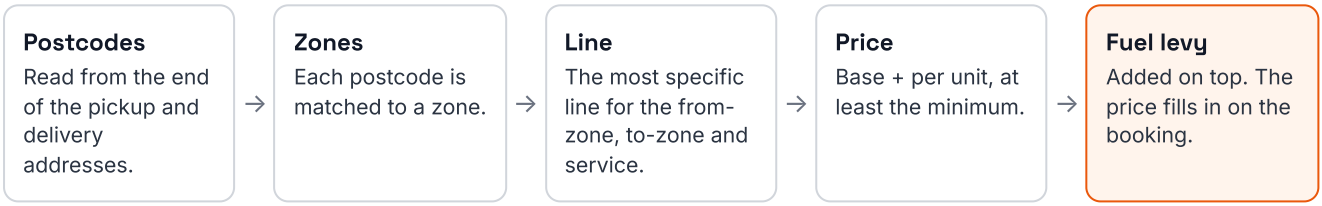
1. On the Customers list, press **Portal** next to the customer. The Portal access window opens.

2. Enter the person's **Name** and **Email** and press **Invite**.
3. They are emailed a link to set their password and log in at fleetkraft.com. They see only their own company's shipments, stock and invoices.

You can invite several people per customer, and **Remove access** at any time. **Edit** next to a customer changes their details, and **Send email** writes to the customer's email from your company. **Account** shows what the customer still owes, refunds due to them, their invoices and their credit notes. What customers can do is in the Customer portal chapter.

How prices are worked out

FleetKraft prices a job from the customer's own rate card, or the company's standard card if the customer has none. It reads the postcode at the end of the pickup and delivery addresses, finds the zone each one is in, and picks the most specific matching line on the card. It adds the base price and the per-unit charge, applies the minimum, and then adds the fuel levy.



"Most specific" means a line that names both zones and the exact service beats a line for "anywhere" or "any service". A line from anywhere to anywhere for any service works as a catch-all.

Set up zones

1. Open **Rates**. The Zones card is at the top.
2. Type a **Zone name** (for example "Inner West") and its **postcodes**, separated by commas. You can use single postcodes (2000), ranges (2000-2234), or a prefix with a star (30*). In Canada a forward sortation area such as M5V works; US ZIP codes and Indian PIN codes work too.
3. Press **Add zone**. Repeat for each area you price.

Create a rate card

1. In **New rate card**, enter a **Name** (for example "Standard rates 2026").
2. Under **For**, choose **All customers (standard)** or one customer. A customer's own card always beats the standard one.
3. Enter the **Fuel levy %** and the **Minimum per job**, then press **Create rate card**.

4. Add its lines. For each line choose:
   - **From zone** and **To zone** (or From anywhere / To anywhere)
   - **Service**: any service, Standard, Express, Same day or Overnight
   - **Base price**
   - **Charged by**: flat price, per kg (or lb), per item, or per cubic metre (or cubic foot), and the **Price per unit**
   - **Minimum** for that line (optional)

   and press **Add rate line**.

5. **Edit** on a card changes its name, who it is for, the fuel levy and the minimum (jobs already booked keep their price). Use **Pause** to stop using a card without deleting it, **Delete** to remove it, and **Remove** to take a line off.

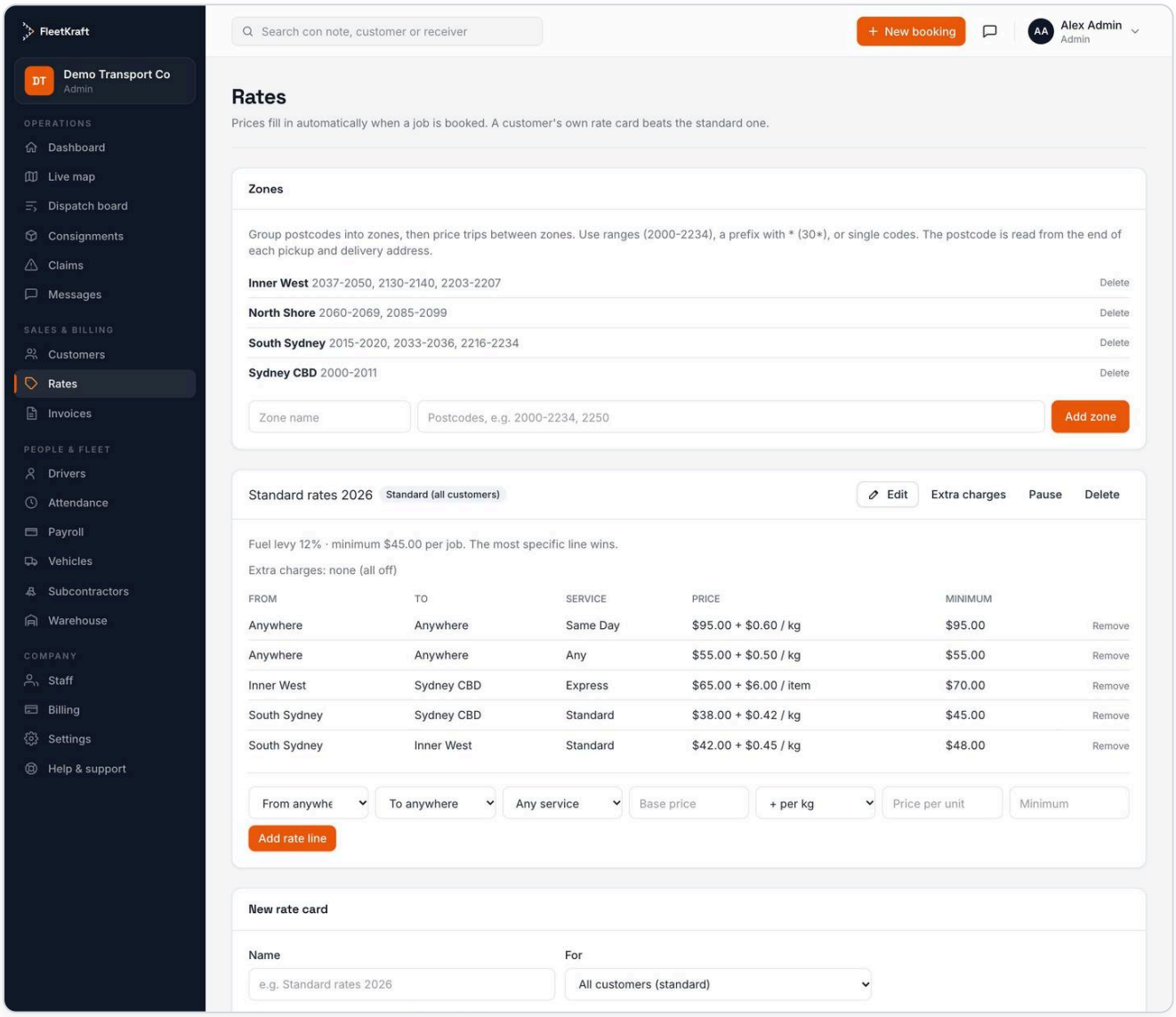


Figure 8.2 Rates: zones, a standard rate card with its lines, and the New rate card form.

EXAMPLE

A line from "South Sydney" to "Sydney CBD", Standard, base $38.00 plus $0.42 per kg, minimum $45.00, on a card with a 12% fuel levy. A 60 kg job costs $38.00 + 60 × $0.42 = $63.20, which is above the minimum, plus 12% fuel levy: $70.78 before tax.

When a job is booked, the price fills in with its breakdown. Staff can still type a different price. Customers booking in the portal see the price straight away.

Extra charges on a rate card

Each rate card (so each customer with its own card) can carry extra charges, all **off** until you give them a price. Press **Extra charges** on the card, fill in what you charge (before tax), leave the rest empty, and press **Save extra charges**. The card then lists the charges that are on.

CHARGE	HOW IT WORKS
Waiting time	**Free minutes per stop**, then the **Price per block** for every started block of minutes (for example 15 free minutes, then $15.00 per 15 minutes; use a block of 1 minute to charge per minute). The time runs from the driver's **Arrived** tap in the driver app to Picked up or Delivered, at the pickup and at the delivery.
Redelivery charge	Added when a failed job is rebooked and you choose that the customer caused the failure.
Return to sender	A flat amount or a % of the job price, added to the return job when the customer caused the failure.
Dangerous goods, Tail-lift, Hand unload	Added when the booking has that box ticked.
After hours	A price and the hours, for example 18:00 to 06:00 in your time zone. Added when the booking is ticked After hours; it is ticked by itself when the pickup (Ready from) or Deliver by time falls in those hours.

Every extra charge becomes its own invoice line with the normal tax, for example "Waiting time 30 min at delivery – CN000123", and shows on the job page and in the customer portal. Staff can change or waive it on the job until the job is invoiced.

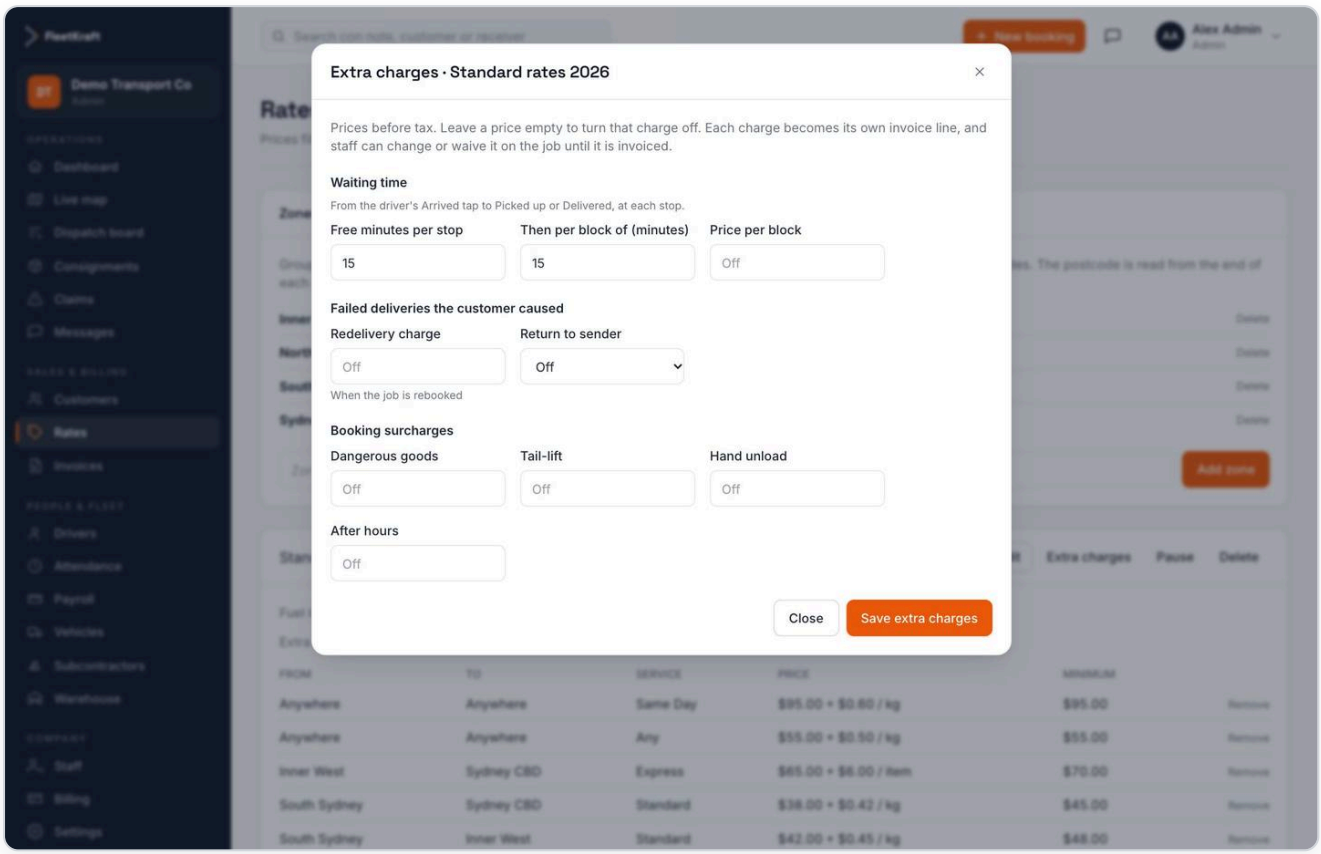


Figure 8.3 Extra charges on a rate card: each is off until it has a price.

CHAPTER 9

Subcontractors and warehouse setup

If you give jobs to owner-drivers or other carriers, add them as subcontractors. If you store customers' stock, add their products and your warehouse locations. Skip either section if it does not apply to you.

Add a subcontractor

Subcontractors are owner-drivers and other carriers. You give them jobs from the job page, and they are paid with self-billed invoices that FleetKraft writes for them.

1. Open **Subcontractors** and press **Add subcontractor**.
2. Fill in the form:

FIELD	WHAT TO ENTER
Business name	The carrier's trading name.
Contact person	Who you deal with.
Business number	ABN, EIN, BN or GSTIN; printed on their self-billed invoices. The format is checked, and it is required before a self-billed invoice can be approved when they are registered for sales tax.
Email	Their self-billed invoices are emailed here.
Phone	Their phone number.
Usual share of the job price %	Suggested pay when you give them a job, as a percentage of the customer's price.
Pay within (days)	Your payment terms to them (14 days to start).
Registered for GST / sales tax	When ticked, their self-billed invoices include sales tax.
Active	Untick to stop offering them jobs while keeping their history.

3. Save.

You can also add one while giving a job away: **New subcontractor** next to the subcontractor list opens the same form and chooses the new subcontractor when it is saved. Adding and editing subcontractors is for Admins and Accounts / Payroll, and for anyone an Admin has given **Add and edit subcontractors** as extra access on the Staff page. **Edit** in a subcontractor's row changes their details.

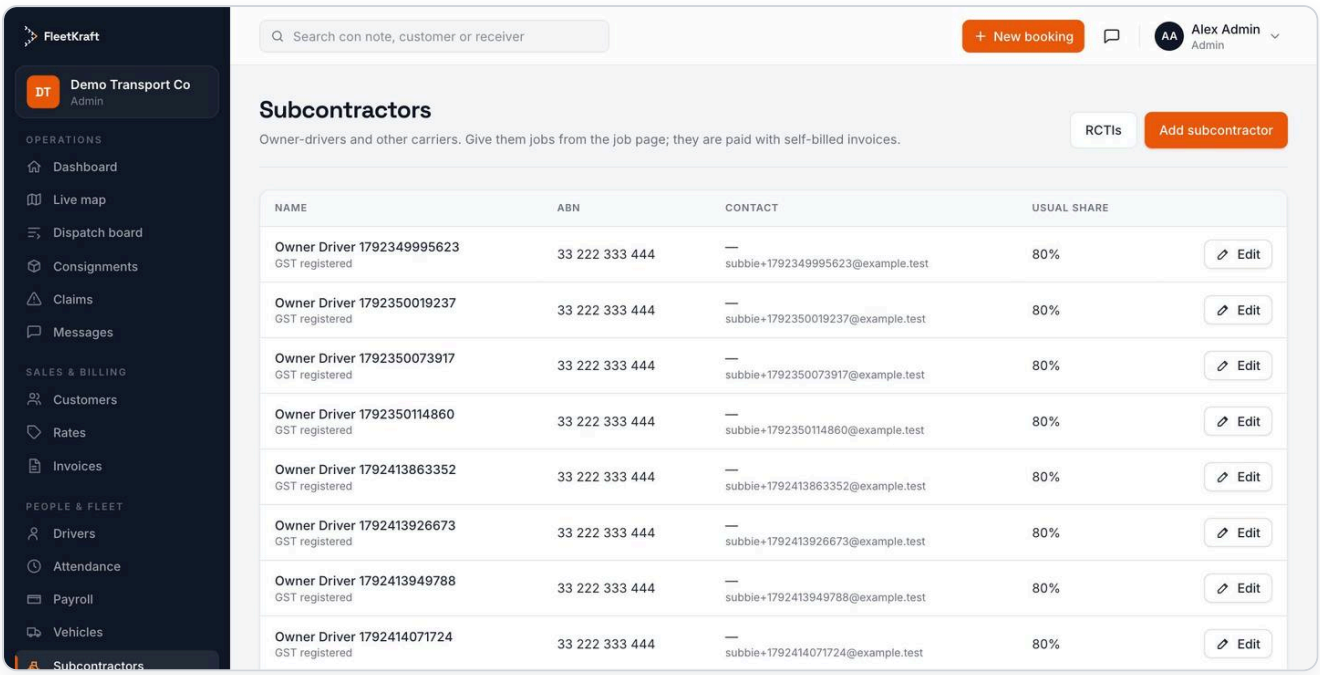


Figure 9.1 Subcontractors: owner-drivers and other carriers.

Warehouse: add products

Products belong to a customer: they are that customer's stock, stored by you.

1. Open **Warehouse**, then the **Products** tab.
2. In **Add a product**, choose the **Customer (owner)**, then enter the **SKU**, **Name**, **Unit** (Each, Carton or Pallet), **Weight per unit** and the **Storage per unit per week** price.
3. Press **Add product**.

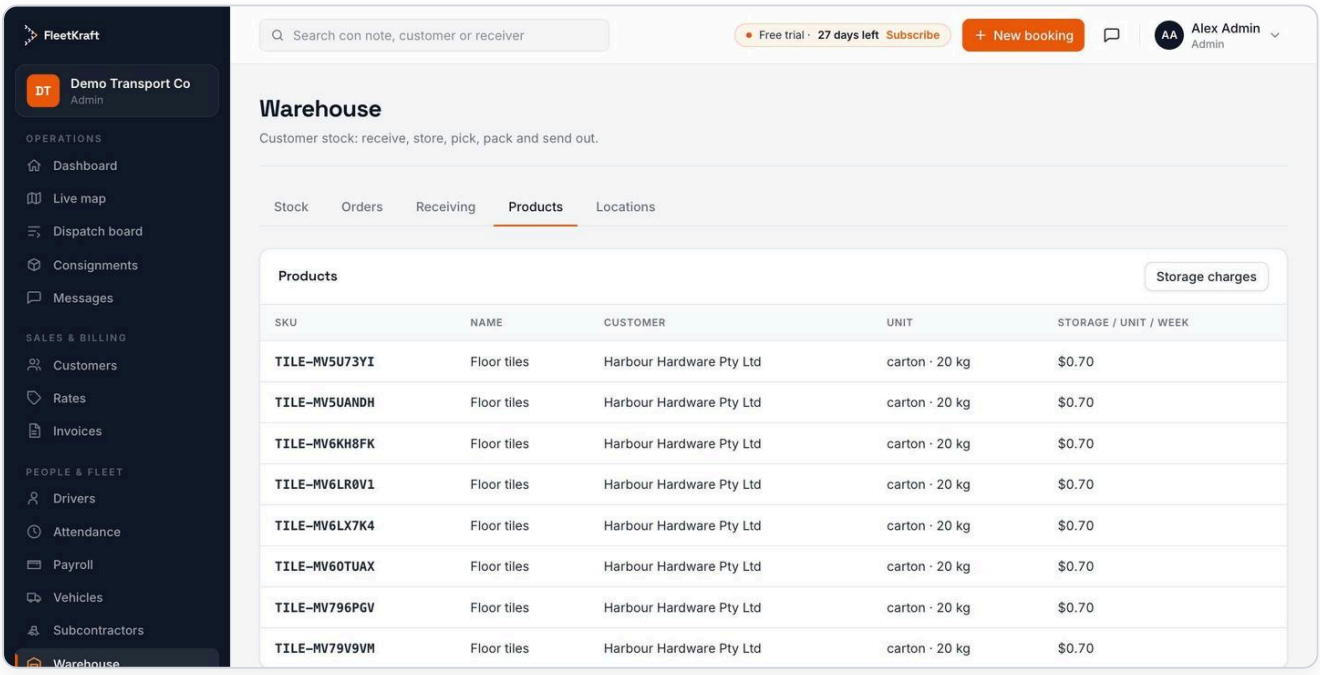


Figure 9.2 Warehouse, Products: each customer's products and storage prices.

Warehouse: add locations

Locations are the bins, shelves, bays and docks where stock is put away.

1. Open the **Locations** tab.
2. In **Add locations**, add **One location** by its code (for example "DOCK-1"), or **A row of locations** at once with a **Prefix** (for example "A-01-") and a **From** and **To** number.
3. Press **Add**. The Locations list shows every location and what is stored there.

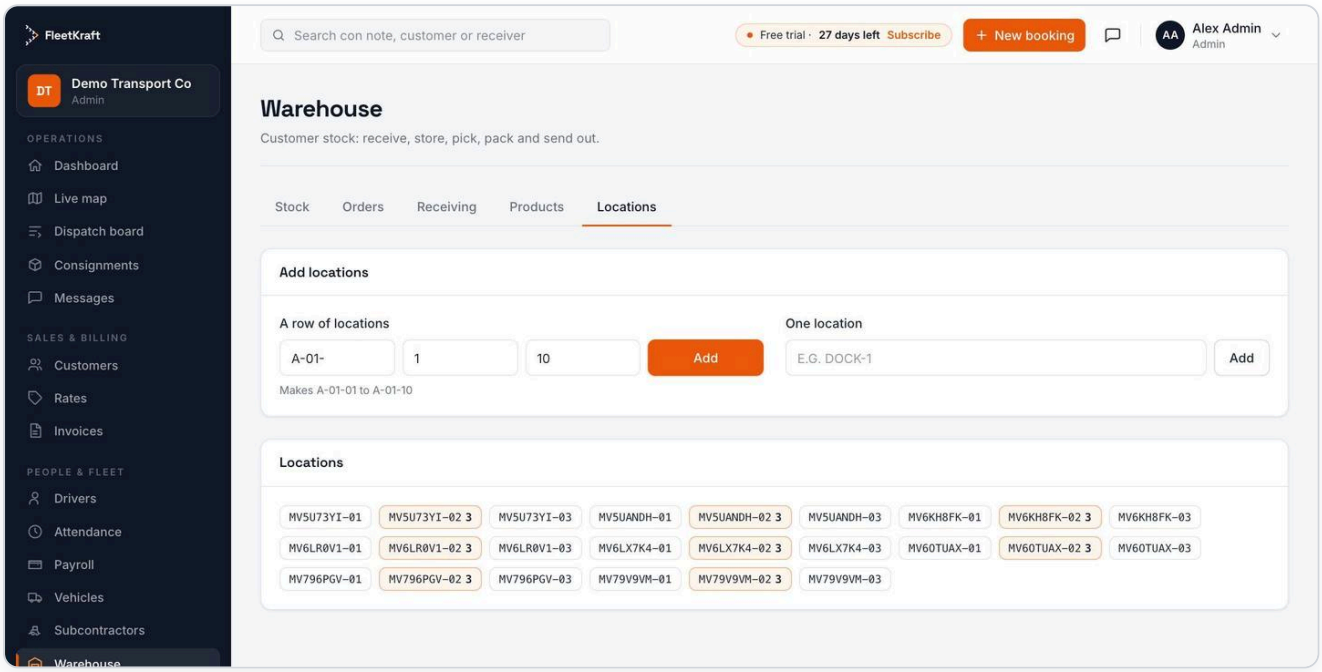


Figure 9.3 Warehouse, Locations: add one location or a whole row at once.

Receiving stock, orders and storage charges are covered in the Warehouse operations chapter in Part 3.

CHAPTER 10

Put the app on your drivers' phones

Each driver installs the free FleetKraft app on their own Android phone or iPhone, logs in with the email you added them with, and allows location, camera and notifications. It takes about five minutes per driver.

What each driver needs

- An Android phone or an iPhone with mobile data.
- The email address you entered when you added them, and their password (set from the invite email, or the temporary password you gave them).

Install and log in

1. On an Android phone, open Google Play; on an iPhone, open the App Store. Search for **FleetKraft** and install it. The app is published by 1Shopindia.
2. Open FleetKraft and enter the **Email** and **Password**, then tap **Log in**. A driver who has forgotten their password taps **Forgot password?** and follows the emailed link.
3. When asked, allow notifications, so the driver hears about new jobs, messages and payslips. A driver who works for several companies sees the company name in each notification; tapping it opens the app in that company (after clock out, if they are on duty elsewhere).
4. The **Today** screen opens with the greeting, the company name, the **Clock in** button and the day's jobs.

ONE LOGIN FOR SEVERAL COMPANIES

A driver who already drives for another company on FleetKraft logs in with the same email and password. The app opens the company they used last; they change it under **Account**, **Switch company**.

Allow location: "Allow all the time"

FleetKraft shares the driver's location with dispatch only while they are on duty, also when the app is closed, so dispatch can see where vehicles are and receivers can track deliveries. The first time the driver clocks in, the app explains this before the phone asks:

WHAT THE DRIVER SEES

Share your location while on duty. FleetKraft collects your location to show your dispatcher where you are, plan your jobs and let customers track their deliveries, even when the app is closed or not in use. This only happens between clock in and clock out, and stops when you clock out.

1. Tap **Continue**.

2. The phone asks for location access. Choose **While using the app** (Android) or **Allow While Using App** (iPhone).
3. For sharing while the app is closed, the phone then opens the app's location setting. On Android choose **Allow all the time** and go back; on iPhone choose **Change to Always Allow**.

On Android a notification, "FleetKraft: you are on duty", shows whenever location is being shared, and disappears at clock out. The driver can turn location off in the phone's settings at any time; dispatch then only sees positions recorded at clock in, pickup and delivery.

BATTERY AND DATA

The app sends one position about every minute while on duty and none while off duty, so battery and data use are small.

Allow the camera

The first time the driver takes a photo (at clock in), the phone asks for camera access: choose **While using the app**. The camera is used for clock-in and clock-out photos, pickup and delivery photos, and scanning labels. The app never reads the phone's photo gallery.

Check that notifications reach the phone

On the driver's page (Drivers, then the driver) press **Send test notification**. A test message is sent to their phone, and the page says whether it got through. If it did not, it explains why, for example that the driver has not allowed notifications in the app yet, or that the app was removed from the phone. Ask the driver to open the app, log in and allow notifications, then try again.

Using a browser instead

A driver without the app can log in at **fleetkraft.com/driver** on their phone's browser with the same email and password. The browser version has the same four tabs (Today, Messages, My Pay, Account): **Start shift** walks through 1. Vehicle, 2. Photos and 3. Pre-start check, and **End shift** clocks out. Location is recorded at clock in, pickup and delivery, but not while the browser is closed, so we recommend the app for everyday use. Under **Account**, **Turn on notifications** lets the browser pop up new jobs and messages while the page is open in the background.

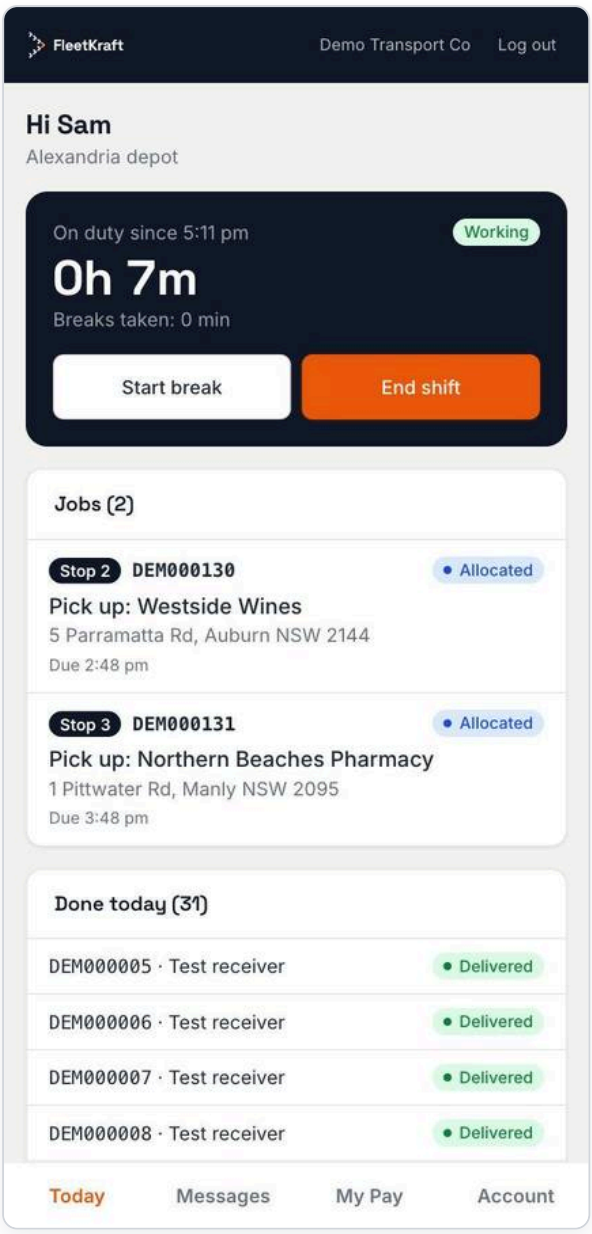


Figure 10.1 The browser version at fleetkraft.com/driver.

CHAPTER 11

Go-live checklist

Tick these off before your first real day on FleetKraft. Most companies finish them in an afternoon.

Company

- [ ] Company details, phone, email, address, time zone, currency and units checked (Settings, Company)
- [ ] Logo uploaded
- [ ] Every depot added with an address, and shown on the map (Settings, Depots) — FleetKraft finds the position from the address, and **Find on map** fixes a depot that was added without one. Without a position the clock-in geofence is off
- [ ] Attendance rules set: photos, pre-start checklist, clock-in location, breaks and automatic approval
- [ ] Pay settings: pay cycle, period start, pay day, retirement contribution %, minimum hourly rate
- [ ] Company bank account entered for payment files
- [ ] State, local and company public holidays added
- [ ] Sales tax rate and "How customers pay you" entered (Settings, Invoices)
- [ ] Delivery update emails chosen (Settings, Notifications)

People and fleet

- [ ] Office staff added with the right roles; each has logged in
- [ ] Every driver added with employment type, home depot and licence
- [ ] Each driver's pay structure, tax and bank details entered
- [ ] Company-wide allowances and deductions, and tax tables, checked (Payroll)
- [ ] Every vehicle added with registration, insurance and service dates
- [ ] Every driver has installed the app, logged in, and allowed location "all the time", camera and notifications

Customers and prices

- [ ] Customers added with payment terms and accounts email
- [ ] Zones and the standard rate card set up; customer-specific cards where needed
- [ ] Customer portal logins invited for customers who book themselves
- [ ] Subcontractors added, if you use them
- [ ] Warehouse products and locations added, if you store stock

A test run

1. Book a test job to your own address and check the price.

2. Print its label on your label printer.
3. Allocate it to a driver on the dispatch board and plan the route.
4. Have the driver clock in, pick up, and deliver it with a signature and photo.
5. Check the proof of delivery on the job page and the tracking page, and that the emails arrived.
6. Have the driver clock out; check the shift in Attendance.
7. Create the invoice from Ready to invoice, check it, then delete the draft.

NEED HELP?

Email **info@fleetkraft.com** with your company name and what you are setting up.

03

PART 03

Running the day

Everything that happens on a working day, step by step: booking and labelling jobs, dispatching and planning routes, the driver's day in the app, proof of delivery and tracking, changes and exceptions, messaging, the customer portal and the warehouse.

12 Book jobs and print labels

13 Dispatch and route planning

14 Live map

15 The driver's day in the app

16 Proof of delivery and tracking

17 Changes and exceptions

18 Claims

19 Messaging drivers

20 The customer portal

21 Warehouse operations

CHAPTER 12

Book jobs and print labels

A booking takes under a minute: who pays, where from, where to, what, and by when. FleetKraft prices it from the rate card, gives it a con note number, and prints a barcode label for every piece.

Book a job

1. Press **New booking** on the dashboard or the Consignments page.
2. **Customer.** Under "Who is paying for this job?" choose the customer, or press **New customer** to add one on the spot. Enter the **Sender reference (optional)**, for example the sender's order number ABC123 (up to 40 characters). When there is one it is printed on every label (SENDER REF) and on the consignment note, shown in the sender's and receiver's emails and SMS, on the tracking page and the job page, and in the driver app, where the driver checks it with the receiver before completing the delivery. It can be changed with Edit until pickup, and the Consignments search finds jobs by it.
3. **Saved and recent addresses.** Once the customer is chosen, **Use a saved or recent address...** at the top of Pick up from and Deliver to lists the customer's saved addresses and the pickups or deliveries used most on their past jobs: choosing one fills in the name, address, contact, phone, email and map pin. A customer's default pickup is filled in by itself. **Save address** at the top of each card keeps what you typed on the customer (with an optional label such as "Main warehouse", and for a pickup **Default pickup**). Saved addresses are listed, removed or made the default pickup in the customer's **Edit** form.
4. **Pick up from.** Enter the business or person, the address (street, suburb or city, state and postcode, ZIP code or PIN code, as the box suggests for your country; the postcode is used for pricing), the contact and phone, the **Sender email** (gets the booking confirmation and every update with the tracking link; the customer's email gets them too) and the **Ready from** time. Times are in your company's time zone.
5. **Exact location (optional).** Under each address, press **Set exact location on map**. The address is found on the map with a pin: drag the pin, or click the map, to the exact gate, dock or door. "Exact location set" shows when it is saved; **Remove pin** takes it off. The driver's **Navigate** button then goes straight to that point. Without a pin, the address is found automatically after booking. Changing the address later drops the pin.
6. **Deliver to.** Enter the business or person, the address, the contact and phone, and the **Receiver email**, which gets the booking email with the tracking link, every update and the proof of delivery.
7. **Freight.** Add one line per kind of item: a description (for example "Pallet of tiles"), quantity, weight each, and length, width and height. Add more lines as needed and remove any with the cross. Tick **Contains dangerous goods** when it does, and **Tail-lift needed**, **Hand unload** or **After hours** when they apply. Each carries the surcharge from the customer's rate card (if it has one); After hours is ticked by itself when the Ready from or Deliver by time is in the rate card's after-hours window.

8 **Service and price.** Choose the service (**Standard** **Express** **Same day** **Overnight**) and the **Deliver by** time. The price fills in from the rate card, with its breakdown underneath; you can type a different price. Surcharges are listed in the breakdown as their own lines, with the total before tax. Prices are before tax. When there is no rate card price and no price is typed, pressing **Book consignment** first shows why (for example, no rate card line matches the route) and that the job cannot be invoiced until it has a price: type a price, or press **Book without a price** and set it on the job page later.

9 Add any **Notes for the driver**, for example "Use the loading dock at the rear".

10 Press **Book consignment**. The con note number is created and the job opens. It is now **Booked** and appears under "Needs a driver" on the dispatch board.

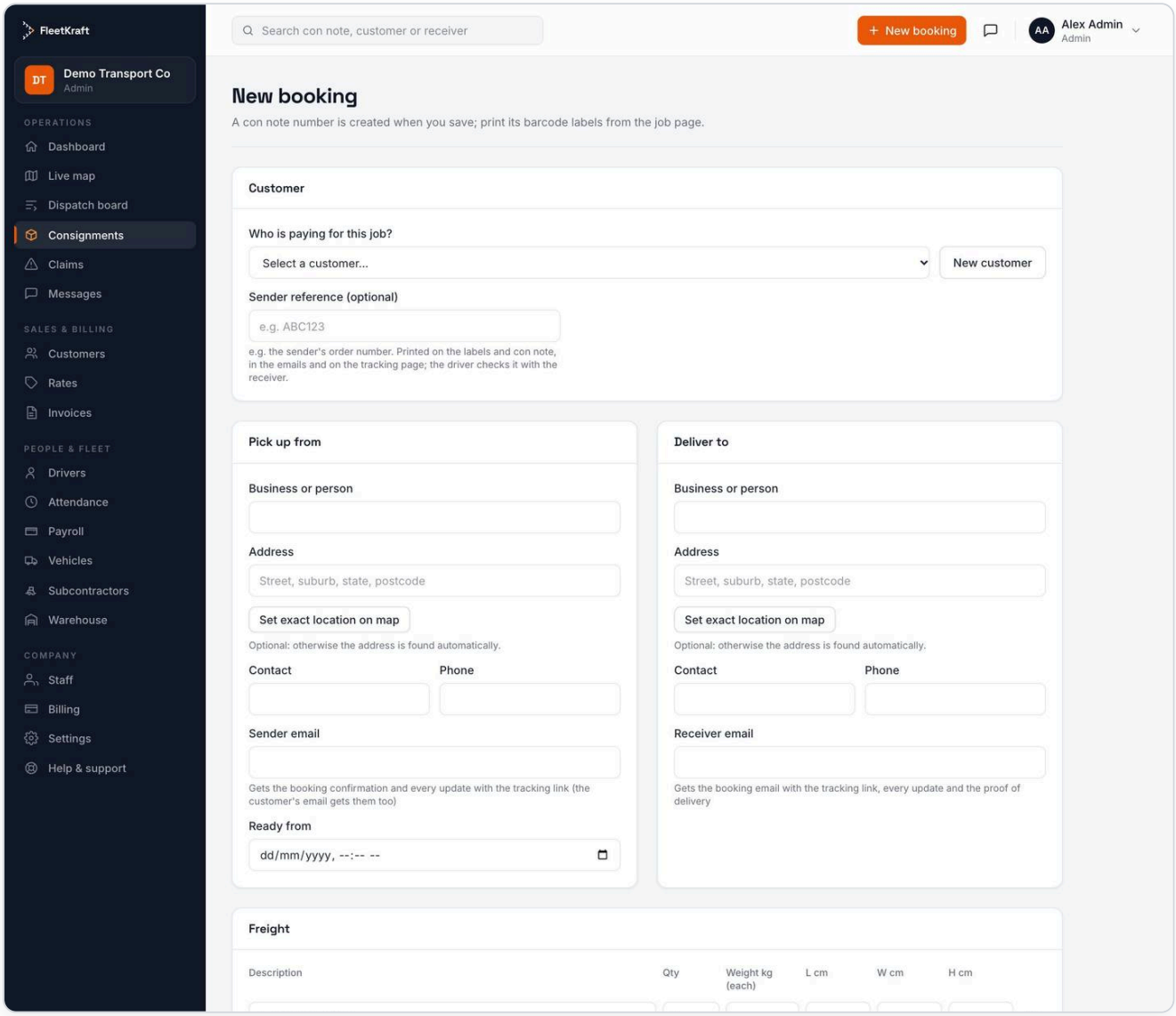


Figure 12.1 New booking: customer, pickup, delivery, freight, service and price.

CUSTOMERS CAN BOOK THEMSELVES

Customers with a portal login book their own pickups and see the price straight away. Their bookings arrive exactly like yours, as Booked jobs on the dispatch board. When the pickup or delivery is outside your rate card zones, the booking has no price: set it on the job page.

Book a multi-drop run (one pickup, many drops)

For a truck loaded at one place and dropping parcels on the way (for example 40 parcels picked up in Himatnagar and delivered along the road to Ahmedabad), book them together. One run can carry goods for one client or for several (for example 20 consignments for 10 clients in one truck): each drop is billed to its own client.

1. On the Consignments page press **Multi-drop run**.
2. **Customer and pickup.** Choose the **Main customer** (billed for every drop that has no client of its own), the service, the pickup business and address (with **Set exact location on map** if useful), the contact and phone, the **Sender email** (it gets one booking email listing every drop with its tracking link), and the **Ready from** and **Deliver all by** times.
3. **Drops.** For each drop enter the receiver name, the address, and optionally the phone, the email (tracking updates), the quantity, the weight each and a description. For a drop that belongs to another client, choose them in the **Client** list at the top of the drop; that client is billed and priced for it and gets their own booking email with only their drops. Press **Add a drop** for more, or **Paste from Excel**: copy rows from Excel or Google Sheets with the columns Receiver name, Address, Phone, Email, Quantity, Weight, Description and, optionally, Client (a customer's name exactly as in Customers), paste them, and press **Add ... drops**. A heading row is skipped. Up to 200 drops.
4. **Driver and route (optional).** Choose the driver and truck, and how to **Plan the run**: **One way, finish at the farthest drop** (the default), **Come back to the depot**, **Shortest, finish anywhere** or **Do not plan now**. Without a driver, allocate the run later on the dispatch board.
5. Press **Book ... drops**. Each drop becomes its own job with its own con note, labels and tracking link; prices come from the rate card. With a driver, the jobs are allocated together and the run is planned within a minute.
6. Press **Print all labels**. Once the run is planned, each label shows its **DROP** number in large type, so the truck can be loaded with the last drop first.

ONE WAY, NO TURNING BACK

"One way" ends the run at the drop furthest from where the truck is loaded and takes the drops in the order they come along the road, so the driver never has to go back for a drop already passed.

Print the labels

1. On the job page press **Print labels**. The label page opens with one label per piece: a job with 3 cartons and 2 pallets prints 5 labels.
2. Choose **4×6 in label printer** (one label per page, for thermal label printers) or **A4 paper (4 per page)**.
3. Press **Print** and stick each label on its item. Drivers scan them at pickup.

Each label shows your logo and phone, the service, a DANGEROUS GOODS mark when ticked, the receiver's name, address and contact, the sender, a Code 128 barcode, the con note in large type, "piece 1 of 5", the piece and total weight, the item description, a QR code that opens the job's tracking page, and, once the driver's run is planned, the DROP number (1 = first drop).

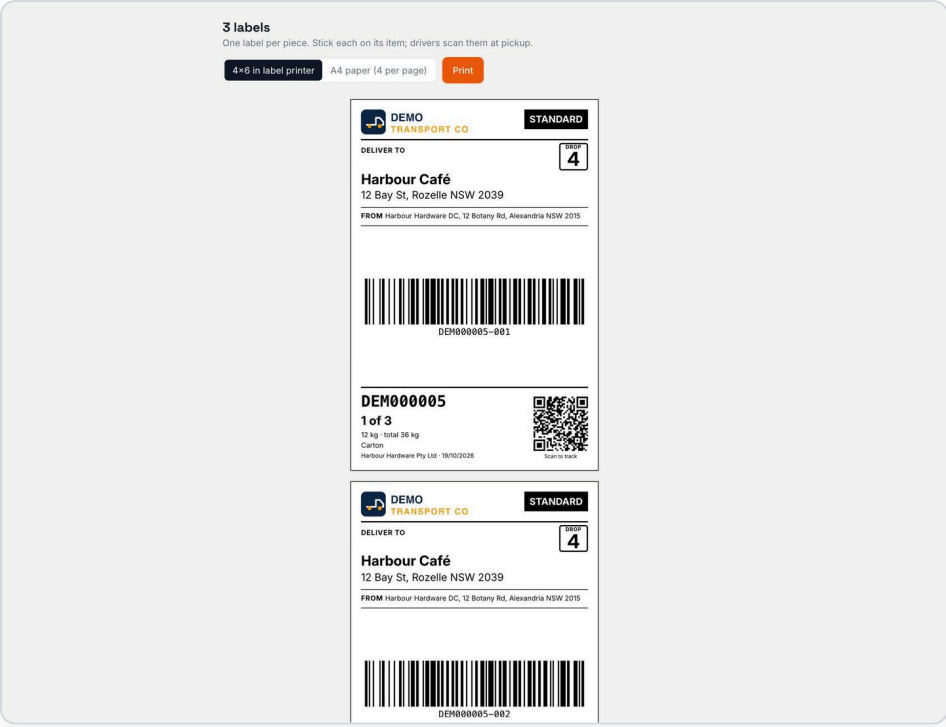


Figure 12.2 A 4×6 label with its barcode and tracking QR code.

To print labels for many jobs at once, tick them on the Consignments list and press **Print labels** at the top.

Print the consignment note

The consignment note is the paper that travels with the freight: one A4 page with two copies of the same job, **PROOF OF DELIVERY** at the top and **RECEIVERS COPY** at the bottom. Cut or fold the page in half: the receiver keeps the bottom copy, and the top copy, signed, comes back to the office.

1. On the job page press **Print consignment note**. To print many at once, tick the jobs on the Consignments list and press **Print con notes** at the top (up to 100 jobs; each job gets its own page).
2. Press **Print**. Tick **Open the print dialog automatically** to skip this step next time. Print on A4 paper at 100% scale.

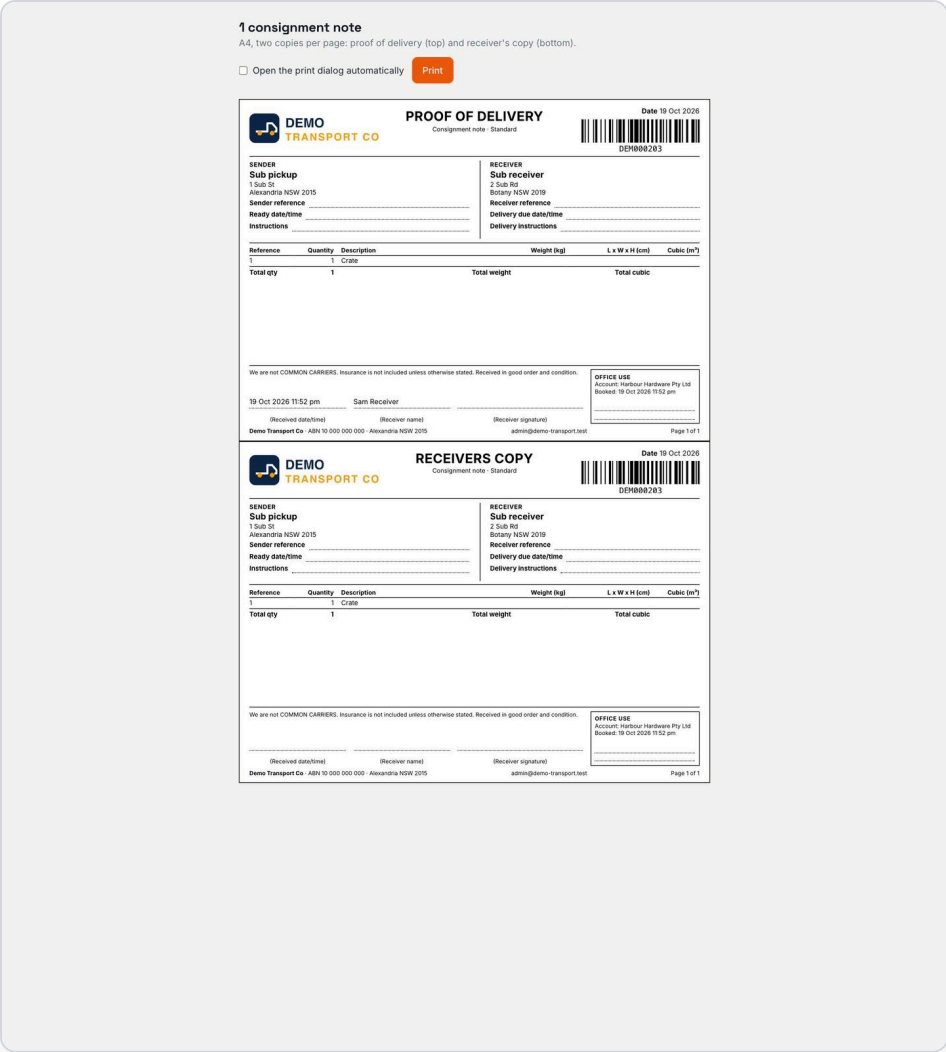


Figure 12.3 A consignment note: the signed proof of delivery on top, the receiver's copy below.

Each copy shows your logo (fitted into its box without stretching; your company name when there is no logo), the date, a Code 128 barcode of the con note with the number under it, a DANGEROUS GOODS mark when ticked, the sender and receiver with their addresses, lines for the sender and receiver references, the ready date and time, the delivery due date and time and the delivery instructions (the job's notes for the driver), the items (reference, quantity, description, weight, L x W x H and cubic, in your company's units) with the total quantity, weight and cubic, an Office use box, your terms, and lines for the received date and time, the receiver's name and signature. The footer has your company details and "Page 1 of 1".

When the job is already delivered, the PROOF OF DELIVERY copy is filled in from the driver's proof of delivery: the delivered date and time, who received it, the signature and up to 3 delivery photos. Otherwise the lines are left blank for a paper signature.

A job with more than 8 item lines prints smaller rows; more than 11 lines continue on the next page ("Continued on page 2"), with the totals on the last page.

YOUR OWN TERMS

The note ends with "We are not COMMON CARRIERS. Insurance is not included unless otherwise stated. Received in good order and condition." To print your own wording, an Admin sets it in **Settings** > **Company** > **Consignment note**.

Find a job: the Consignments list

The Consignments page lists every shipment, newest first. Filter with the tabs: **All**, **Needs a driver**, **Allocated**, **On the road**, **Delivered**, **Failed** and **Cancelled**. Search by con note, receiver, address or customer. Click a row to open the job.

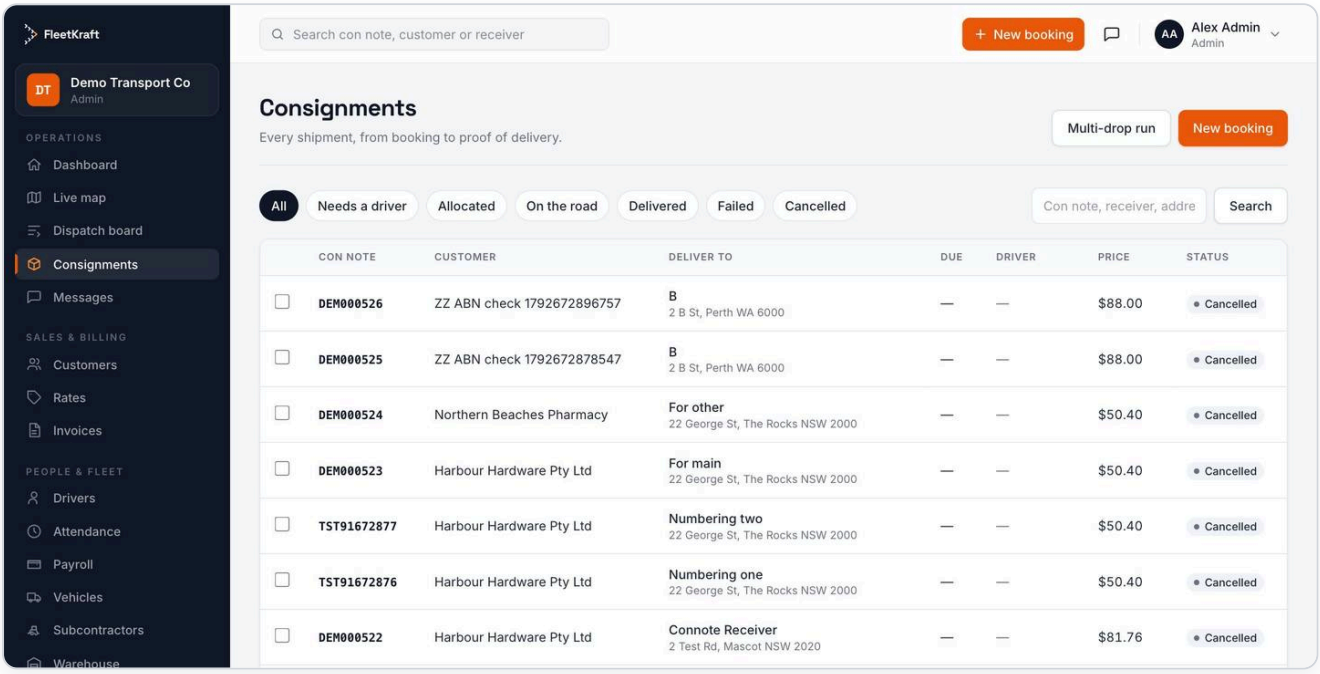


Figure 12.4 Consignments: filters, search and the list of jobs.

The job page

Everything about one job is on its page:

CARD	WHAT IT SHOWS
Pick up	Name, address, contact, ready-from time, and when it was picked up
Deliver	Name, address, contact, due-by time, and when it was delivered
Freight	Items, quantities, weights, dimensions, total weight and cubic
Proof of delivery	Who received it, when, a GPS map link, the signature and the photos
Notes for the driver	The notes added at booking
Job	Driver and their phone, vehicle (the one given at allocation, otherwise the vehicle the driver clocked in with, recorded at pickup), price before tax (type a price and press **Save** to set or change it at any stage until the job is invoiced, for example for a job outside your rate card zones), booked time, and the tracking link to **Open** or **Copy**

Timeline Every step (booked, allocated, picked up, delivered, failed, cancelled, rebooked) with its time, who did it, and a map link for driver steps

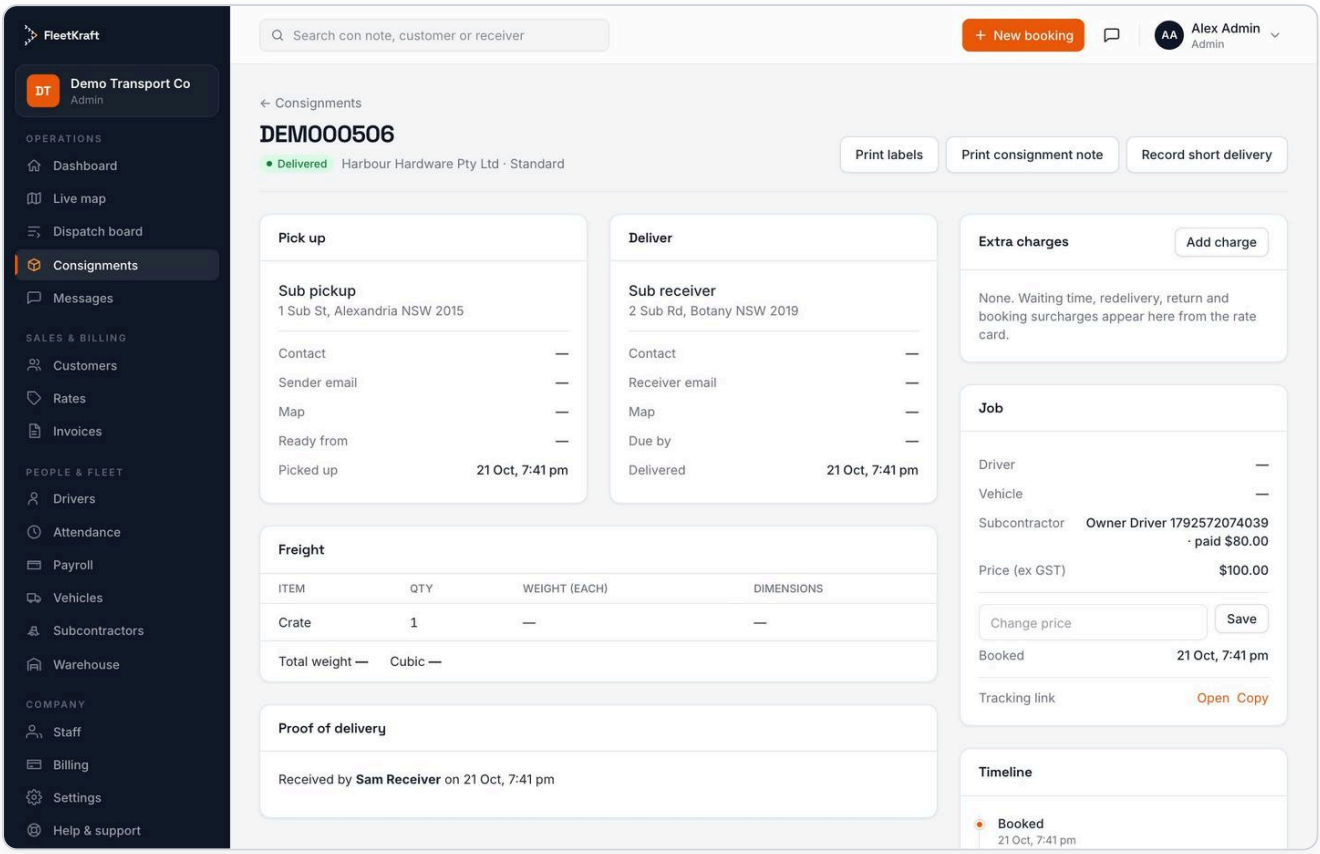


Figure 12.5 A delivered job: pickup and delivery details, freight, proof of delivery, job card and timeline.

CHAPTER 13

Dispatch and route planning

The dispatch board shows every job that needs a driver next to every driver. Drag a job onto a driver to allocate it; it appears on their phone straight away. Then put each driver's stops in the best order.

The dispatch board

Open **Dispatch board** from the menu or the dashboard. It refreshes on its own every 15 seconds; press **Refresh** to update it at once.

AREA	WHAT IT SHOWS
Needs a driver	Booked jobs with no driver, with their con note, receiver, address and due time. Late jobs are outlined in red.
Subcontracted	Jobs given to subcontractors.
Drivers	One card per driver, on-duty drivers first with a green dot. Each card shows when they clocked in and in which vehicle, how long ago their GPS last reported with a **map** link, and the jobs they hold in order.

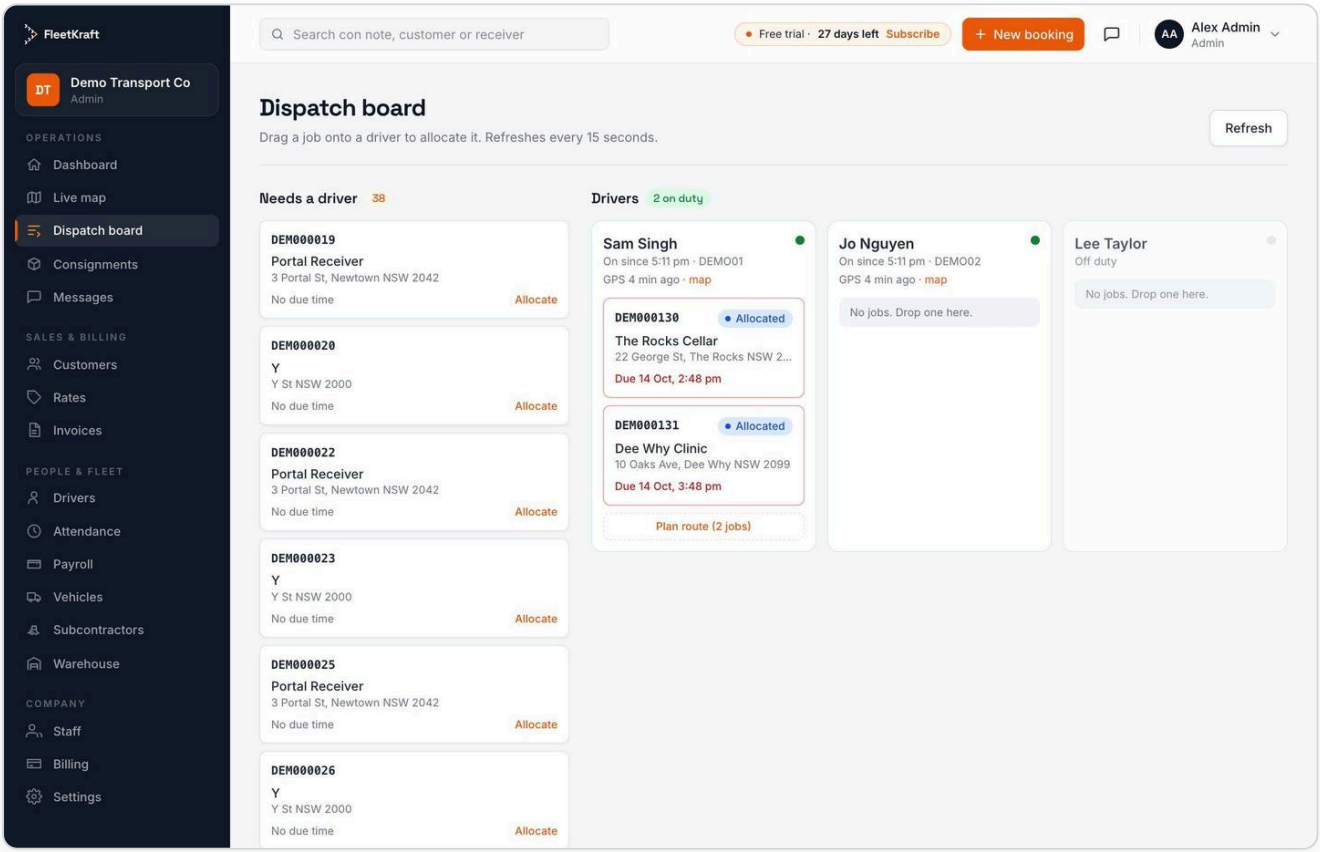


Figure 13.1 The dispatch board: jobs that need a driver and every driver with their jobs.

Allocate a job

1. **Drag** a job from "Needs a driver" and drop it on a driver's card. Or press **Allocate** on the job.
2. In the Allocate window choose the **Driver** and, optionally, a **Vehicle** (the driver also picks a vehicle when clocking in), then press **Allocate**.
3. The job becomes **Allocated**, moves to the driver's card, and appears in the driver's app.

Many jobs to one driver at once (a whole run): tick the jobs on the Consignments list and press **Allocate (...)**. Choose the driver and vehicle and how to **Plan the run** (one way to the farthest drop, back to the depot, shortest, or not now). The driver gets one notification for all of them, and the run is planned within a minute.

You can also allocate from the job page with **Allocate driver**, change the driver with **Change driver**, or take the job off the driver with **Unallocate** before it is picked up.

Plan a driver's route

1. On a driver's card press **Plan route**.
2. FleetKraft orders the driver's stops: each pickup before its delivery, and urgent deliveries first. Each stop shows its estimated arrival time and the distance of its leg; the total distance is at the bottom, and any stop that would be late is marked **late**.
3. Change the order by hand with **Move up** and **Move down**, or choose where the run finishes and press **Optimise route** to start again: **One way, finish at the farthest drop** (drops in the order they come along the road, no turning back; the default), **Come back to the depot**, or **Shortest, finish anywhere**.
4. Press **Save this order**. The driver's app lists the stops as Stop 1, Stop 2 and so on, in this order.

Stops whose address could not be placed on the map stay at the end of the run, marked "not on map". Check their addresses and postcodes.

HOW DISTANCES ARE ESTIMATED

Route planning uses straight-line distances adjusted for roads, so it is quick and needs no paid maps service. The order is good for planning; the driver's maps app gives turn-by-turn directions for each stop.

CHAPTER 14

Live map

See where every driver is right now, which ones are on duty, and each driver's run on the map. Positions come from the driver app while drivers are on duty.

Open the live map

1. Press **Live map** in the menu (Operations), or **Full map** on the dashboard's Live fleet card. Admins and Dispatchers see it; roles without "Live driver locations" do not.
2. The list on the left shows **On duty** drivers first; switch to **All drivers** to include those off duty, or type in **Find a driver**. The badge at the top right counts the drivers on duty.
3. The map shows every driver with a position as a round pin with their initials, and each depot as a dark square. The map refreshes every 15 seconds.

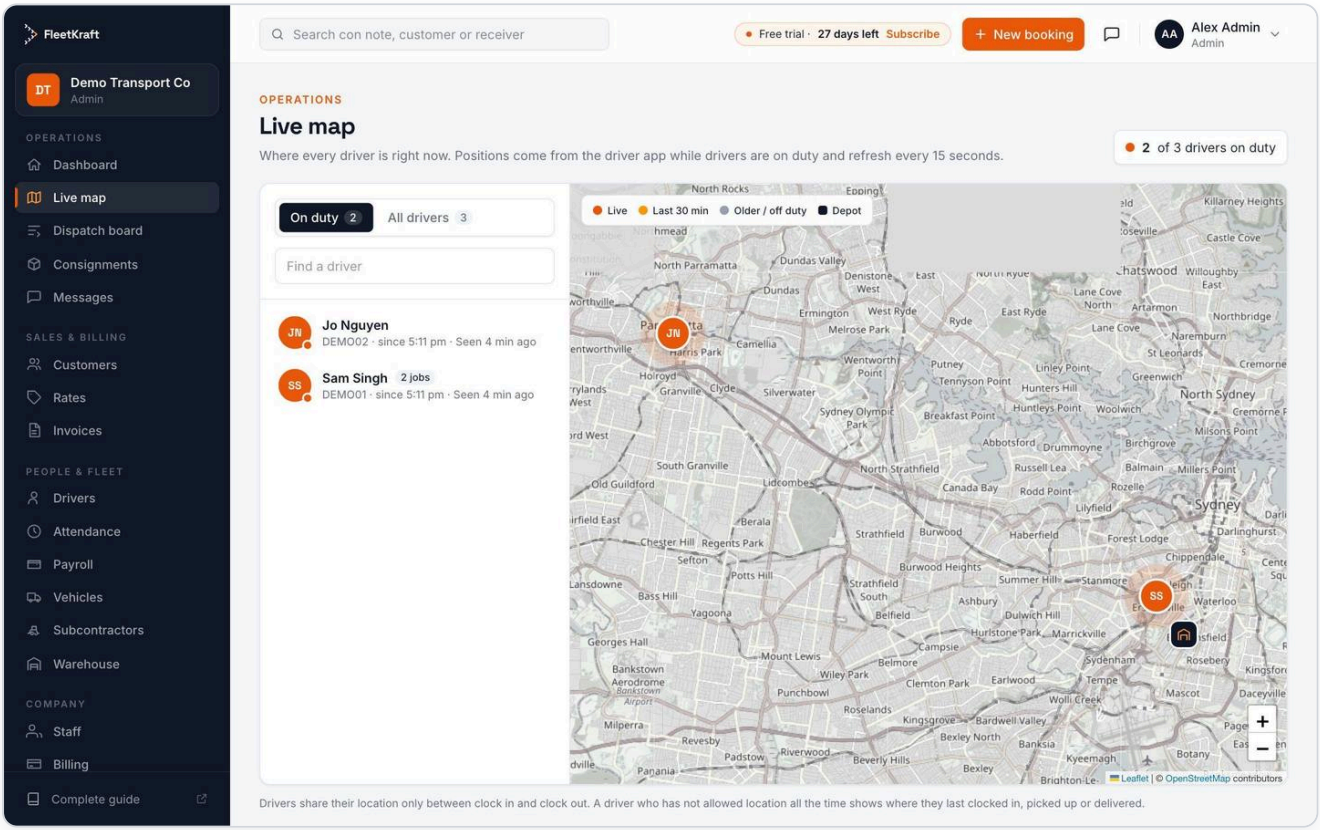


Figure 14.1 Live map: drivers on duty in the list and on the map, with the depot.

What the colours mean

PIN	MEANING
Live	On duty, position updated in the last 5 minutes. The pin pulses.
Last 30 min (amber)	On duty, last position between 5 and 30 minutes ago, for example in a tunnel or with no signal.

Older / off duty (grey)	On duty with no position for over 30 minutes, or off duty (last known position).
Dark square	One of your depots.

Hover over a pin to see the driver's name, vehicle and when they were last seen.

Follow one driver

1. Click a driver in the list or their pin on the map.
2. The panel shows when they clocked in, when their position was last updated, and **Call**, **Message** and **Driver details**.
3. The map zooms to their run: numbered stops in order, blue for pickups still to do and green for deliveries, joined by a dashed line from where the driver is now.
4. The **trip so far** is drawn as a solid orange line: the driver's position about every minute since they clocked in (or the last 12 hours when off duty), from a black dot "Started here" to their pin. Under the times, "Trip since 6:56 am: about 7.1 km" gives its start and distance. It updates every minute. The route history is kept for 30 days.
5. **Open jobs** lists each job with its con note, status, the next address, the customer and the due time. Click one to open the job.
6. Press **All drivers** to go back.

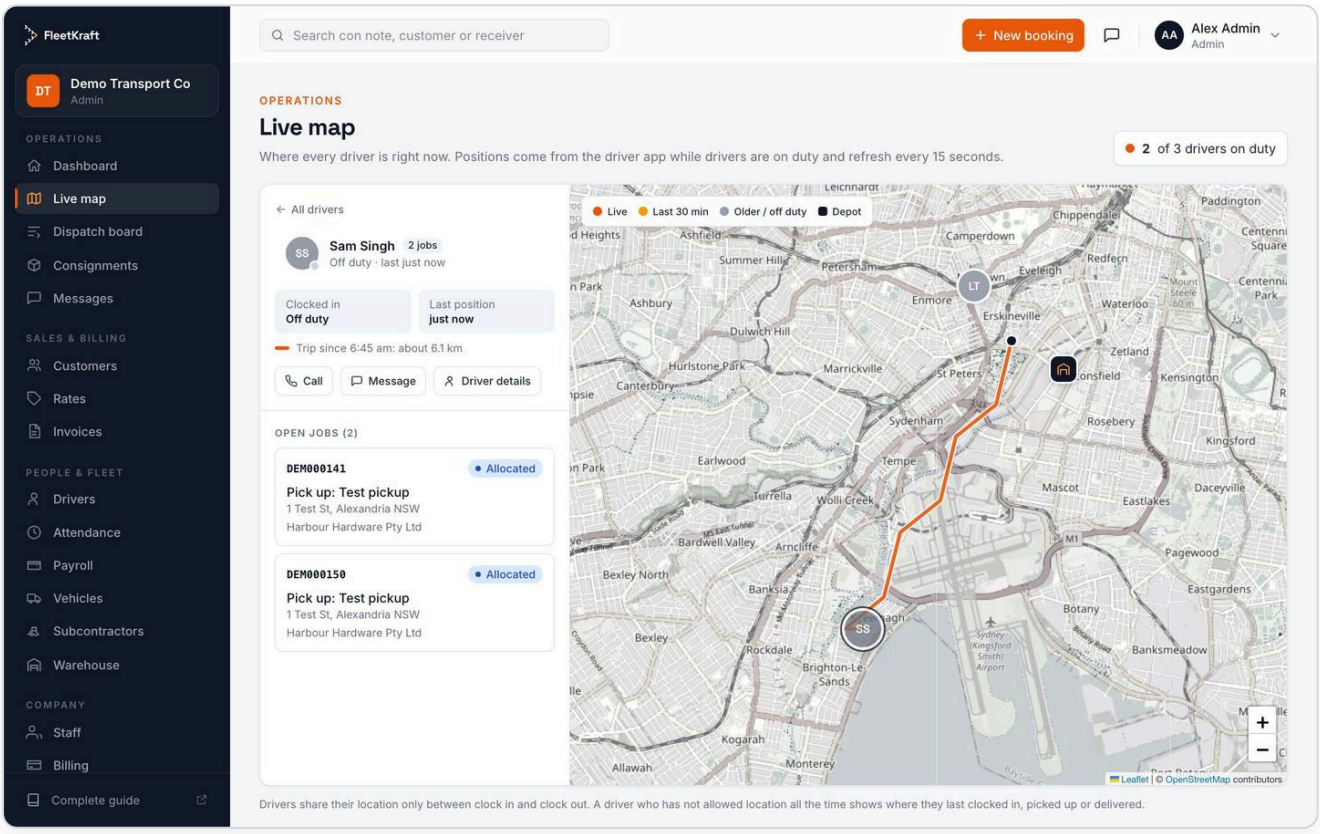


Figure 14.2 One driver selected: their stops in order and their open jobs.

On the dashboard, select a driver in **On duty now** to see their run on the Live fleet map in the same way.

WHERE POSITIONS COME FROM

The driver app shares the driver's position about once a minute from clock in to clock out, also with the app closed, when the driver has allowed location "all the time". If not, the map shows where they last clocked in, picked up or delivered. Stops show on the map once their address has been placed on the map; check addresses marked "not on map" on the dispatch board.

CHAPTER 15

The driver’s day in the app

This chapter follows a driver through a full day in the FleetKraft app, from clock in to clock out. Share it with your drivers: every tap is described.

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1. Clock in

1. Open the app. On the **Today** screen, the shift card says "Off duty · Ready to start?". Tap **Clock in**. The steps at the top (1 Vehicle, 2 Pre-start, 3 Photos) tick green as each is done.
2. **Vehicle.** Tap the registration of the vehicle you are driving, and enter the **Odometer** reading. Under the box the app shows the vehicle's last reading ("Last reading for ABC123: 84,210 km"). A lower reading is refused, so check the number. A vehicle another driver has out on a shift cannot be chosen until they clock out.
3. **Pre-start check.** For each item (tyres and wheel nuts, lights and indicators, brakes, mirrors and windscreen, fluid leaks, load restraint equipment, and your company's own items) tap **OK** or **Problem**. For a problem, describe what is wrong.
4. **Photos.** Tap each photo your company requires (for example Selfie, Odometer, Vehicle front), take it with the camera and confirm. Each shows "Taken. Tap to retake." The screen lists anything still needed.
5. Tap **Clock in**. The first time, allow location as described in Part 2. The shift card now shows "On duty", the time you clocked in, the time worked, the vehicle and break minutes.

IF THE COMPANY REQUIRES CLOCKING IN AT THE DEPOT

The app checks the phone's location against the home depot. Outside the depot the shift is either flagged for review or, if the company chose "Only inside the depot", clocking in is refused with "You must be at the depot to clock in".

JOBS OPEN AFTER YOU CLOCK IN

Before you clock in, a job shows only where it is picked up and where it goes, with a **Clock in** button. Navigation, calls, freight details, scanning, photos, pickup and delivery open once you are on duty.

2. See today’s jobs

Under the shift card, three shortcuts: **Scan label**, **Messages** and **My pay**. Then the orange **Next stop** card: what to do next ("Pick up" or "Deliver"), the name and address, with **Navigate** and **Open job**.

Your jobs lists every open job in the order dispatch planned, each with its stop number, the con note, what to do next, the name and address, the due time, and a status chip: **To pick up** or **On board**. Finished jobs move to **Done today** at the bottom. New jobs appear as dispatch allocates them.

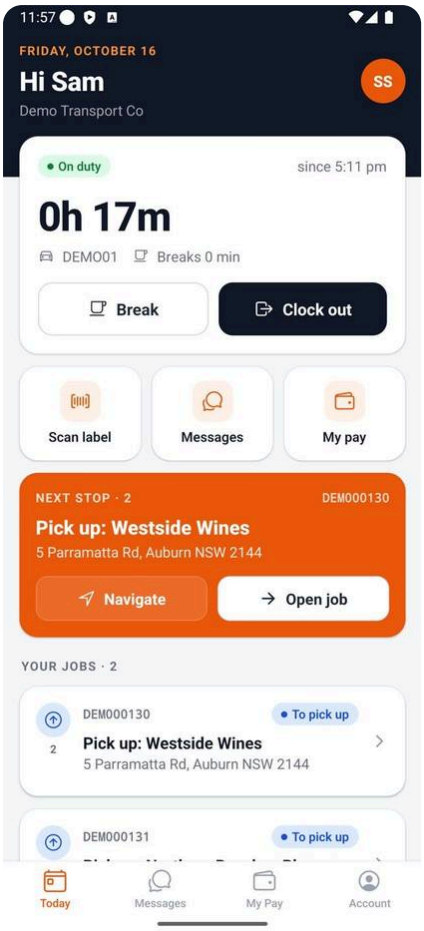


Figure 15.1 Today: on duty, with the jobs in order.

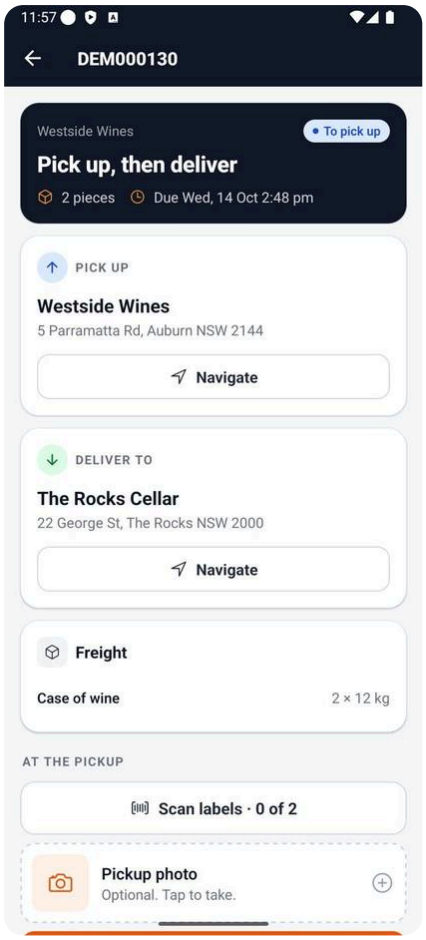


Figure 15.2 A job: navigate, call and pick up.

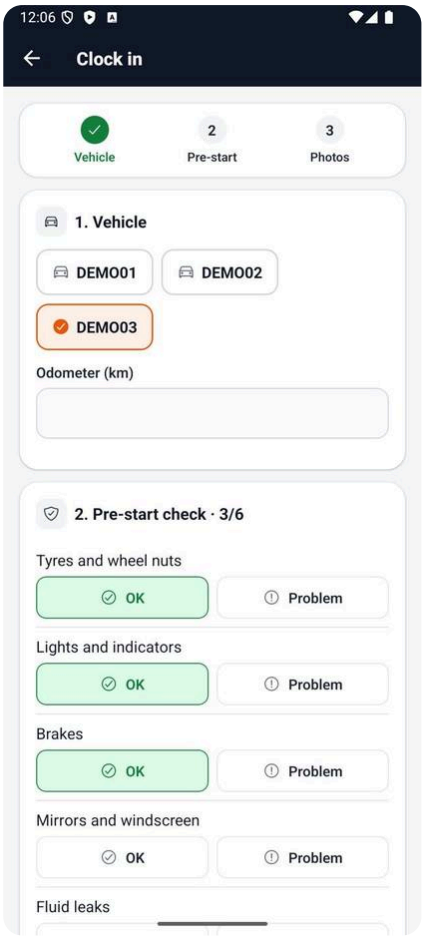


Figure 15.3 Clock in: vehicle, pre-start check and photos, step by step.

3. Go to the pickup

1. Tap the job. The top card shows the customer, the status, the number of pieces and the due time; then the **Pick up** and **Deliver to** stops, the freight and any **Notes for the driver**.
2. Tap **Navigate** to open the address in the phone's maps app, or **Call** to ring the contact.

4. Scan the labels: pick up by scanning

No photo to take: hold the label's barcode in front of the camera and it is read by itself, with a short vibration and a coloured message (green done, orange keep going, red wrong label).

1. On the Today screen tap **Scan label** (or **Scan labels · 0 of 5** on a job).
2. Scan each piece. The app counts "3 of 5 pieces scanned".
3. When every piece of a job is scanned, the job is **picked up by itself**: "✓ ANY000101 picked up · all 5 pieces · Drop 3". The office sees it straight away.
4. Keep scanning the next labels to load the whole truck, then tap **Done**.

Scanning a label of a job already on board opens it for the delivery (signature or photo). A label that is not yours, or the tracking QR code instead of the barcode, is shown in red. Pickups by scanning need you to be clocked in.

5. Pick up

1. When you get to the pickup, tap **Arrived at the pickup**. The screen then shows "Arrived" with the time. If your company charges waiting time, it runs from this tap to Picked up. Tap it as soon as you arrive, even if the goods are not ready.
2. Optionally tap **Pickup photo** and take a photo of the goods.
3. Tap **Picked up**. The job becomes **On board**, the time and GPS are recorded, and the receiver is emailed that the delivery is on its way, with the tracking link.

If the pickup cannot happen (for example the goods are not ready), tap **Could not pick up**, type the reason, add a photo if useful, and tap **Report**. The job becomes **Failed** and the office sees it straight away.

Many jobs at the same pickup (a loaded truck)

When several jobs are picked up at the same place, the Today screen shows one card, "Pick up 40 jobs here", with the address. At the pickup tap **Navigate** to get there, then **Picked up all 40** to put every one of them on board in one go (time and GPS are recorded for each).

Open **Loading order (last drop in first)** on that card: it lists the jobs from the last drop to the first, so the truck is loaded with Drop 1 at the door. The labels show the same DROP numbers.

On board, the jobs are listed as **Drop 1, Drop 2, ...** in the order dispatch planned: deliver them one by one in that order. With a one-way run there is no need to turn back for a drop already passed.

6. Deliver

1. At the delivery address, open the job and tap **Arrived at the delivery** (waiting time runs from here to the delivery), then tap **Deliver** when you are ready to hand over.
2. Type the receiver's name under **Received by**.
3. A job with a **Sender reference** shows it in large type on the job screen. Ask the receiver for their number: when it matches, tick **Receiver reference matches** (Complete delivery stays greyed out until you do). When it does not match, do not deliver: call the office, or use Could not deliver. The check is recorded on the proof of delivery and in the timeline. Jobs without a reference do not ask.
4. Tap **Tap to sign** and hand the phone to the receiver. They sign on the full-screen pad; **Clear** starts again and **Done** puts the signature on the form.
5. Optionally tap **Delivery photo** and take a photo of the goods where they were left.

6. Not everything delivered (missing, damaged or refused items)? Tap **Not all items delivered?**, enter the **Items delivered** (of those booked), **Why not everything**, and take at least one **Photo of what was delivered** (a second one is optional). The job is still delivered, with "Short delivered: 3 of 5 items" for the office and the customer. If nothing at all was delivered, use Could not deliver instead.

7. Tap **Complete delivery**. A signature or a photo is needed. The job moves to Done today, and the proof of delivery is on the job page in the office as soon as it has uploaded.

NO WAITING FOR UPLOADS, EVEN WITH A WEAK SIGNAL

Photos are made small on the phone before they are sent (a few hundred KB instead of several MB), so they upload in seconds on mobile data. Arrived taps, pickups, deliveries and failed deliveries are saved on the phone first and sent in the background: you can carry on to the next job straight away. With no signal, the Today screen shows **Sending 2 updates** and the jobs show **Sending…**; they are sent by themselves as soon as the phone is back online, with the time they really happened. If FleetKraft refuses one (for example the job was given to another driver), the Today screen says why.

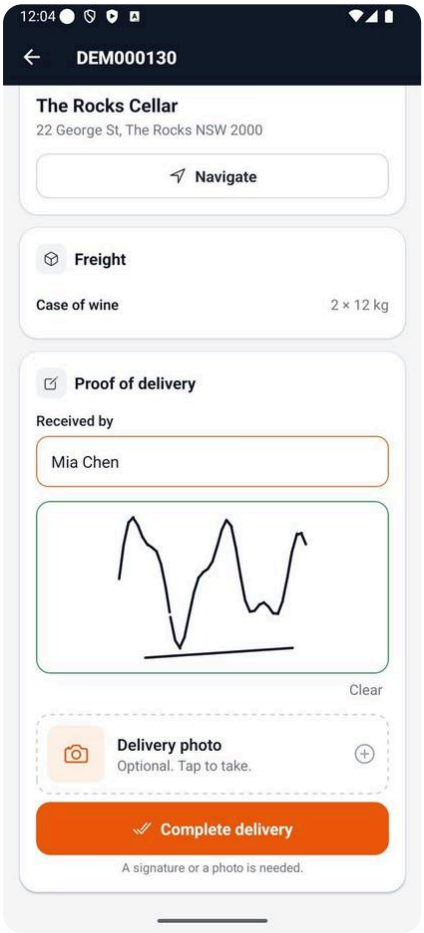


Figure 15.4 Proof of delivery: name, signature and photo.

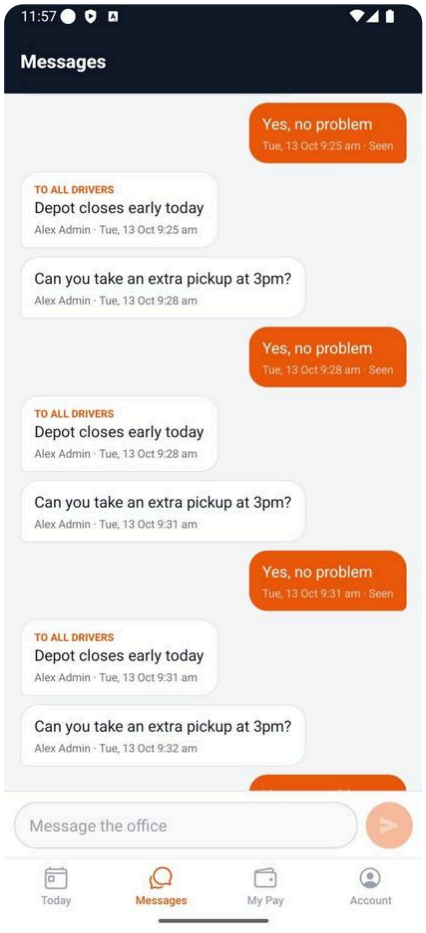


Figure 15.5 Messages with dispatch.

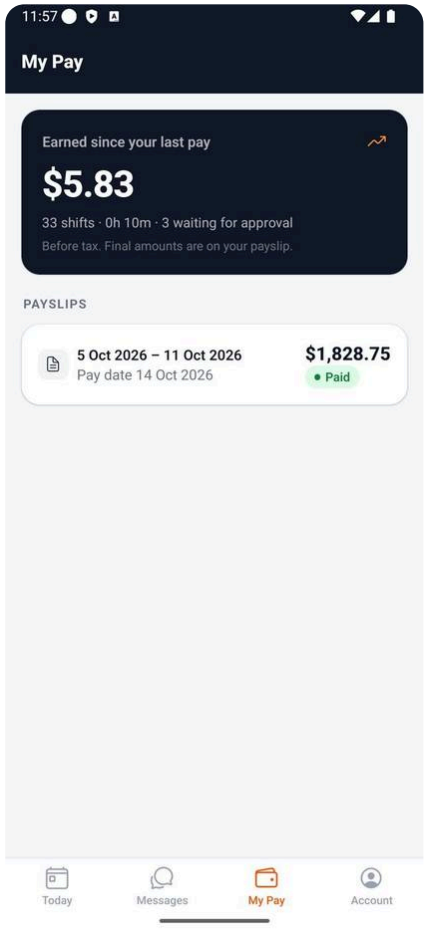


Figure 15.6 My Pay: earnings and payslips.

7. When a delivery cannot be made

1. Tap **Could not deliver**.

2. Type the reason (for example "Closed, nobody home") and take a photo (for example of the closed door).
3. Tap **Report**. The job becomes **Failed**; the office can rebook it, and the receiver is emailed if the company has that email switched on.

8. Take a break

On the Today screen tap **Break**; the shift card shows "On a break". Tap **End break** when you start again. Break minutes are added up for the shift and checked against the company's break rule.

9. Messages

The **Messages** tab is a chat with the office: read messages from dispatch, including notes sent to all drivers, and type a reply.

10. Clock out

1. On the Today screen tap **Clock out**.
2. Under "End of shift", enter the **Odometer**, the number of **Drops today** and any **Notes for the office**. The app shows your start reading; the end reading cannot be lower. The vehicle's odometer in FleetKraft is updated from your readings.
3. Take the required photos (for example the odometer, and the fuel receipt if you filled up).
4. Tap **Clock out**. The app shows "Shift finished" with the time worked and breaks, and lists anything sent to the office to check (for example "Clocked out away from the depot"). Tap **Done**. Location sharing stops.

11. My Pay and Account

My Pay shows what the driver has earned since their last pay, before tax ("Final amounts are on your payslip"), and every payslip with its period and pay date; tap one to open its detail: hours, rates, allowances, deductions, tax and net pay. **Account** shows the driver's details and the app version, with **Change password** and **Log out**. Logging out also stops location sharing.

12. Working for more than one company

A driver who works for several companies that use FleetKraft has one login for all of them. The Today screen shows the company you are working for, with **Switch** next to it; **Account** lists your companies under **Switch company**.

1. Before you clock in, open **Account** and tap the company you are working for today. Confirm with **Switch**.
2. The app opens fresh in that company: its jobs, vehicles, messages, rules and pay. The app remembers it for next time.

3. Clock out before you switch. While you are on duty for one company, switching is refused with "Clock out before switching company", and you cannot clock in for another company.

CHAPTER 16

Proof of delivery and tracking

The office sees the proof of delivery the moment the driver completes it, the receiver follows the delivery on a tracking page without logging in, and automatic emails tell them when it is picked up, delivered or failed.

Proof of delivery in the office

On the job page, the **Proof of delivery** card shows who received it, the date and time, a **GPS location** link to where it was captured, the signature, and every delivery photo. For a job with a sender reference it also says "Receiver reference matches <reference> (checked by the driver)", or "not checked at delivery" when the delivery came from an older app version or was marked delivered in the office; the consignment note prints the sender reference and, once checked, "Matches <reference>" under Receiver reference. The timeline shows each step with its time and a map link. Nothing needs to be scanned or typed in.

For a failed attempt, the timeline shows the driver's reason, and the photo is kept on the job.

For a paper copy, press **Print consignment note** on the job page: once the job is delivered, the PROOF OF DELIVERY copy prints the delivered date and time, the receiver's name, the signature and up to 3 delivery photos (see Book jobs and print labels).

The tracking page

Every job has its own private tracking link. The receiver and the sender get it in the booking email, and anyone can open it by scanning the QR code on a label. In the office, the Job card on the job page has **Open** and **Copy** for the link, for example to paste into an email.

THE PAGE SHOWS	DETAILS
Consignment	The con note number and, when there is one, the sender reference, so the receiver can match it with their order
Your company	Name and logo, with your phone and email so the receiver can contact you
Status	In large type: Booked, Driver assigned, Picked up, Delivered, Delivery attempted or Cancelled. A cancelled job also says who cancelled it: "Cancelled by <your company>" or "Cancelled at the customer's request" (never your reason)
From and to	The pickup town, then the delivery name and town (not the street): for example "Botany NSW 2019" in Australia, or "Ahmedabad, Gujarat 380002" in India, the US and Canada, and the deliver-by time
Timeline	Each step with its date and time, the in-transit areas, and the steps still to come; for a failed attempt, the reason
Map	While the freight is on board: the in-transit areas joined by a line, and the vehicle when the driver reported in the last 30 minutes (rounded to about 100 metres)
Delivery	After delivery, who received it and when, and "Short delivered: 3 of 5 items" when not everything was delivered (the reason is shown only to the customer in the portal)

The timeline shows every step: Booked, Driver assigned, Picked up, then up to three **In transit** points with the area the delivery is passing ("Near Newtown, NSW 2042", from the driver's position, at least 20 minutes and 3 km apart), and Delivered. Steps still to come are shown in grey as "Not yet". While the delivery is on its way, a map shows these areas and the vehicle. The page never shows the driver's name or phone; in-transit areas are rounded to about 1 km.

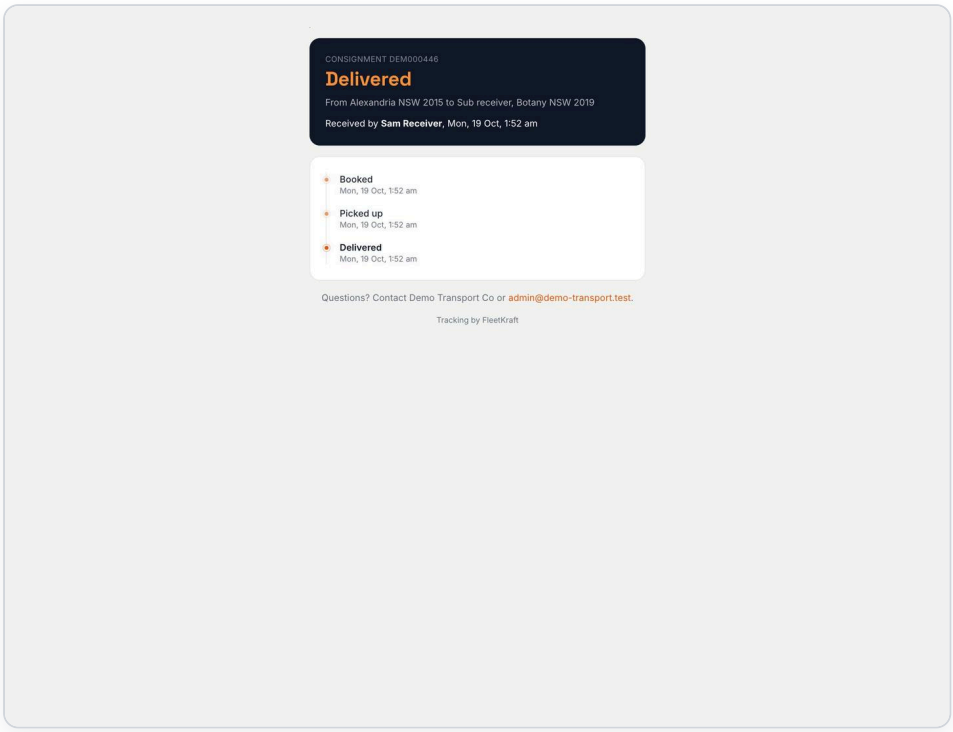


Figure 16.1 The tracking page after delivery.

Emails to the receiver and the sender

FleetKraft sends these automatically, from your company name, each with the tracking link: to the receiver email on the job, and to the sender (the sender email on the job and the customer's email). The first one goes out as soon as the job is booked. When the job has a sender reference, every email shows it (in the subject as "Ref ABC123" and under the con note), and SMS to the receiver end with "Ref ABC123". Switch each one on or off, for receivers and senders separately, in Settings, Notifications.

EMAIL	SENT WHEN	SAYS
Booked	The job is booked (by you, in the customer portal or from a warehouse order)	The booking is confirmed, with the tracking link
Driver assigned	The job is first allocated to a driver	A driver has been assigned
Picked up	The driver taps Picked up	Your delivery is on its way, with the tracking link
Delivered	The driver completes delivery	The delivery time and who signed
Delivery failed	The driver reports a failed attempt	The reason, and that you will be in touch
Cancelled	The job is cancelled	Who cancelled it. The customer's accounts email also says the cancellation charge and the credit or refund, with a link to the credit note

Customers with a portal login also see every shipment's status and who received it in the portal.

CHAPTER 17

Changes and exceptions

Plans change: a driver calls in sick, a receiver is closed, a customer cancels, a job goes to a subcontractor. Every change is made from the job page, and each one is recorded in the job's timeline.

SITUATION	WHAT TO PRESS ON THE JOB PAGE	WHAT HAPPENS
Change the addresses, contacts, times, service, flags or notes	**Edit** at the top right (before pickup)	Opens the job's details: pickup and delivery names, addresses, contacts, phones and emails, Ready from, Deliver by, service, dangerous goods, after hours, tail-lift, hand unload and notes. Only what you changed is saved, and the timeline records the update; the driver app shows it at once. After pickup the Edit button is greyed out: only the price can still change (until the job is invoiced). Items and the customer cannot be changed: cancel and rebook instead.
Give the job to a different driver	**Change driver** (before pickup)	Choose the new driver and optional vehicle. The job leaves the first driver's app and appears in the new one's.
Take the job off its driver	**Unallocate** (before pickup)	The job goes back to Booked and to "Needs a driver" on the dispatch board.
Change the price	**Change price** in the Job card, then **Save**	The new price is used on the invoice.
The delivery failed	**Rebook**	Choose who caused the failure: **Our side (no charge)** or **Customer (e.g. nobody home, closed, refused)**, with a reason. For the customer, the redelivery charge from the rate card is added to the job (change it or enter 0 to waive it). The job goes back to Booked, ready to allocate again. The timeline records it as rescheduled, and the receiver sees "Rescheduled" on the tracking page.
The goods must go back	**Return to sender** (a failed job)	Choose who caused it, as for Rebook. A **return job** is booked with its own con note, from the delivery address back to the pickup address: allocate and deliver it like any job. The failed job stays Failed and links to it. For the customer, the return charge from the rate card is on the return job.

Waiting time, a surcharge or another extra	**Change** or **Add charge** in the Extra charges card	Change the amount (and minutes for waiting time), tick **Waive this charge**, remove it, or add one (waiting time, redelivery, return or an extra charge with your own description). Until the job is invoiced.
Delivered without the app	**Mark delivered**	Enter the name of the person who signed (Received by) and save. If fewer items were delivered than booked, enter the **Items delivered** and why. The job becomes Delivered and is ready to invoice.
Not everything was delivered	**Record short delivery** (a delivered job)	Enter the items delivered, the reason and optional photos. The job shows "Short delivered: x of y items" (the driver can record it in the app too). **Change** on it corrects it; entering the number booked removes it.
The job is cancelled	**Cancel job** (while Booked, Allocated or Failed, or once a delivered job is on an invoice)	Choose who caused it, check the charge, enter the reason. The job becomes Cancelled. See **Cancel a job** below.
Give the job to a carrier	**Give to subcontractor** (before pickup)	Choose the subcontractor and what they are paid; their usual share of the price is suggested. Not set up yet? Press **New subcontractor** next to the list, fill in the same form as on the Subcontractors page and press **Add subcontractor**: the new one is chosen for you (Admins and Accounts). The job moves to "Subcontracted" on the dispatch board.
Bring it back from the carrier	**Take back**	The job returns to your own drivers.
Record the carrier's progress	**Mark picked up**, then **Mark delivered**	Subcontractors do not use the app, so the office records their pickup and delivery (with the receiver's name), or a failed attempt.
Record a driver's progress from the office	**Mark picked up**, **Mark delivered**	The same two buttons appear on a job allocated to one of your drivers. Use them when the driver is not using the app at that moment, for example to record a flat phone number the driver calls from. A driver's job has no carrier cost or bill attached to it.

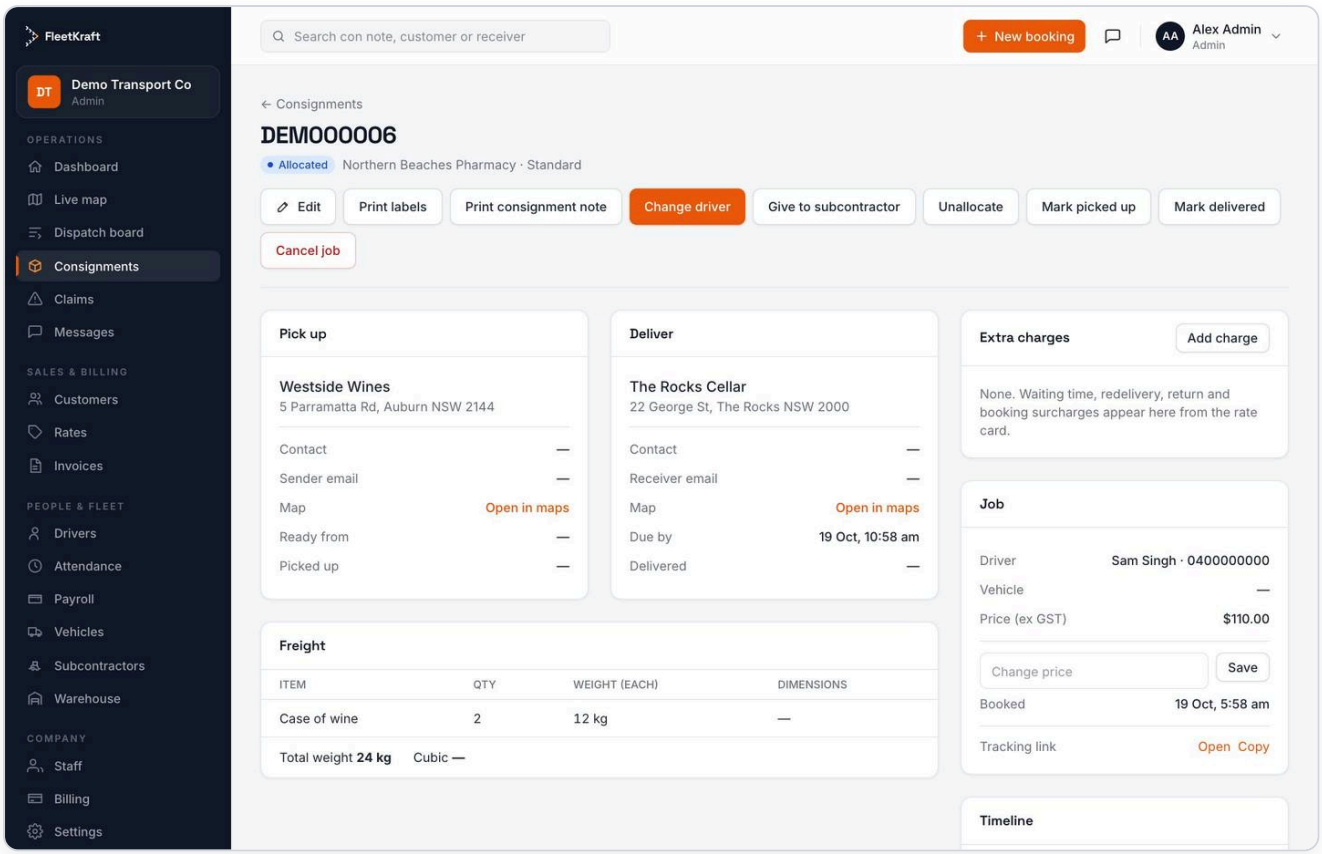


Figure 17.1 An allocated job: the actions at the top right change with the job's status.

Short deliveries

When the driver delivers fewer items than booked (missing, damaged or refused), the job is still Delivered and an amber **Short delivered: 3 of 5 items** panel shows at the top of the job page with the driver's reason and photos. The office gets a "Short delivered" alert (Settings, Notifications, deliveries). The customer sees it in the portal (with the reason and photos), on the tracking page and on the printed proof of delivery. **Create claim** on the panel starts a shortage claim (see Claims).

Extra charges on a job

The **Extra charges** card on the job page lists every extra charge: booking surcharges (dangerous goods, after hours, tail-lift, hand unload), waiting time worked out from the driver's Arrived time at each stop (after the free minutes on the rate card), a redelivery charge, a return charge, and any you added. Each is billed as its own invoice line with the job. Waived charges are struck through and not invoiced. A charge you changed is not worked out again. Once the job is invoiced the charges are locked: change the invoice instead (a draft line, or a credit note). When a job with extra charges is cancelled, they go with the job: only the cancellation charge is billed.

Cancel a job

Who caused the cancellation decides what the customer pays. If it was your side (a driver, a vehicle, no capacity, your mistake), the customer pays nothing. If the customer cancelled, your cancellation charge applies and the rest of the job price is not charged.

1. Open the job and press **Cancel job**.
2. Under **Who caused the cancellation?** choose **Our side (full refund)** or **Customer (cancellation charge)**. You must choose one.
3. For a customer cancellation, the **Cancellation charge (before tax)** is filled in from your rule in Settings, Invoices (or the customer's own rule), and it is 0 inside the free cancellation window. You can lower it or enter 0 to waive it; it can never be more than the job price.
4. Enter the **Reason**. The summary shows the **Job price**, the **Cancellation charge** and what is not charged, or the **Refund / credit to customer** when the job was already invoiced. Press **Cancel job**.

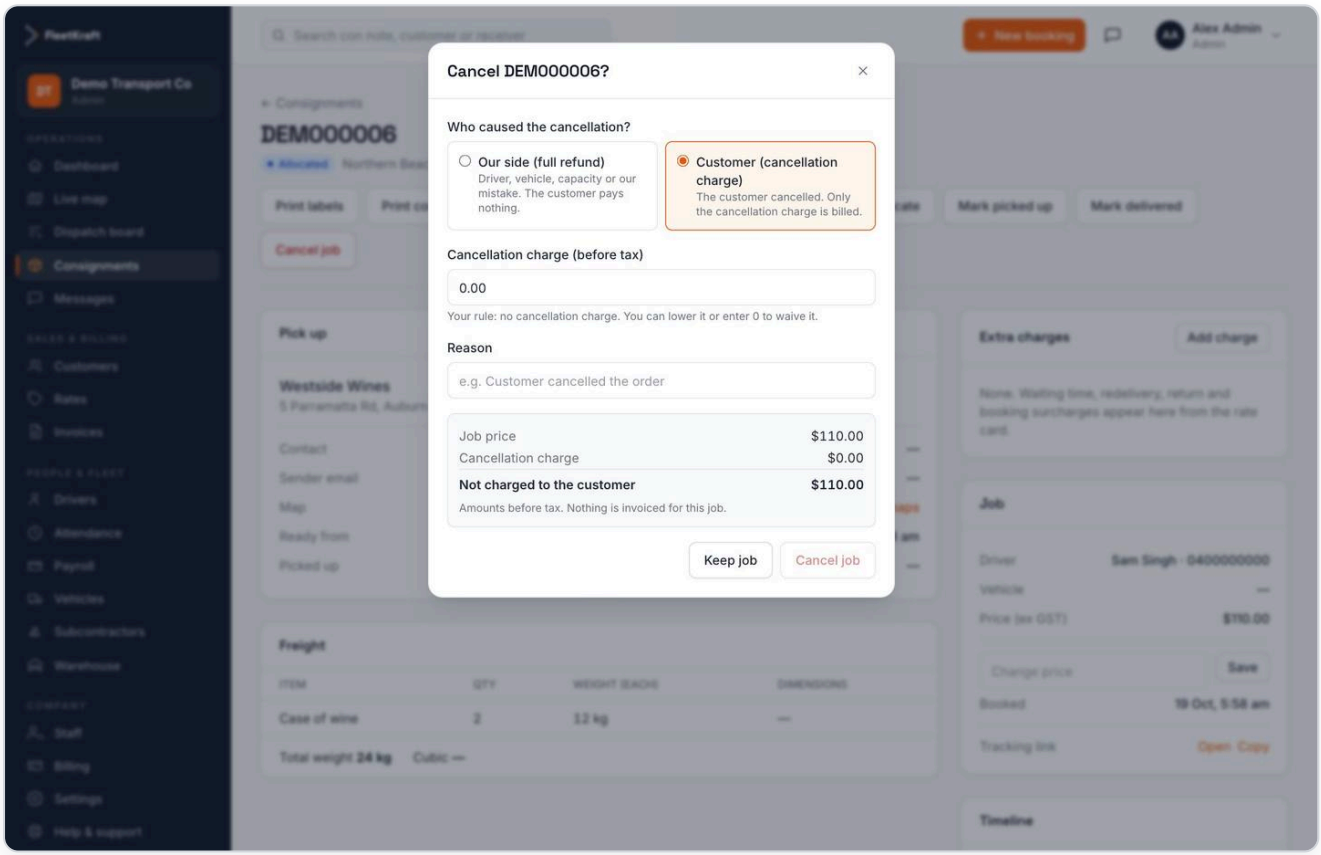


Figure 17.2 Cancel a job: who caused it, the charge and the summary before you confirm.

The job page then shows a **Cancellation** card (when, who caused it, the reason, the charge, what is refunded or credited, and any credit note), and the timeline records it. The reason stays internal: customers see who cancelled, the charge and the credit, not your reason.

WHERE THE JOB IS	WHAT HAPPENS TO THE MONEY
Not invoiced yet	Our side: the job is never invoiced. Customer: only the charge is invoiced, as a line "Cancellation charge – <con note>" on the customer's next invoice, with the same tax as other lines.
On a draft invoice	The draft is changed: the job line becomes the cancellation charge, or the job leaves the draft when there is no charge.

On a sent invoice	The invoice is not changed. A credit note (CN-00001…) for the job line less the charge lowers the amount due.
On a paid invoice	The invoice is not changed. A credit note with **Refund due** is made; press **Mark refunded** once you have paid the money back (see Invoice your customers).

DELIVERED JOBS

A delivered job can be cancelled only once it is on an invoice (before that nothing has been charged; change its price instead). A delivered subcontractor job must be on the subcontractor's RCTI first, so the carrier is still paid for the work.

Cancellation requests from the portal

Customers can ask to cancel a job that is not picked up yet, in the customer portal (**Request cancellation**). They see the charge your rule gives (with the free cancellation window) before they confirm with a reason. You get a popup and browser notification (Settings, Notifications), the Dashboard shows "x customers ask to cancel a job", and the job page shows an amber panel with their reason:

- **Approve and cancel** opens Cancel job with **Customer (cancellation charge)** and their reason filled in. Check or change the charge and press Cancel job. The customer gets the cancellation email ("Cancelled at your request", the charge and any credit note).
- **Decline** : write a **Message to the customer** (for example offering another date). The job goes ahead as booked and the customer is emailed your message. They can ask again.

The customer is told

When a job is cancelled, the customer's accounts email gets a "Cancelled" email: the con note, that it was cancelled and by whom ("Cancelled by <your company>" or "Cancelled at your request"), the cancellation charge (or "No cancellation charge") and, when a credit note was made, its number, amount and status with a **View credit note** link. The receiver and the sender email on the job get a short "Delivery cancelled" email. Your reason is never sent. The tracking page says who cancelled the job. Switch these emails off in Settings, Notifications (row **Cancelled**).

WHY SOME BUTTONS ARE MISSING

The buttons depend on the job's status and your role. For example, a job that has been picked up cannot be given to a different driver, and only roles that manage dispatch can allocate. **Mark picked up** and **Mark delivered** stay available only until the delivery is made.

CHAPTER 18

Damage, shortage and loss claims

When goods arrive damaged, short or not at all, the customer can claim. FleetKraft keeps every claim with its photos, notes and decision, and turns an approved claim into a credit note.

Who handles claims

Claims in the Operations menu is for roles with the claims permission: Admin, Dispatcher, Customer Service and Accounts / Payroll (see Roles and permissions). Approving a claim makes a credit note, so it also needs the permission to manage invoices (Admin and Accounts / Payroll). The Dashboard shows "**x claims are open**" while claims are Open or Under review.

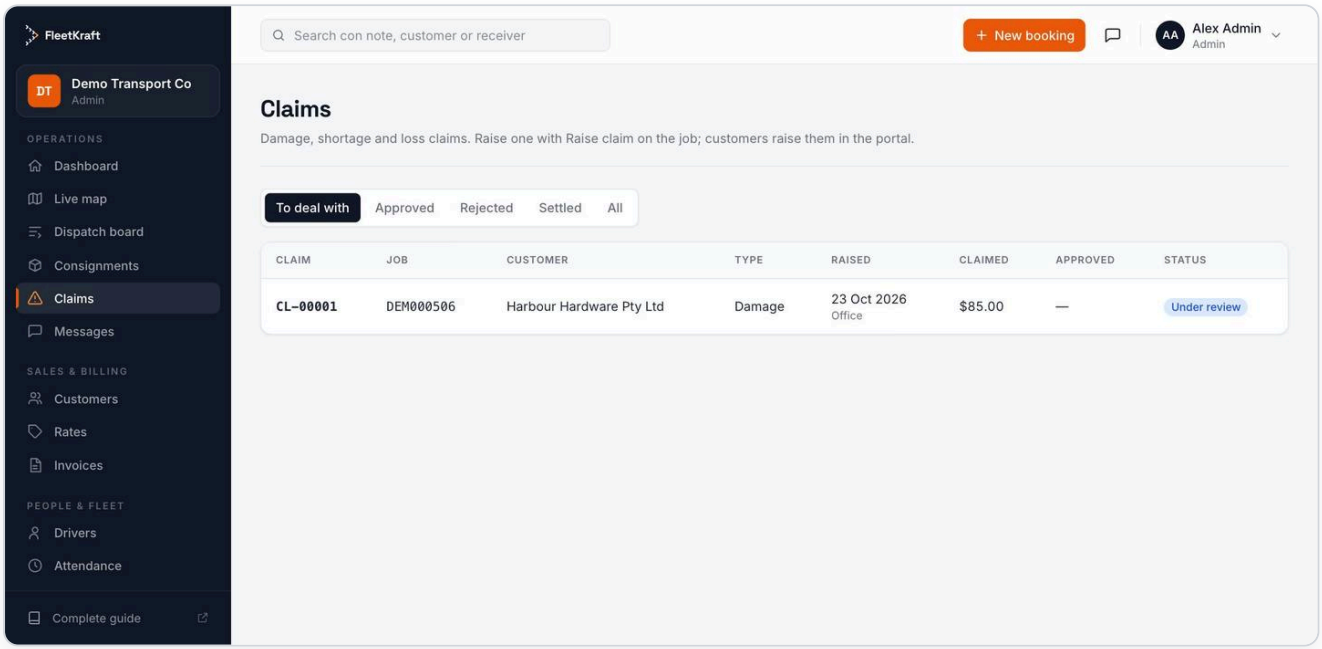


Figure 18.1 Claims: the ones to deal with first.

Raise a claim

1. Open the job and press **Raise claim** (a job that was picked up, delivered or failed). On a short delivery, press **Create claim** in the amber Short delivered panel: it starts as a Shortage with the short delivery filled in.
2. Choose the **Type** (Damage, Shortage, Loss or Other), describe **What happened**, enter the **Amount claimed (before tax)** and add photos or videos.
3. Press **Raise claim**. It gets its own number (CL-00001, a series for your company), the job's timeline records it, and it opens.

Customers raise claims themselves in the portal (Raise a claim on a shipment; see The customer portal). The office gets a popup and browser notification when a customer raises a claim or writes on one (Settings, Notifications).

Review and decide

1. On the claim, look at the photos and files and add more with **Add photos or videos**.
2. Write in **Notes**. A note is shown to the customer, unless you tick **Internal (not shown to the customer)**; internal notes are highlighted and never reach the customer.
3. Press **Start review** to show the customer it is being looked into.
4. Press **Approve**, check the **Approved amount (before tax)** (it starts at the amount claimed) and an optional note, and confirm. Or press **Reject** and enter the **Reason**, which the customer sees.
5. Once the credit has been used or refunded, press **Mark settled**.

STATUS	MEANING
Open	Raised, not looked at yet.
Under review	Being looked into by the carrier.
Approved	Accepted for the approved amount; a credit note gives it back.
Rejected	Not accepted, with the reason.
Settled	Finished: the credit has been used or refunded.

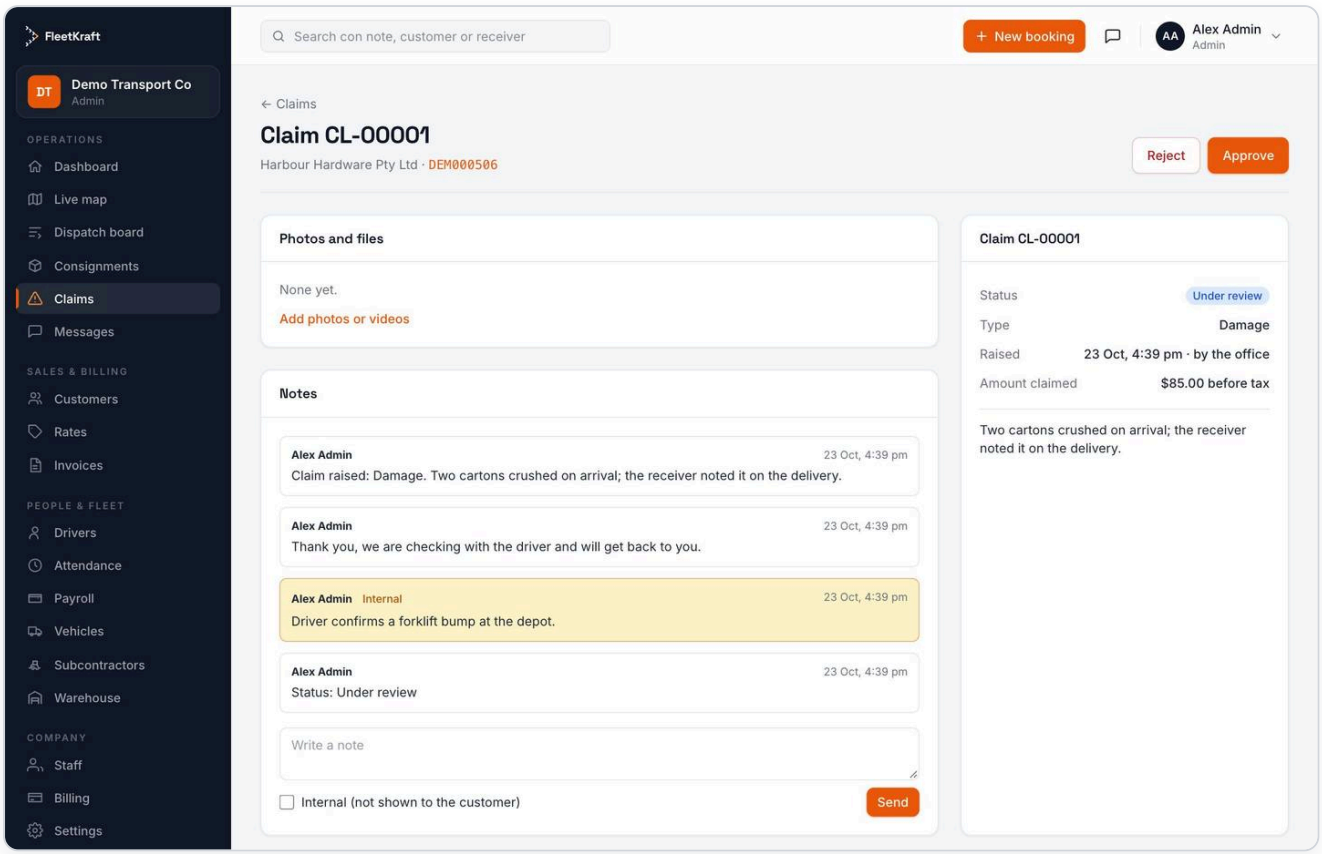


Figure 18.2 A claim: notes (internal ones highlighted), files, the summary and the next steps.

The credit note for an approved claim

Approving makes a credit note (kind claim) for the approved amount plus tax at the invoice's rate:

- When the job is on a sent, part-paid or paid invoice with enough left to credit, the credit note is on that invoice: it lowers the amount due, and any part above what is still due is a refund due (see Invoice your customers).
- Otherwise (the job is not invoiced yet, is on a draft, or the invoice has too little left), it is a **standalone credit note** to the customer with **Refund due**. Pay it back, or take it off a later invoice, and press **Mark refunded**.

The claim shows the credit note with its status and a link; credit notes for claims count against revenue on the Dashboard.

What the customer is told

At every status change the customer's accounts email (and the portal user who raised it) gets an email: the claim, its new status, the approved amount and the credit note link, or the reason for a rejection, with a **View the claim** button to the portal.

CHAPTER 19

Messaging drivers

Dispatch and drivers chat inside FleetKraft, so instructions are written down next to the jobs instead of lost in phone calls.

Chat with a driver

1. Open **Messages**. The left side lists one conversation per driver, with unread counts and a green dot for drivers on duty.
2. Choose a driver, type the message and press **Send**. To send a photo or video (for example where to park, or a damaged pallet), press the paper clip, choose the file and press **Send**; you can add text with it. Photos can be up to 10 MB and videos up to 30 MB (a short clip).
3. The driver reads it in the **Messages** tab of the app (photos show in the chat, videos play there) and replies there, with a photo from the camera if useful; replies appear in the same conversation.

Message all drivers at once

1. On the Messages page press **Message all drivers**.
2. Type the message, for example "Heavy rain on the M5, allow extra time". You can also add a photo or video under **Photo or video (optional)**.
3. Tick **Only drivers on duty now** to send it only to drivers who are clocked in; leave it unticked to send it to every active driver.
4. Press **Send to drivers**. It appears in each driver's Messages tab.

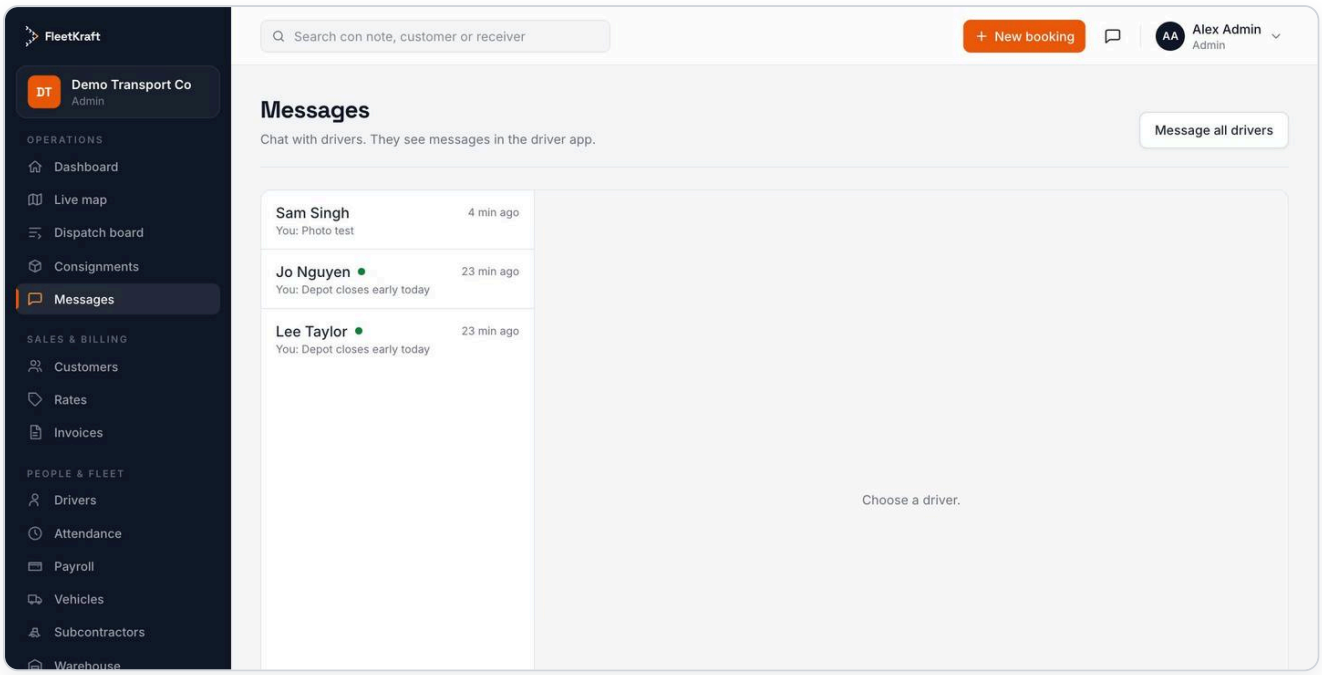


Figure 19.1 Messages: one conversation per driver.

Custom emails

Email customers, staff or drivers from FleetKraft: open **Custom emails** in the menu and press **Send email**. Admins can do this, and anyone an Admin has given **Send custom emails** as extra access on the Staff page (see Roles and permissions). Then choose **Customers**, **Staff** or **Drivers**, tick the people (or **All active ... with an email address**), and write the **Subject** and **Message** (plain text; line breaks are kept). Each person gets their own email with your company name and logo; replies go to your company email from Settings, Company. People without an email address and test addresses (for example example.com) are shown as not sent. The same **Send email** button is on each customer and staff member in their lists and on a driver's page.

Every email sent is listed on the Custom emails page with when it was sent, the subject, who it went to and who sent it; click a row to see the message and each recipient.

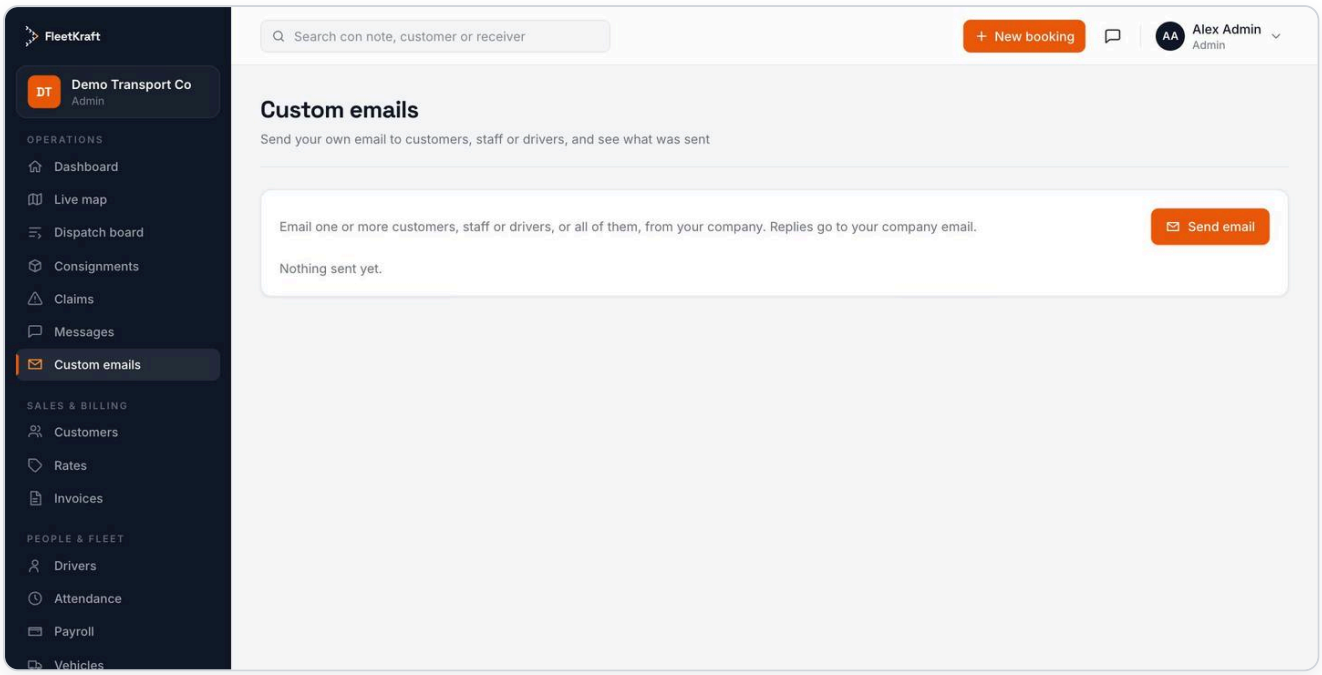


Figure 19.2 Custom emails: send your own email and see everything sent.

Popups while FleetKraft is open

New driver messages appear straight away, without reloading the page: a popup slides in at the top right with a short chime, the **Messages** count in the menu goes up, and an open conversation shows the new message at once. Click the popup to open that driver's conversation. While FleetKraft is in a background tab, the tab title shows how many new popups are waiting, for example "(2) FleetKraft". Replies from FleetKraft support appear the same way, and drivers using the driver web app see new office messages as popups too.

Browser notifications

To hear about new driver messages, press your name at the top right, then **Turn on desktop notifications**, and allow notifications when the browser asks. A notification then appears for each new message, also when FleetKraft is closed (as long as the browser is running); click it to open that driver's conversation. Turn it on in each browser you use; logging out turns it off in that browser. Admins and Accounts / Payroll also get a notification twice a day (about 10:00 and 17:00) in the last 5 days before the free trial or the paid period ends, until it is renewed (see the Subscription chapter). Drivers who use the driver web app turn it on under Account, **Turn on notifications**, to hear about new jobs and messages.

Announcements from FleetKraft

Now and then the FleetKraft team posts an announcement: a new feature, planned maintenance or a change to prices. It appears as a blue box marked **From FleetKraft** at the top of every page of the web app, for office staff (Admins, Dispatchers, Customer Service, Accounts, Fleet and Warehouse). Drivers, customer portal and subcontractor logins do not see it. A link under the message, when there is one, opens the page it is about (for example Billing). Press the cross to close it: it stays closed for you, while your colleagues still see it until they close it. Some announcements are also emailed once to the company's Admins.

CHAPTER 20

The customer portal

Your customers book pickups, print labels, track shipments, manage their warehouse stock and download invoices themselves. This chapter is written for them: share it with your customers when you invite them.

Getting in

1. The transport company invites you from their FleetKraft account. You receive an email: "[Company] added you to FleetKraft".
2. Follow the link to set your password (at least 8 characters).
3. Log in any time at **fleetkraft.com/login** with your email and password. The portal opens with your carrier's name at the top and six pages: **Shipments**, **Book a pickup**, **Warehouse stock**, **Invoices**, **Claims** and **Account**.

You only ever see your own company's shipments, stock and invoices.

Shipments

Every shipment you send, newest first, with its con note, receiver, status and dates. Search by con note, receiver or address. Open a shipment to see its timeline and, once delivered, who received it and when. Each shipment has **Labels** to print its labels and **Track** to open the tracking page you can share with your receiver.

A cancelled shipment shows who cancelled it (by your carrier or by you), the cancellation charge, and what was not charged or was credited or refunded, with a link to any credit note. You cannot cancel a shipment in the portal: contact your carrier, who cancels it for you.

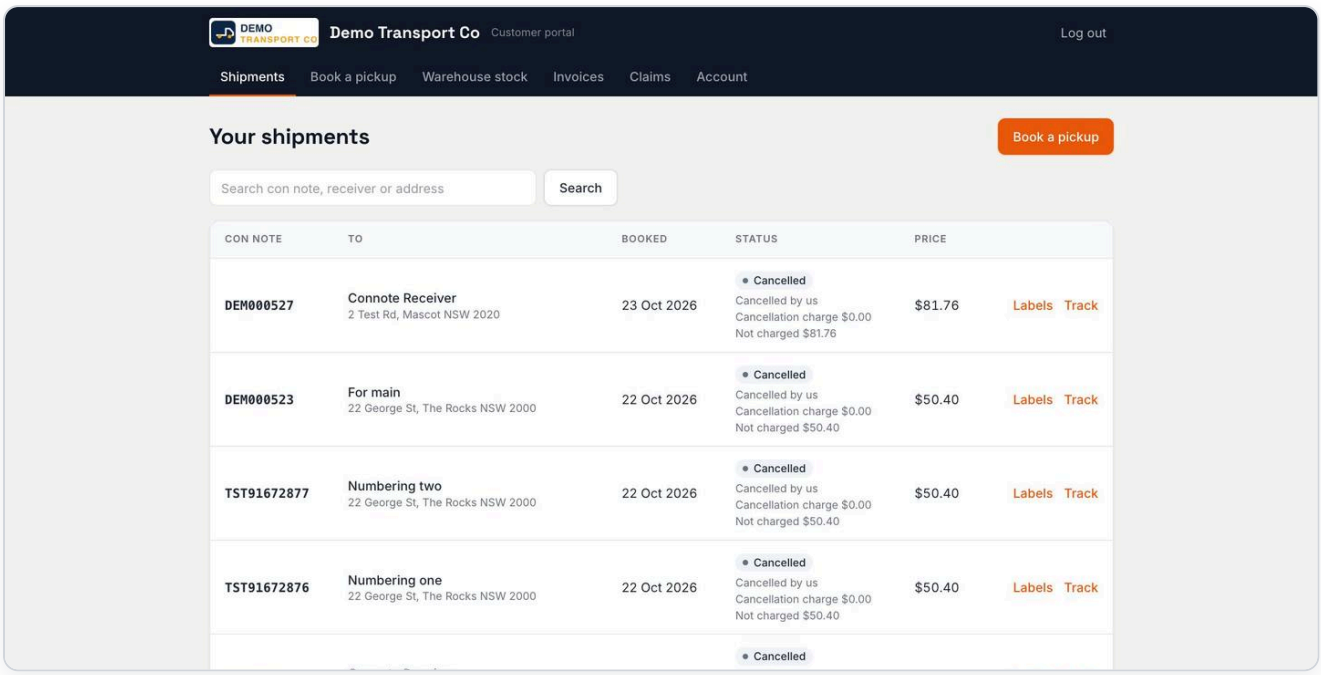


Figure 20.1 The customer portal: Shipments.

Book a pickup

1. Open **Book a pickup**.
2. **Use a saved or recent address…** at the top of Pick up from and Deliver to fills in one of your saved addresses or one you used before; your default pickup is filled in by itself. **Save address** keeps the address you typed for next time (optionally as the default pickup).
3. **Your reference (optional):** for example your order number. It is printed on the labels, shown to the receiver in the emails and on the tracking page, and the driver checks it with the receiver at delivery. Your shipments list and search show it too.
4. **Pick up from:** business or name, address (include the postcode), contact, phone and the ready-from time.
5. **Deliver to:** business or name, address (include the postcode), contact, phone and the receiver's email for tracking updates.
6. **What are we carrying?** A description, quantity and weight each for each kind of item; **+ Another item** adds a line. Tick **Contains dangerous goods** if it does.
7. **Service:** choose the service and the deliver-by time. Your price appears straight away, before tax, from your agreed rates. For an address outside the agreed rates, the carrier sets the price afterwards.
8. Add any notes for the driver and press **Book pickup**.
9. The booking is confirmed with its con note. Press **Print labels** to print a label for each piece, and use **Tracking page** to follow it.

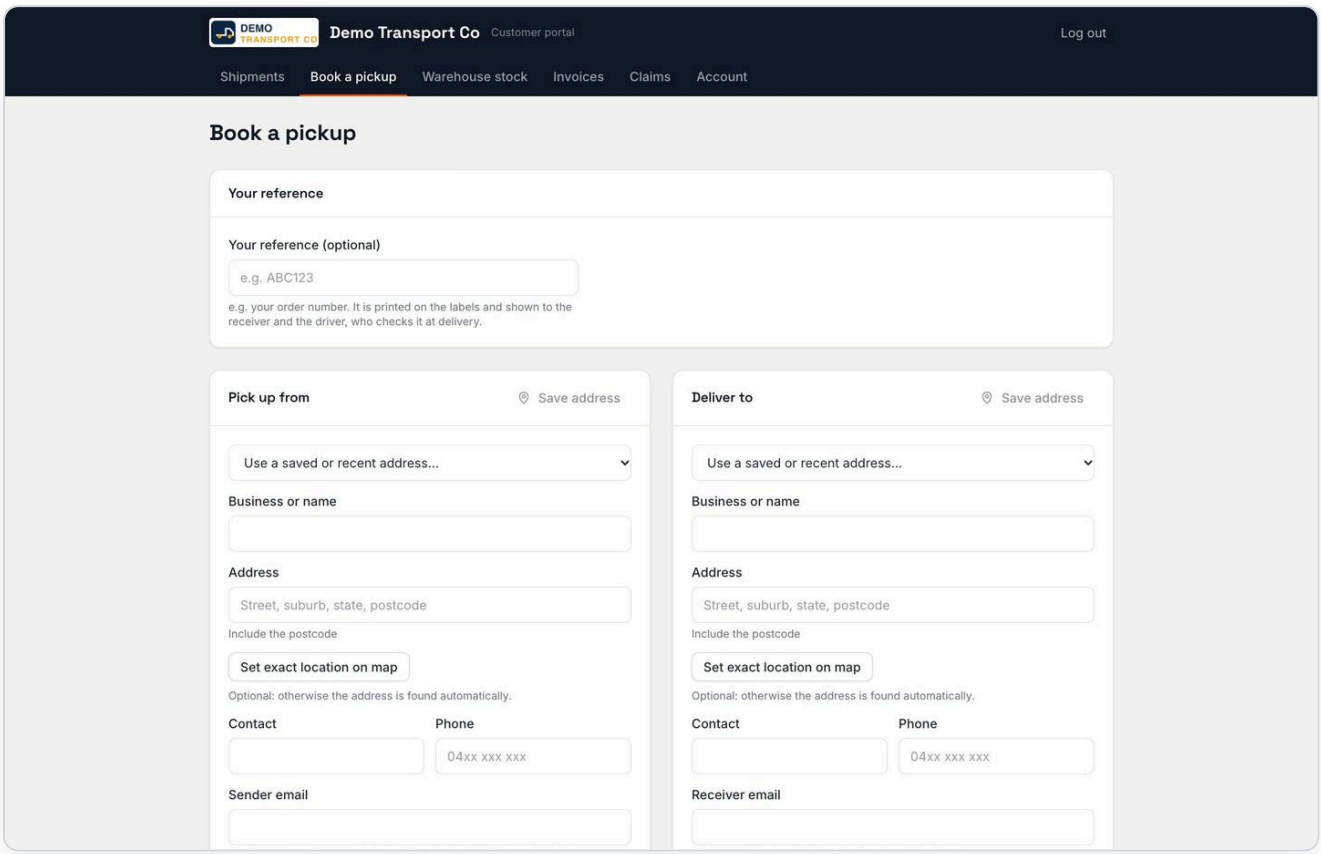


Figure 20.2 Book a pickup: the price shows as soon as the details are entered.

Warehouse stock

If your carrier stores stock for you, **Warehouse stock** shows each product's SKU, how many are in stock, how many are already on orders, and how many are available. To send stock out:

1. In **Send stock out**, choose each product and quantity.
2. Enter where it goes: deliver to, address (include the postcode), phone, and your own reference (for example your order number).
3. Press **Place order**. The warehouse picks it and sends it out as a delivery. Follow it under **Your orders**.

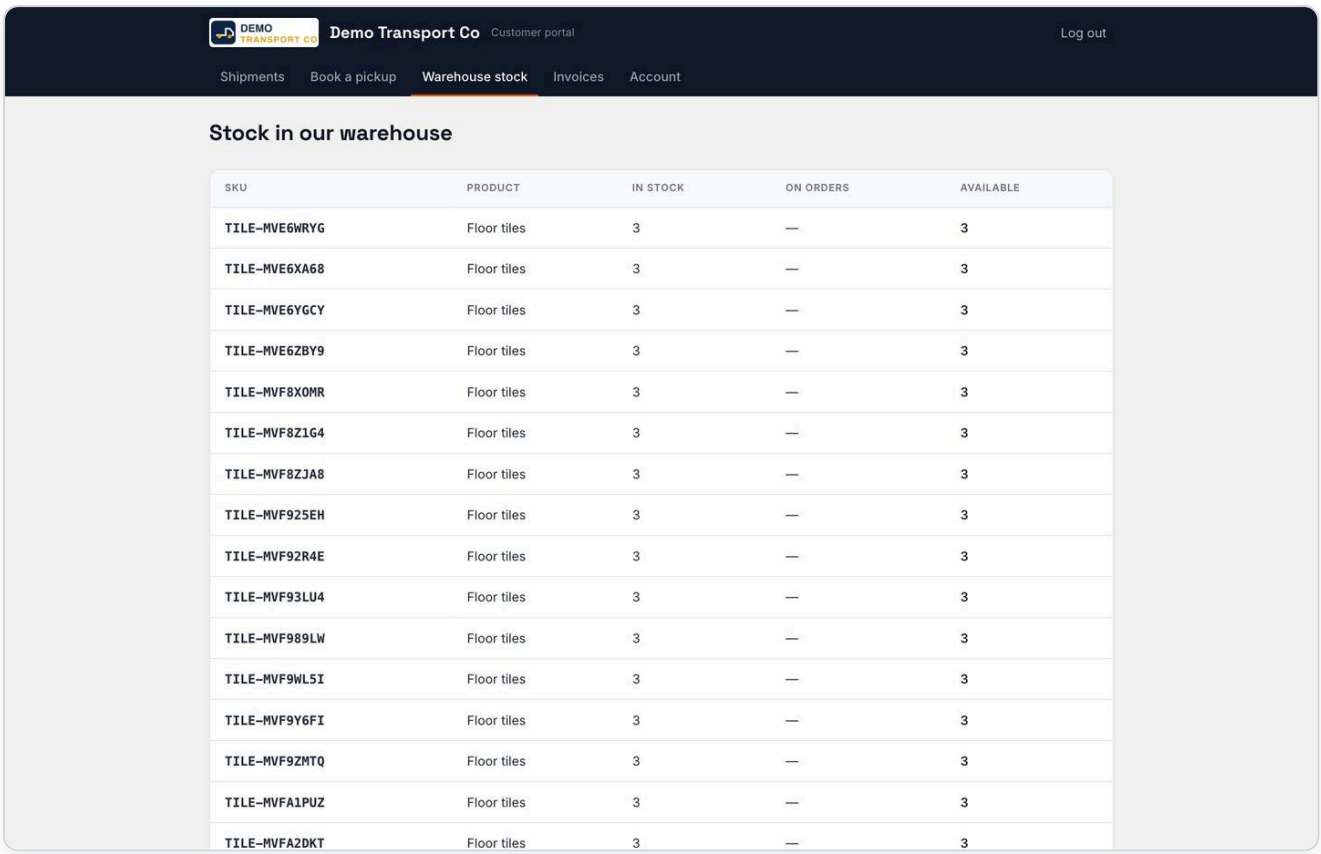


Figure 20.3 Warehouse stock in the portal: stock levels, Send stock out and Your orders.

One shipment

A shipment where not everything was delivered shows **Short delivered: x of y** in the list; open it to see the reason and the driver's photos.

Press a con note in **Shipments** to open it: pickup and delivery, freight, the timeline, the price and any **extra charges** (waiting time, redelivery, return to sender, surcharges such as tail-lift), each before tax and billed as its own invoice line. When booking, tick **Tail-lift needed**, **Hand unload** or **After hours** when they apply; the price shown includes the surcharges your carrier charges for them.

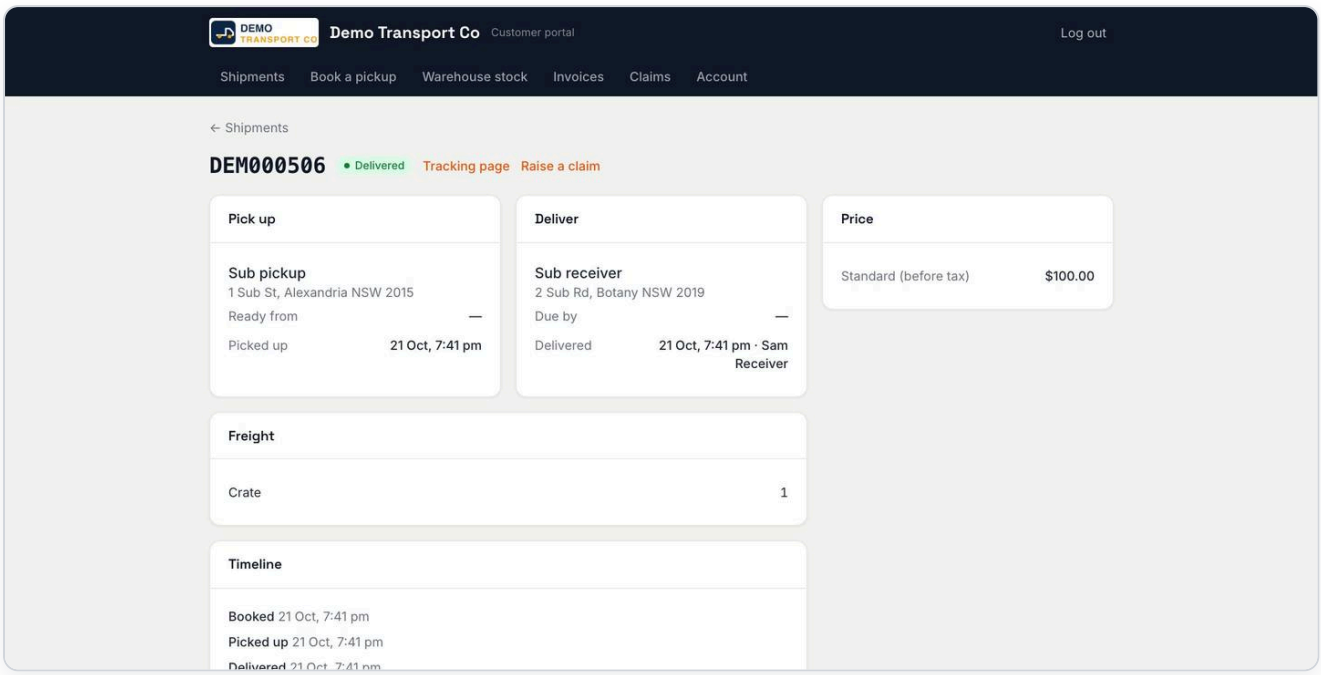


Figure 20.4 One shipment in the customer portal.

Cancel a shipment

Before it is picked up, open the shipment and press **Request cancellation**. The window shows the price and the **cancellation charge if cancelled now** (free when you are still inside your carrier's free cancellation window). Enter why and press **Request cancellation**. The shipment shows "Cancellation requested" until your carrier answers: you are emailed when it is cancelled (with the charge) or declined (with their message). After pickup, contact your carrier.

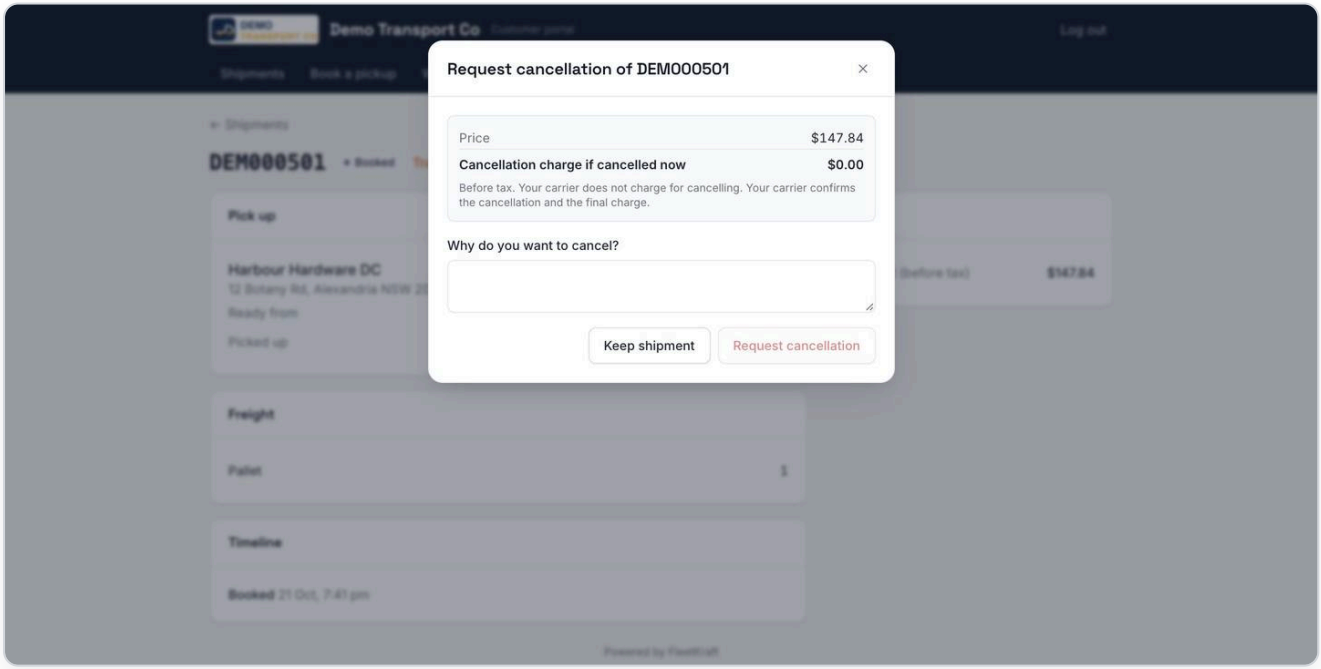


Figure 20.5 Request cancellation: the charge before you confirm.

Claims

Something damaged, short or lost? Open the shipment and press **Raise a claim**: choose Damage, Shortage, Loss or Other, describe what happened, enter the amount claimed (before tax) and add photos or videos. **Claims** lists your claims with their status: Open, Under review, Approved (with the approved amount and the credit note), Rejected (with the reason) or Settled. Open a claim to add more photos and write to your carrier. You are emailed whenever its status changes.

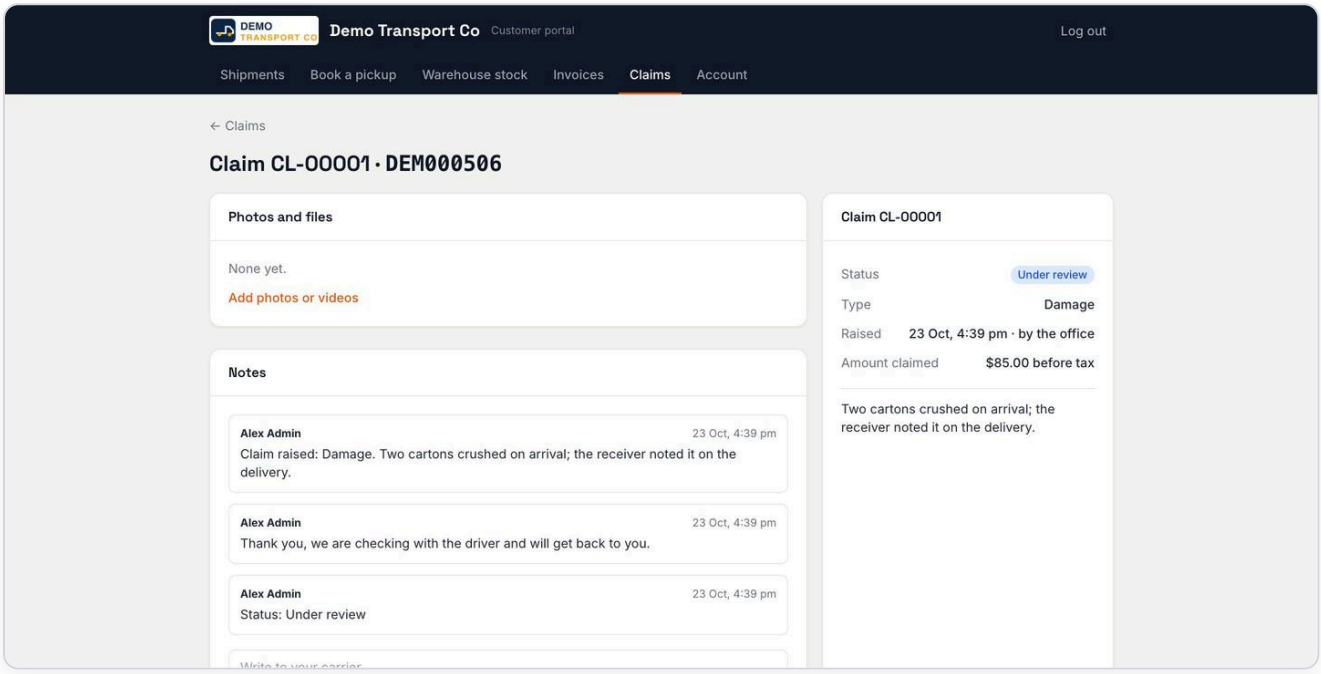


Figure 20.6 A claim in the customer portal.

Invoices

Every invoice your carrier has sent you, with its number, dates, total, the **Amount due** (the total less credit notes and payments received, with what you have paid so far) and its status: Sent, Part paid, Overdue or Paid. **View / PDF** opens it to view, print or save as a PDF.

Below the invoices, **Credit notes** lists every credit note your carrier made for you (for example for a cancelled shipment) with its invoice, shipment, amount and status: Applied to invoice, Refund due or Refunded (with the date). They are read only.

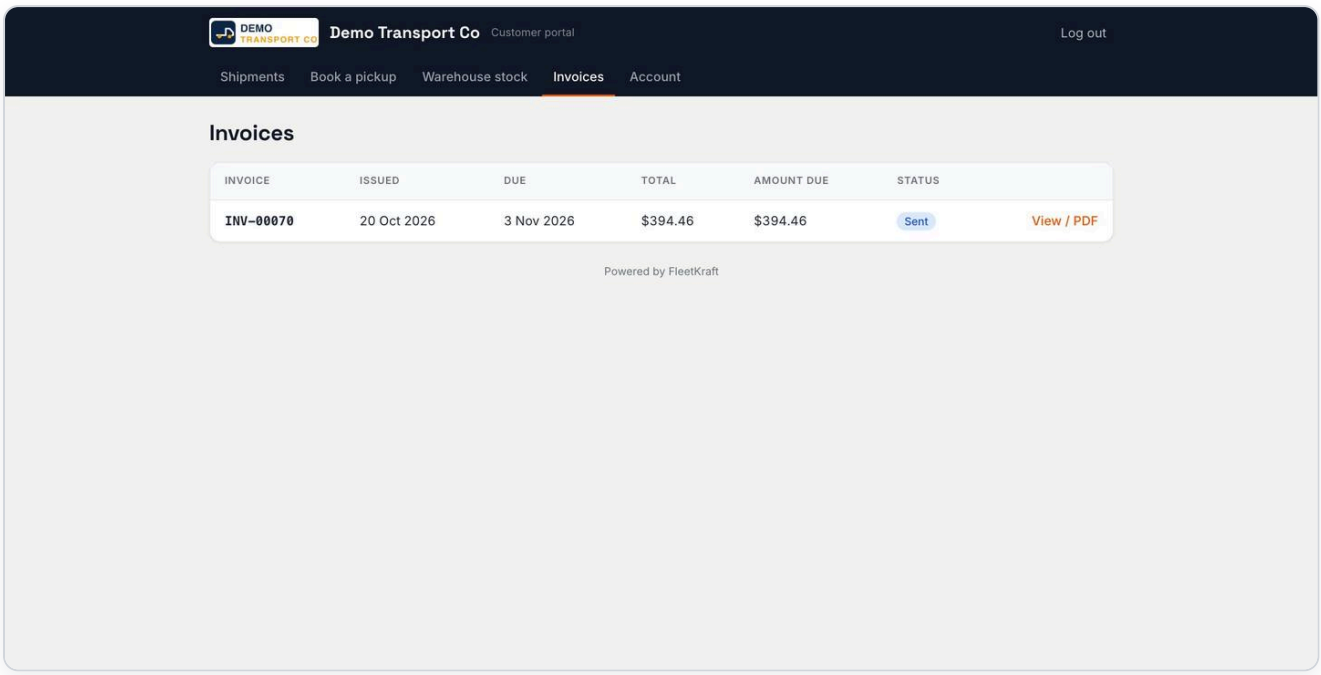


Figure 20.7 Invoices in the customer portal.

Account

Saved addresses lists the addresses you saved, with **Make default pickup** and **Remove**. Change your password: enter the current one, the new one (at least 8 characters) and confirm it. **Log out** is at the top right.

CHAPTER 21

Warehouse operations

Receive customers' stock into locations, keep counts right, pick orders first-expiring-first, send them out as deliveries, and charge storage from what was actually held. Setting up products and locations is in Part 2.

The Warehouse page has five tabs: **Stock**, **Orders**, **Receiving**, **Products** and **Locations**.

Receive stock

1. Open **Receiving** and press **Expect a delivery**.
2. Choose the **Customer**, enter their **Reference** (PO or ASN), and add each product with the quantity expected. Save. The delivery is listed as **Expected**.
3. When the goods arrive, open the delivery and, for each line, enter the quantity **Received**, choose where it is **Put away in** (the location), and enter the **Lot** and **Expiry** date when the product has them.
4. Press **Confirm received**. The stock is added to those locations and the delivery shows **Received** with the date and "received of expected" units.

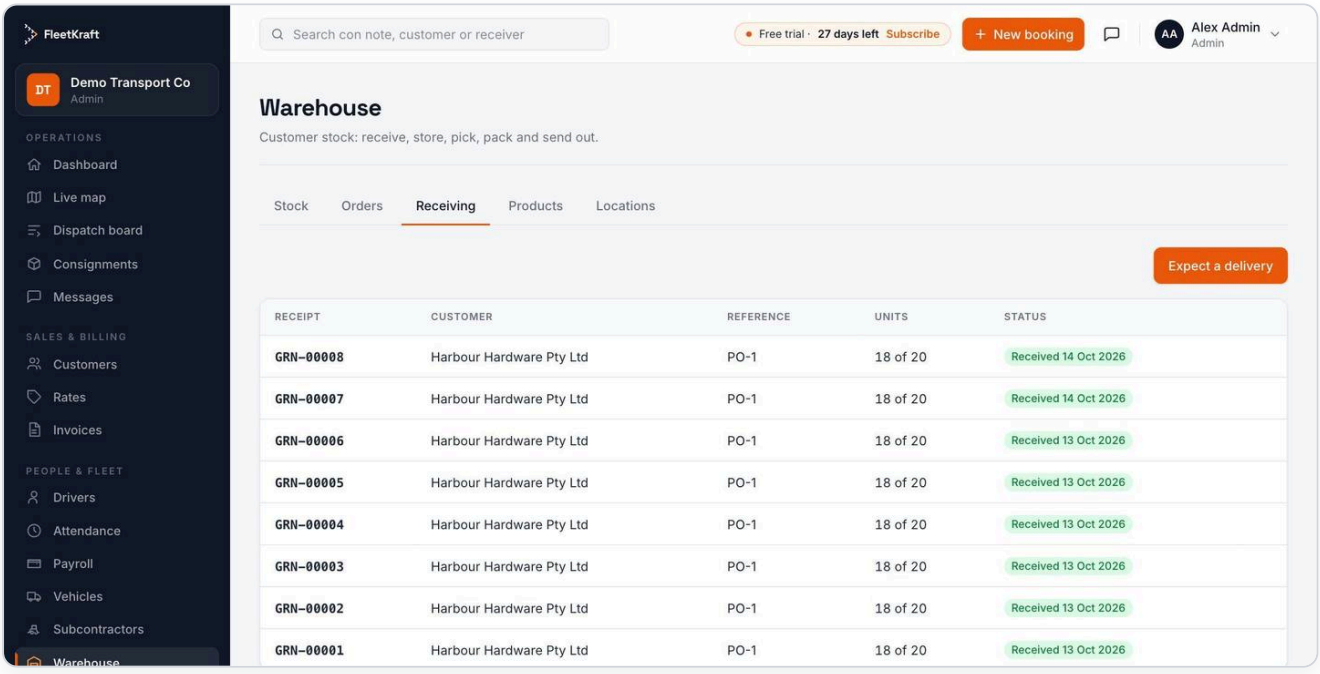


Figure 21.1 Warehouse, Receiving: expected and received deliveries.

See and correct stock

The **Stock** tab shows **Stock by product**, and **Where everything is**: each location, lot, expiry date and quantity. Select a product to see where it is.

1. To correct a count, press **Adjust stock**.
2. Choose the **Product** and **Location**, and enter the **Change**: positive to add, negative to remove (for example -2 for damaged).
3. Enter the **Reason** (for example "Stocktake correction") and press **Save adjustment**.

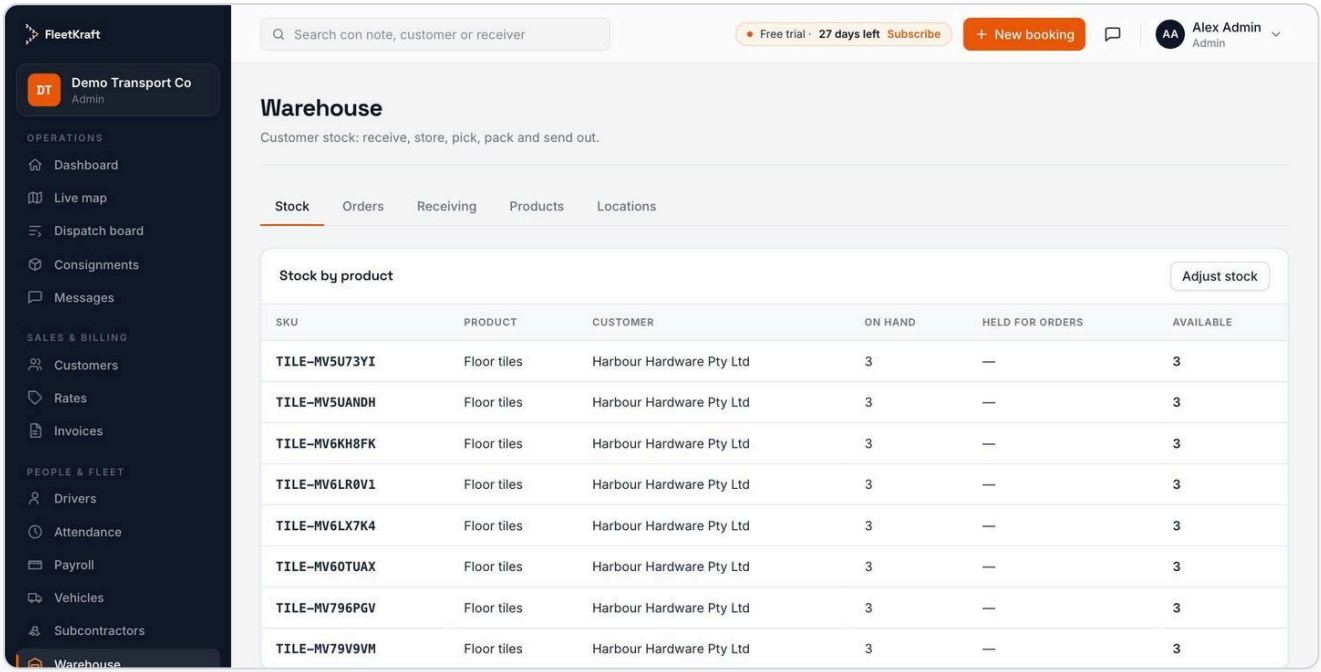


Figure 21.2 Warehouse, Stock: stock by product and by location.

Pick and send out an order

Orders come from customers in the portal (Send stock out), or are entered by your staff.

1. To enter one, open **Orders** and press **New warehouse order**. Choose the **Customer**, enter **Their reference**, who to **Deliver to**, the **Address**, **Phone** and **Email**, and the products and quantities. Press **Create order**. It is **New**.
2. Press **Pick list**. FleetKraft chooses the stock first-expiring-first, then oldest-first, and lists the locations and lots to pick from. The order is **Picking**.
3. When it is picked and packed, press **Picked**. The order is **Picked**.
4. Optionally enter a **Price** for the delivery, then press **Send to dispatch**. FleetKraft books a consignment to the order's address straight away; it appears under "Needs a driver" on the dispatch board like any other job. The order is **Dispatched**, with a **View job** link.

A New or Picking order can be cancelled with **Cancel**. Picked and dispatched orders cannot be cancelled.

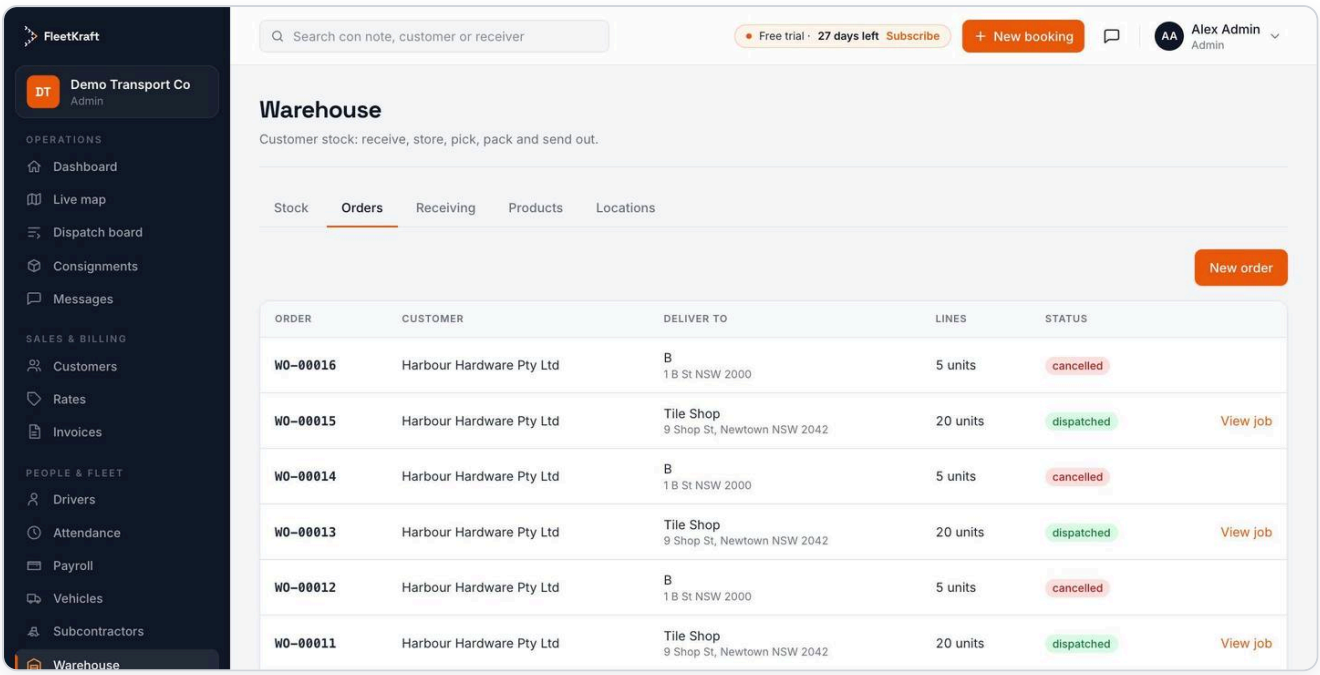


Figure 21.3 Warehouse, Orders: each order and the next step.

Charge storage

1. FleetKraft records the stock held of each product once a day.
2. On the **Products** tab press **Storage charges**, then choose the **Customer** and the period **From** and **To**. FleetKraft shows each product's unit-days (units held × days) times its storage price per unit per week, and the total before tax.
3. Press **Create draft invoice** to put the storage on a new draft invoice for that customer, then finish and send it from Invoices.

04

PART 04

Back office

Turning the day's work into money: reviewing shifts, running payroll, invoicing customers, paying subcontractors, and keeping the fleet compliant.

22 Review attendance

23 Run payroll

24 Invoice your customers

25 Pay subcontractors

26 Fleet and compliance

CHAPTER 22

Review attendance

Every shift is checked automatically when the driver clocks out. Clean shifts approve themselves; shifts with an exception wait in Attendance with the photos, map and checklist beside them. Only approved shifts are paid.

What is checked

At clock out FleetKraft checks the shift against your attendance rules and lists any of these exceptions:

Clocked in outside the depot geofence
Clocked out outside the depot geofence
Required photo missing
Clocked out after the reminder time
Required break not taken
Odometer end reading is lower than the start
Shift longer than the maximum hours
Pre-start checklist had failed items

A shift with no exceptions is approved automatically (when that setting is on). A shift with one or more is `Submitted` and waits for review. The dashboard shows how many are waiting under "Shifts to approve".

Review a shift

1. Open **Attendance**. The tabs are **Needs review**, **On duty now**, **Approved** and **Rejected**.
2. In Needs review, open a shift. It shows:
   - the **Exceptions** found;
   - **Clock in** and **Clock out**, each with its time, photos, a **View on map** link and the distance from the depot;
   - the **Pre-start checklist** answers, with any problems described;
   - **Breaks and history**, and the odometer, distance and drops.

3 Decide:

- **Approve** if the shift is right. It goes into the next pay run.
- **Reject** if it should not be paid. Enter the reason, for example "Clocked in from home, not the depot". The driver is not paid for it.
- **Edit times** to correct it: clock in, clock out, break minutes, odometer start and end, and drops, with the **Reason for the change** (for example "Driver forgot to clock out at 4:30 pm"). Times are in your company's time zone, wherever you are. Then approve it.

Every edit is logged with who made it, when and why.

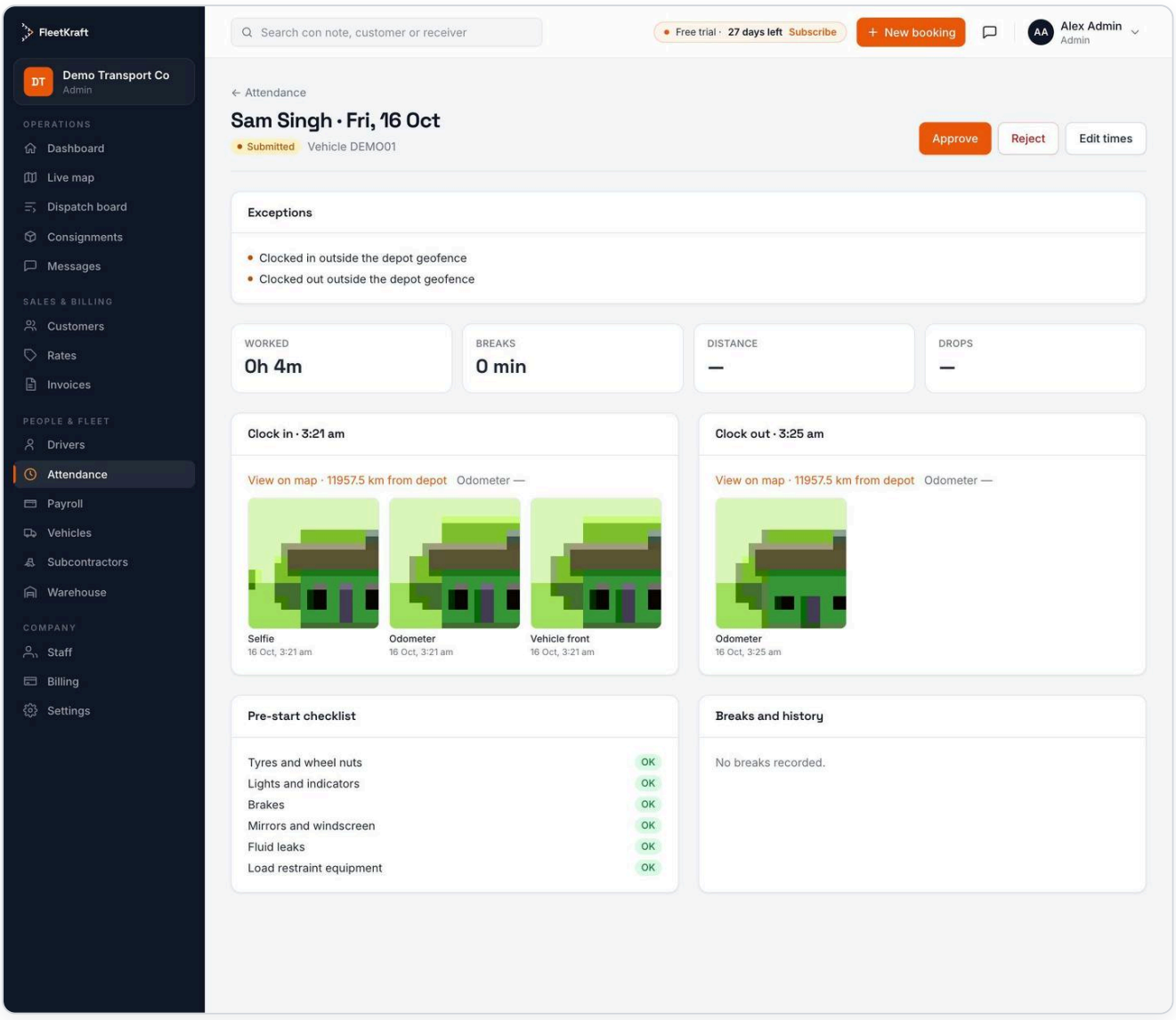


Figure 22.1 Reviewing a shift: exceptions, clock-in and clock-out photos with map links, and the pre-start checklist.

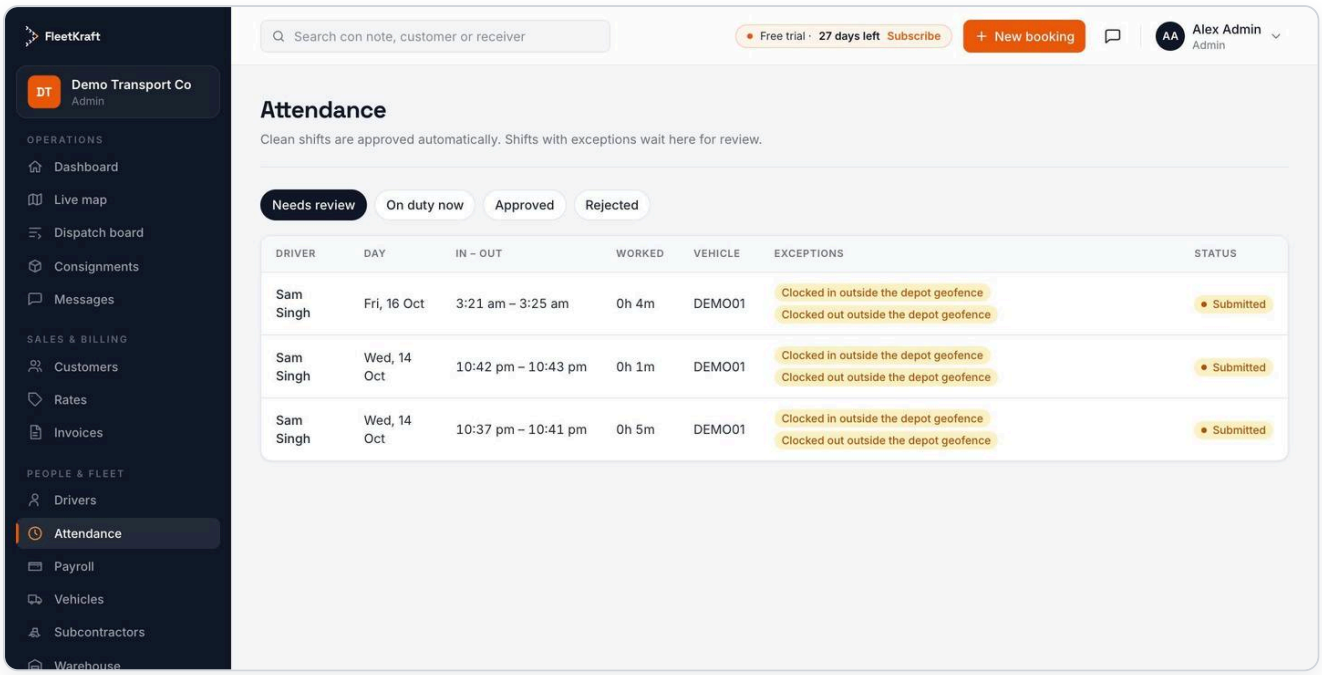


Figure 22.2 Attendance: shifts that need review, on duty now, approved and rejected.

CHAPTER 23

Run payroll

A pay run collects every approved shift in the pay period, works out each driver's gross pay, allowances, deductions, tax and retirement contribution, and produces payslips for the app and a bank file for your bank. The money itself is always paid from your own bank account.

Payroll has three tabs: **Pay runs**, **Allowances & deductions** and **Tax tables**. Each driver's pay structure, tax and bank details are on the driver's page (Part 2).

How pay is worked out

1. **Base pay** from each approved shift and the driver's pay structure in force on that day.
2. **Overtime** after the daily or weekly hours, at the overtime rate.
3. **Weekend and public holiday** hours at their multipliers; **casual loading** for casual drivers.
4. Plus **allowances** and minus **deductions**: company-wide ones and the driver's own, before or after tax.
5. **Income tax** withheld using the company tax tables, the driver's flat rate, or none.
6. The **retirement contribution** (super, 401(k), RRSP or PF), paid by the company on top.
7. **Net pay** to the driver's bank account.

Allowances and deductions

These apply to every driver of the chosen employment types in each pay run.

1. Open **Payroll**, then **Allowances & deductions**.
2. In **Add an allowance or deduction**, choose the **Type**: Deduction (taken from pay) or Allowance (added to pay). Enter the **Name**, for example "Union fee" or "Meal allowance".
3. Choose how it is **Worked out**: % of gross pay, or a fixed amount each pay, and enter the percent or amount. Optionally set the **Most per pay**.
4. For a deduction, tick **Taken before tax** if it lowers taxable pay (for example 401(k) or salary sacrifice). For an allowance, tick **Income tax applies** if it is taxed, and whether it counts towards the retirement contribution.
5. Choose which employment types it applies to and press **Add**.

In the United States, Canada and India, **Add standard (your country) deductions** on this tab adds the usual employee deductions in one go: Social Security (6.2%) and Medicare (1.45%) in the US; CPP contribution (5.95%) and EI premium (1.63%) in Canada; Employee PF (12%) in India. Check the rates each year.

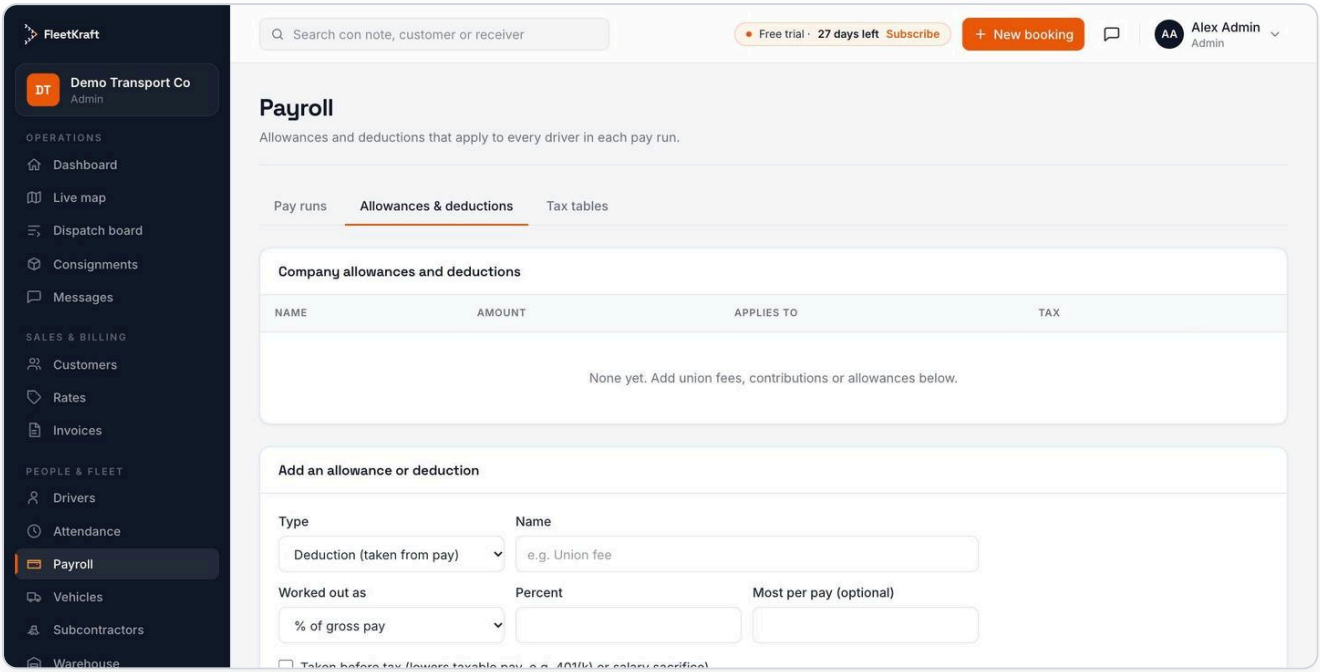


Figure 23.1 Payroll, Allowances & deductions.

Tax tables

The **Tax tables** tab holds the income tax tables used for drivers set to "Use the company tax tables". A driver on tax tables pays every active default table added together, for example federal plus state or provincial tax. New employees start on the company tax tables. The ready-made tables for your country and state are added when you sign up, so the first pay run works without setup; check them with your accountant. If you delete them all, the dashboard shows **Add your tax tables before the first pay run** under Needs attention.

1. Open **Payroll**, then **Tax tables**.
2. If your tables are not there (for example after changing the company's state), press **Add the ready-made tables for** your state and country. FleetKraft adds Australian resident income tax and the Medicare levy; US federal and state income tax; Canadian federal and provincial income tax (with a Quebec version); or India's new and old tax regimes. Check them with your accountant each tax year. Later, **Add any missing ready-made tables** adds only the ones you do not have.

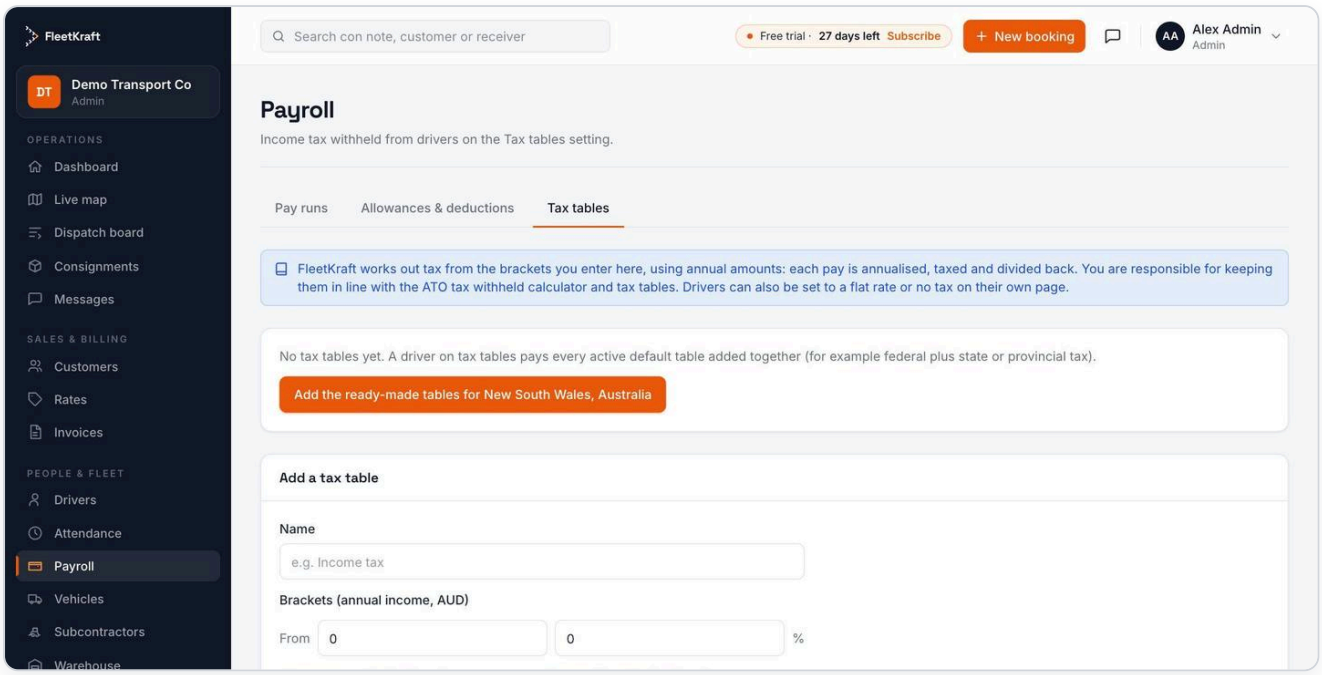


Figure 23.2 Payroll, Tax tables: add the ready-made tables, or your own.

Add your own tax table

1. Under **Add a tax table**, enter its **Name**.
2. Enter the brackets (income from, rate). Optionally enter an **Allowance a year** taken off before the brackets (for example a standard deduction) and a **Tax credit a year** taken off the tax (for example a personal credit).
3. Press **Save table**.

Run a pay run

The **Pay runs** tab lists every pay run with its period, pay date, number of drivers, gross, retirement contribution, net and status.

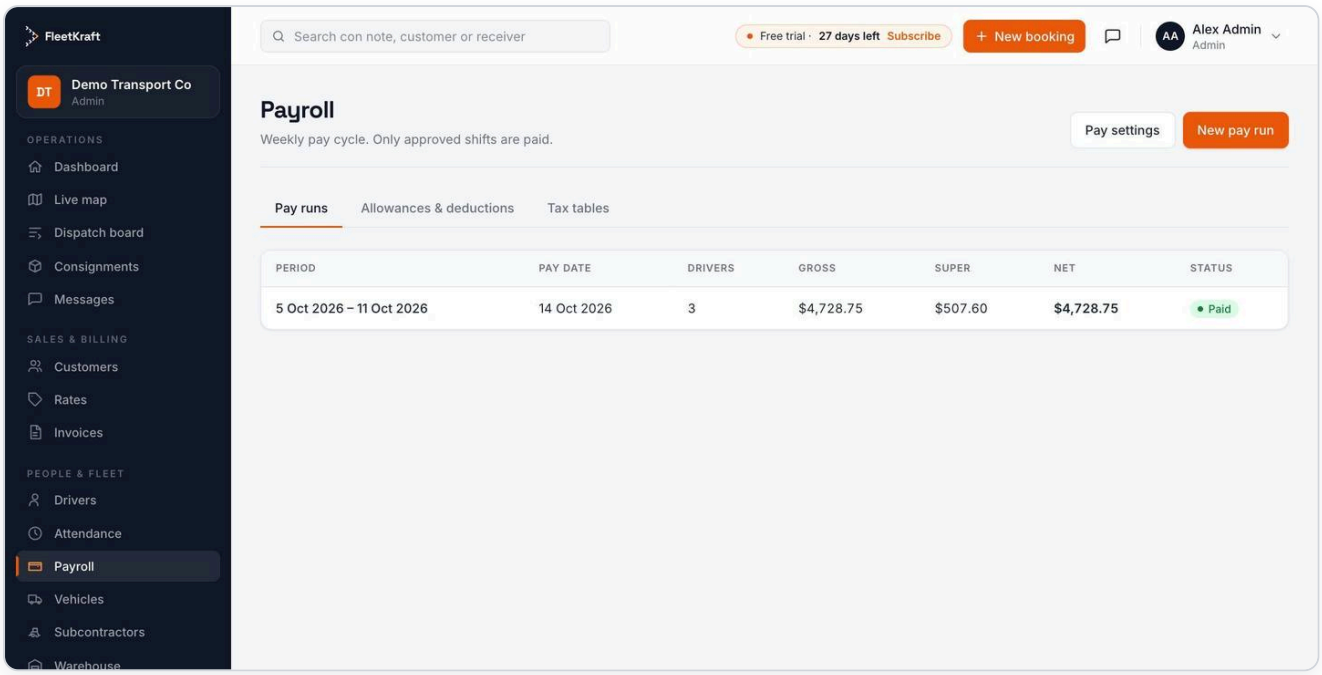


Figure 23.3 Payroll, Pay runs.

1. Make sure the period's shifts are approved: Attendance, Needs review should be empty for the period.
2. Open **Payroll** and press **New pay run**. **Period starts on** is filled in with the next period after your last pay run; press to create it.
3. FleetKraft picks up every approved, unpaid shift in the period and makes a draft payslip for each driver. Drivers who have approved shifts but no pay structure are listed so you can add one and recalculate. The pay run shows the number of **Drivers**, **Gross pay**, **Tax withheld** (pay this to the tax office), the **retirement contribution** (paid by the company on top) and **Net to bank**.
4. Check each driver's line: pay type, shifts and hours, gross, deductions, tax, net and retirement contribution. Open a driver to see the payslip detail.
5. For one-off changes, use **Add to pay** or **Take from pay** on a driver: enter the amount and label, and whether it is taxed or taken before tax.
6. After any change to shifts, pay structures or details, press **Recalculate**. **Delete draft** removes the draft so you can start again.
7. Press **Approve pay run**. Payslips appear in each driver's My Pay in the app, and each driver gets a notification: "Your payslip is ready".
8. In **Pay the drivers**, download the bank file: ABA in Australia, ACH (NACHA) in the US, or a CSV spreadsheet. FleetKraft warns if any driver is missing bank details, and, before you download, if the ABA or ACH file still needs your company's own bank details (BSB or routing number, account, bank, and APCA user ID or ACH company ID) in Pay settings. The CSV spreadsheet works without them. Upload the file to your bank's business banking.
9. When the bank has paid, press **Mark as paid**.

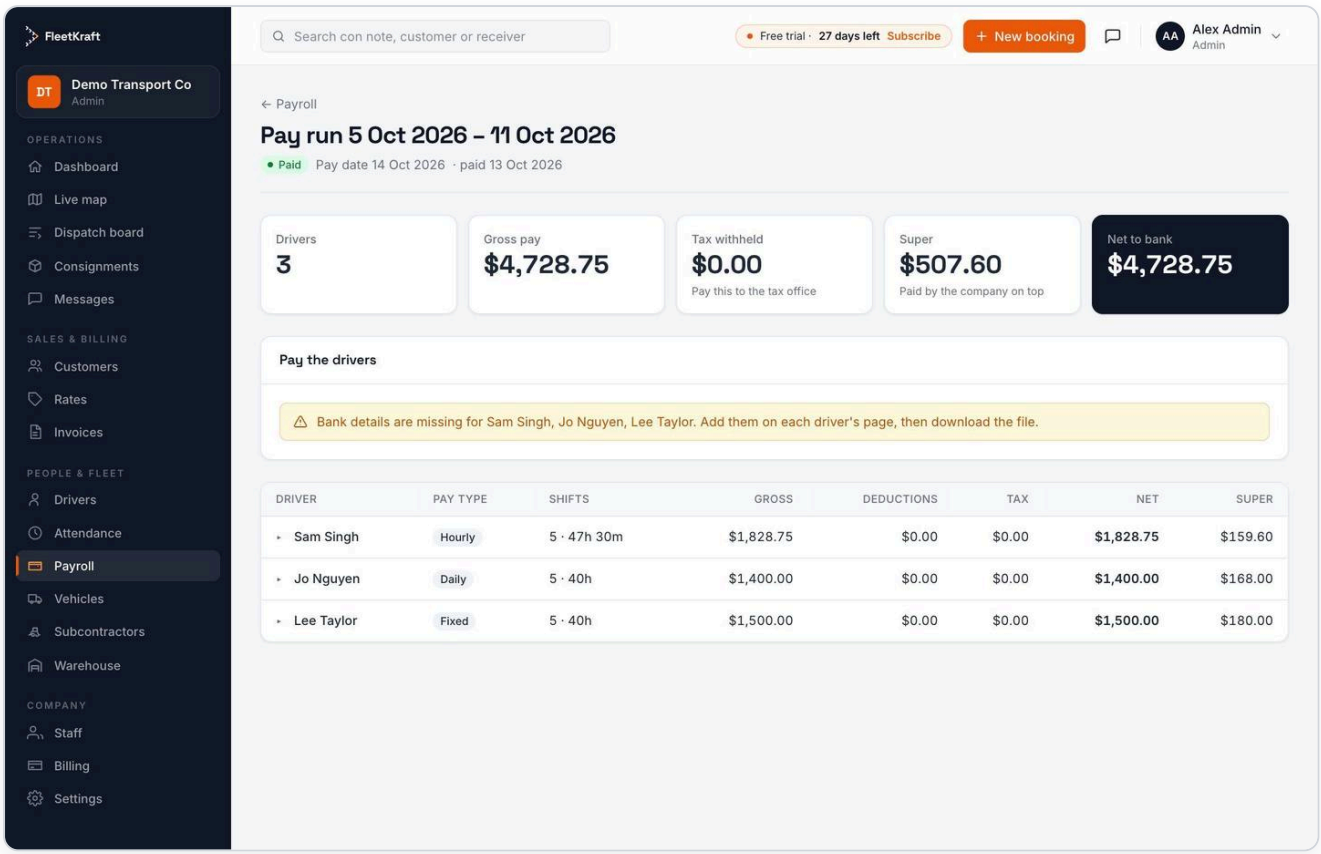


Figure 23.4 A pay run: totals, each driver's pay, and the bank file.

GOVERNMENT REPORTING

FleetKraft calculates pay, tax withheld and retirement contributions and produces payslips and bank files. Lodging with the tax office and paying contributions to funds is still done through your usual channels.

CHAPTER 24

Invoice your customers

Delivered jobs wait in a Ready to invoice list. One click turns them into an invoice per customer, with your local sales tax, the due date from the customer's payment terms, and your payment details.

Create invoices

1. Open **Invoices**. The **Ready to invoice** card lists each customer with delivered jobs and cancellation charges not yet invoiced, and warns about delivered jobs that have no price (give them a price on the job page first).
2. Press **Create invoice** next to a customer, or **Invoice everyone** to create one draft per customer at once. Each delivered job becomes a line with its con note, route and price, followed by one line per extra charge (for example "Waiting time 30 min at delivery – CN000123" or "Tail-lift surcharge – CN000123"); a return job is billed only for its return charge; a job the customer cancelled becomes a line "Cancellation charge – <con note>" for the charge only. Jobs cancelled on your side are never invoiced.
3. For charges that are not jobs (hire, storage, extras), press **New invoice**, choose the customer, and add the lines yourself.

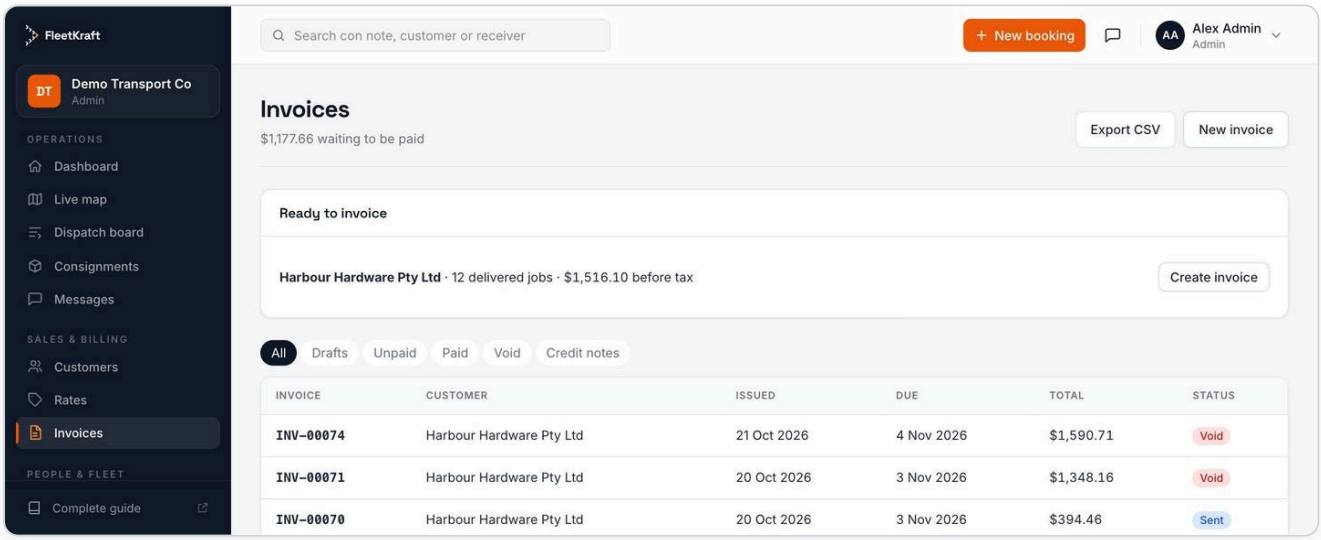


Figure 24.1 Invoices: Ready to invoice, and every invoice with its status.

Check and send a draft

1. Open the draft. Removing a job's line also removes its extra charge lines (the job goes back to Ready to invoice); removing only an extra charge line leaves it off this invoice. Under **Edit draft** you can add a line (for example "Extra charge, e.g. Waiting time", with a quantity and price) with **Add line**, remove a line, and change the issue and due dates. The due date starts from the customer's payment terms.
2. Add a **Note on the invoice** if needed, for example "Purchase order 4512", and save it.

3. Press **Email to customer**. The invoice is emailed to the customer's accounts email with a link to view and download it as a PDF, and it becomes **Sent**. If you sent it another way, press **Mark as sent**.

Delete draft deletes it and puts its jobs back on the Ready to invoice list.

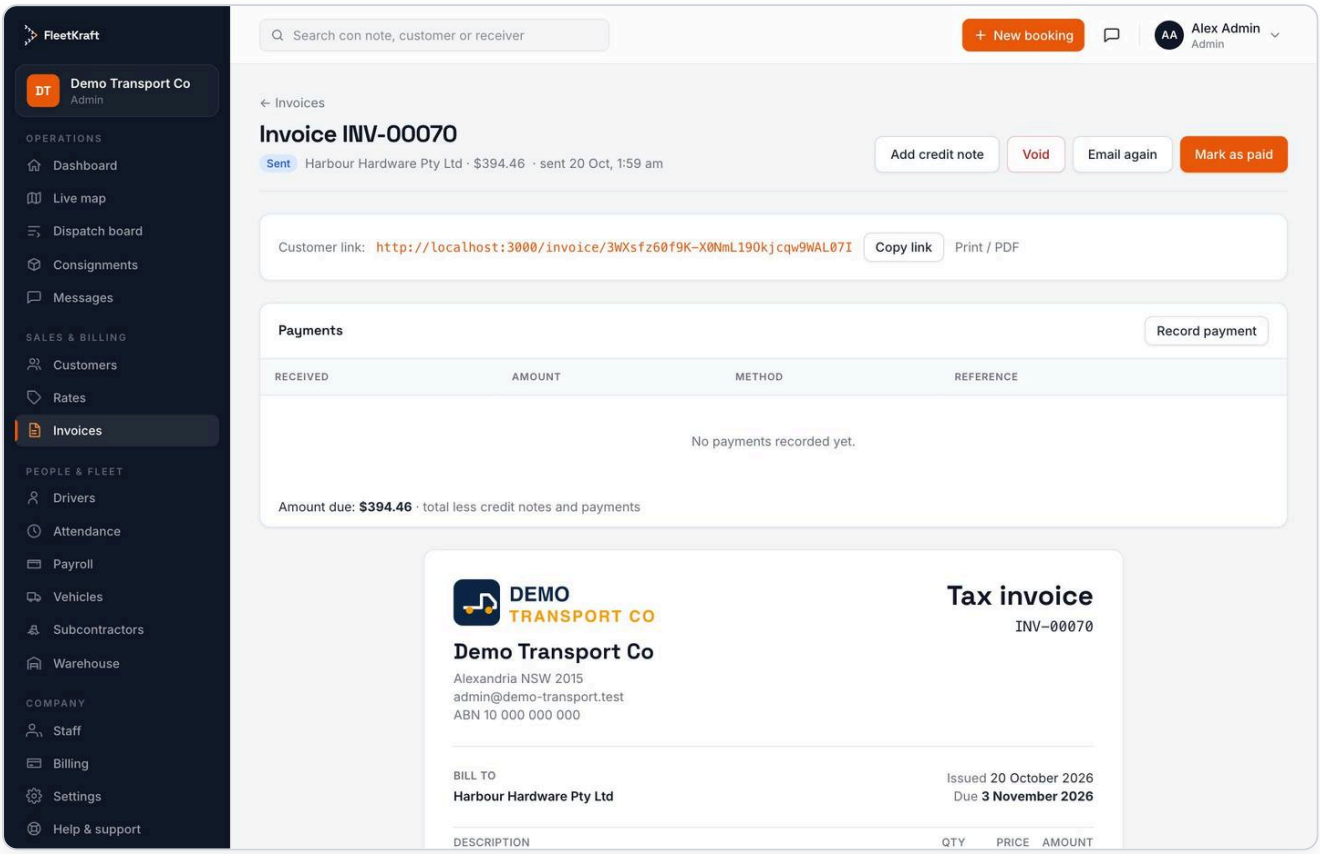


Figure 24.2 An invoice: lines, sales tax, totals and the next steps.

Get paid

Customers can pay an invoice in one go or in parts. The **Amount due** is always the total less the credit notes applied to it and less the payments received; it is the same on the invoice, the Invoices list, the customer's Account, the customer's copy, the portal and the Dashboard's "Waiting to be paid".

1. When money comes in, open the invoice and press **Record payment** in the **Payments** card. Enter the **Amount received** (it starts at the amount due), **Received on**, the **Method** (Bank transfer, Card, Cash, Cheque, Online payment or Other), an optional **Reference** and **Note**, and press **Record payment**. A payment can never be more than the amount due.
2. After a part payment the invoice is **Part paid**. It becomes **Paid** by itself when the amount due reaches 0.
3. **Mark as paid** still works: it records one payment for everything still due, received today.
4. A payment entered by mistake can be removed with **Delete** next to it (you are asked to confirm); the amount is due again.
5. To remind a customer, press **Email again**. A part-paid invoice stays part paid.

6. If an invoice was wrong, press **Void**. Its jobs return to Ready to invoice so you can invoice them again correctly. Payments already recorded stay on the void invoice for your records.

The page header shows how much is waiting to be paid in total, after credit notes and payments. A sent or part-paid invoice past its due date with something still to pay shows **Overdue**. FleetKraft does not email overdue reminders by itself; press Email again.

Credit notes and refunds

A sent or paid invoice is never changed. When a job on it is cancelled (see Changes and exceptions), FleetKraft makes a **credit note**: its own number (CN-00001, a series for your company), linked to the invoice and the job, for the job's line less any cancellation charge, with the invoice's tax rate.

- A credit note first takes off what is still due. If it is more than the amount due (for example on a part-paid or paid invoice), the part above it is a **Refund due** to the customer. The invoice shows both parts.
- On a sent invoice the credit note is **Applied to invoice**. The invoice shows "Less credit note" and the **Amount due**; the Invoices list, the Dashboard's "Waiting to be paid now" and the customer's copy use the lower amount.
- On a paid invoice it is all **Refund due**, and the Dashboard lists refunds due. Pay the money back from your bank or payment provider (FleetKraft does not move money), then press **Mark refunded**, enter the date and an optional reference (for example the bank transfer reference). It becomes **Refunded**. Marking a refund needs the same permission as marking an invoice paid.
- Voiding a sent invoice voids the credit notes applied to it. An invoice with a credit note in **Refund due** cannot be voided: the money would be forgotten. Mark the refund done (**Mark refunded**) or, if the credit note was a mistake, press **Void** on the credit note first.
- **Void** on a credit note (applied or refund due) cancels a credit note given by mistake: the invoice is owed in full again. A refunded credit note cannot be voided. The number is kept, never reused.

Add a credit note by hand

For anything else you want to give back on a sent or paid invoice (a wrong weight, a late delivery discount, a duplicate charge), add a credit note yourself.

1. Open the invoice and press **Add credit note**. The window shows what is **still creditable**: the invoice total less its other credit notes that are not void.
2. Tick one or more lines. Each starts at what is left of that line; type a lower amount to credit only part of it. Or enter **a free amount** (before tax) that is not tied to a line, or both.
3. Enter the **Reason**. It is printed on the credit note.
4. Check the credit before tax, the tax and the **Credit note total**, and press **Add credit note**.

The same rules apply as for a cancelled job: on a sent invoice the credit note is applied and lowers the amount due; on a paid invoice it is a refund due until you mark it refunded. You cannot credit more than is still creditable. Crediting everything that is left takes exactly the tax that is left, so no rounding cent stays behind.

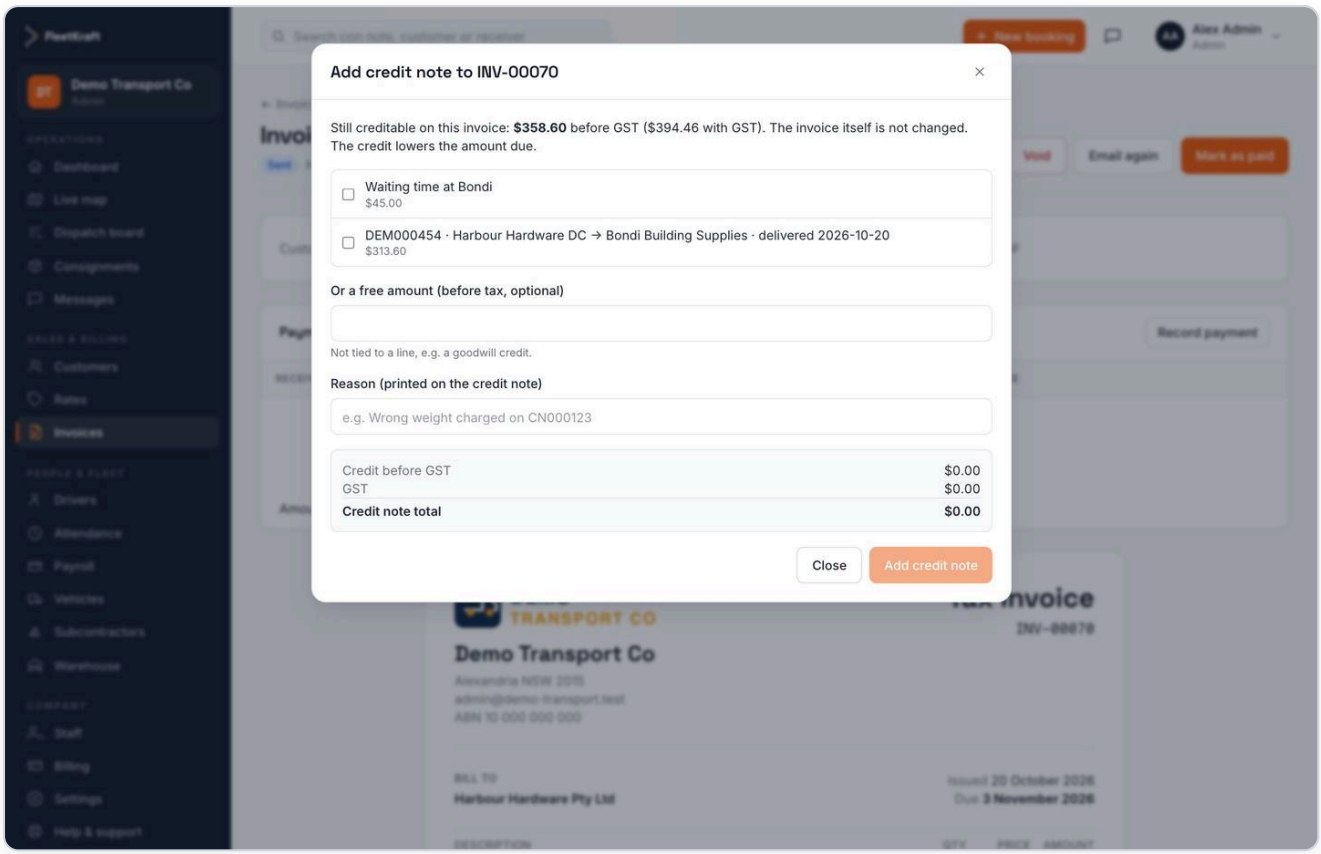


Figure 24.3 Add credit note: lines or a free amount, the reason, and the totals before you confirm.

STATUS	MEANING
Applied to invoice	All of it lowers the amount due on its invoice.
Refund due	More than was still due (for example on a paid invoice): the part above what was due is owed back to the customer.
Refunded	The refund was paid back and marked refunded, with its date and reference.
Void	Voided because it was given by mistake, or the invoice it was applied to was voided.

Credit notes appear on the invoice page, under **Invoices**, **Credit notes**, and in each customer's **Account** on the Customers page (what they still owe, refunds due to them, their invoices and credit notes). **Print / PDF** opens the customer's copy of the credit note, which they also see in the customer portal.

What the customer sees

The invoice carries your logo and company details, the customer's details, the invoice number, issue and due dates, every line, the subtotal, the sales tax by its local name (GST, sales tax or HST) and rate, the total (it is titled "Tax invoice" when GST is charged; the customer's business number is shown with its label, for example ABN or GSTIN; in India the GST is shown as CGST and SGST when you and the customer are in the

same state, or IGST when you are not, with the place of supply taken from the customer's GSTIN), any note, and "How customers pay you" from Settings. Customers can view, print or save it as a PDF from the email link, and see all their invoices in the portal.

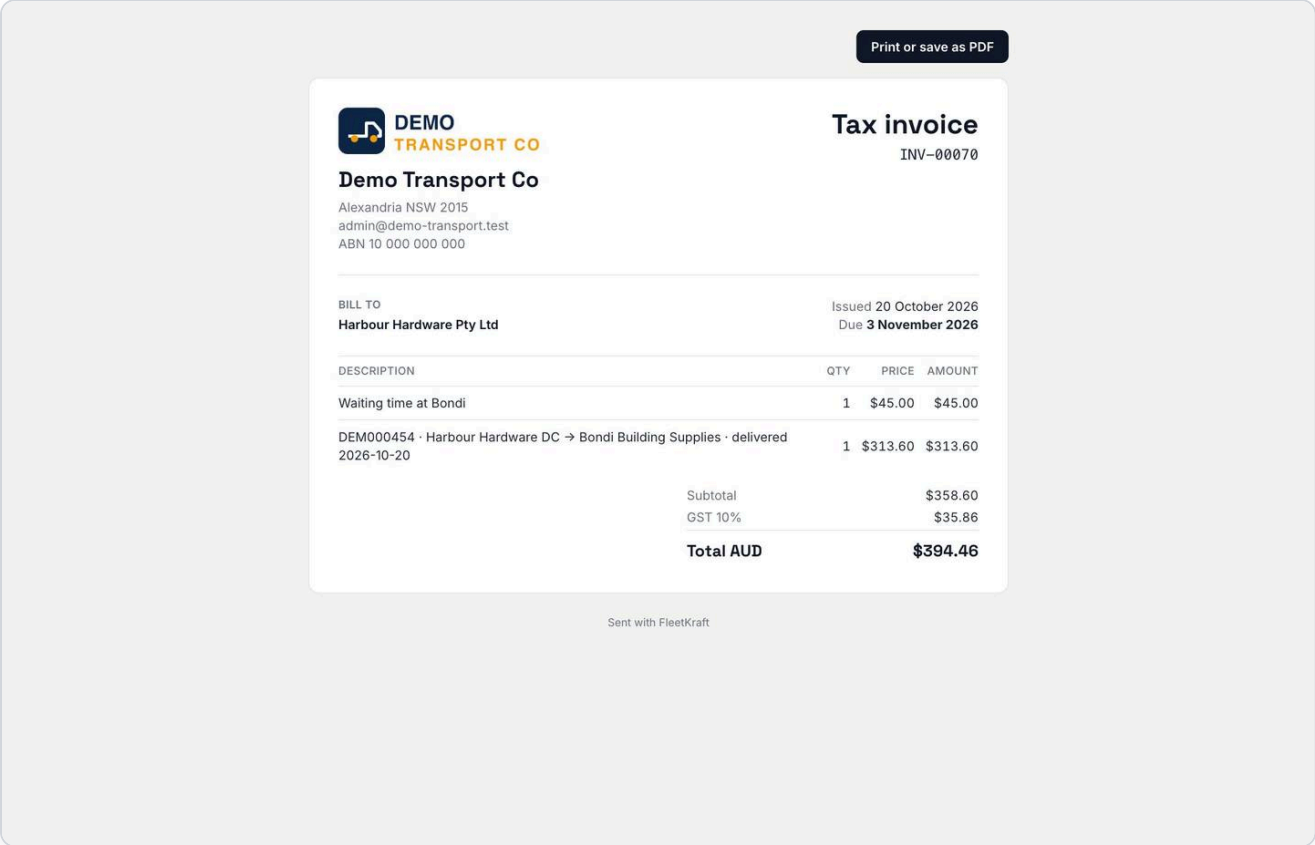


Figure 24.4 The invoice as the customer sees it.

Invoice statuses

STATUS	MEANING
Draft	Being prepared. Lines can be added or removed; the jobs are reserved for it.
Sent	Emailed to the customer or marked as sent. Waiting for payment.
Part paid	Some payment received; the rest is still due (total less credit notes and payments).
Paid	Nothing is left to pay: paid in full (or the rest credited).
Void	Cancelled. Its jobs can be invoiced again.

Export to your accounting software

Export CSV on the Invoices page downloads every sent and paid invoice line with the customer, invoice number, dates, description, quantity, unit price, amount, tax, currency and status, ready to import into your accounting software. Credit notes in the same dates (not void) are in the file too, one row per credit note line with **negative** amounts: the credit note number in the InvoiceNumber column, **Type** "Credit note" and the invoice it credits in **Reference** (invoice rows have Type "Invoice").

Revenue on the Dashboard

Revenue on the Dashboard (before tax) is the price of jobs delivered in the period, plus the cancellation charges of jobs the customer cancelled, less credit notes you added by hand (or for claims) in the period. A cancelled job's own credit note is not taken off again: the job is no longer counted as delivered.

CHAPTER 25

Pay subcontractors

You write the invoice on the subcontractor's behalf for the jobs they delivered (a self-billed invoice, called a recipient created tax invoice or RCTI in Australia), approve it, and pay them. They receive their own copy by email.

Create and send a bill

1. Open **Subcontractors** and press **Self-billed invoices** (in Australia, **RCTIs**).
2. The **Ready to bill** list shows each subcontractor with delivered jobs not yet billed. Press **Create** for a subcontractor. The draft lists each job with the amount agreed when it was given to them, plus GST or sales tax if they are registered for it.
3. Check it and press **Approve and email** (or **Approve** if they have no email). The bill is locked and emailed to them with a link to their own copy. Approval needs your business number (Settings, Company) and, for a subcontractor registered for sales tax, theirs: both are printed on the invoice. Each line shows the job and the day it was delivered, in your company's time zone.
4. Pay them from your bank within their payment terms, then press **Mark as paid**.

Void cancels a bill that was wrong so its jobs can be billed again; **Delete draft** removes a draft.

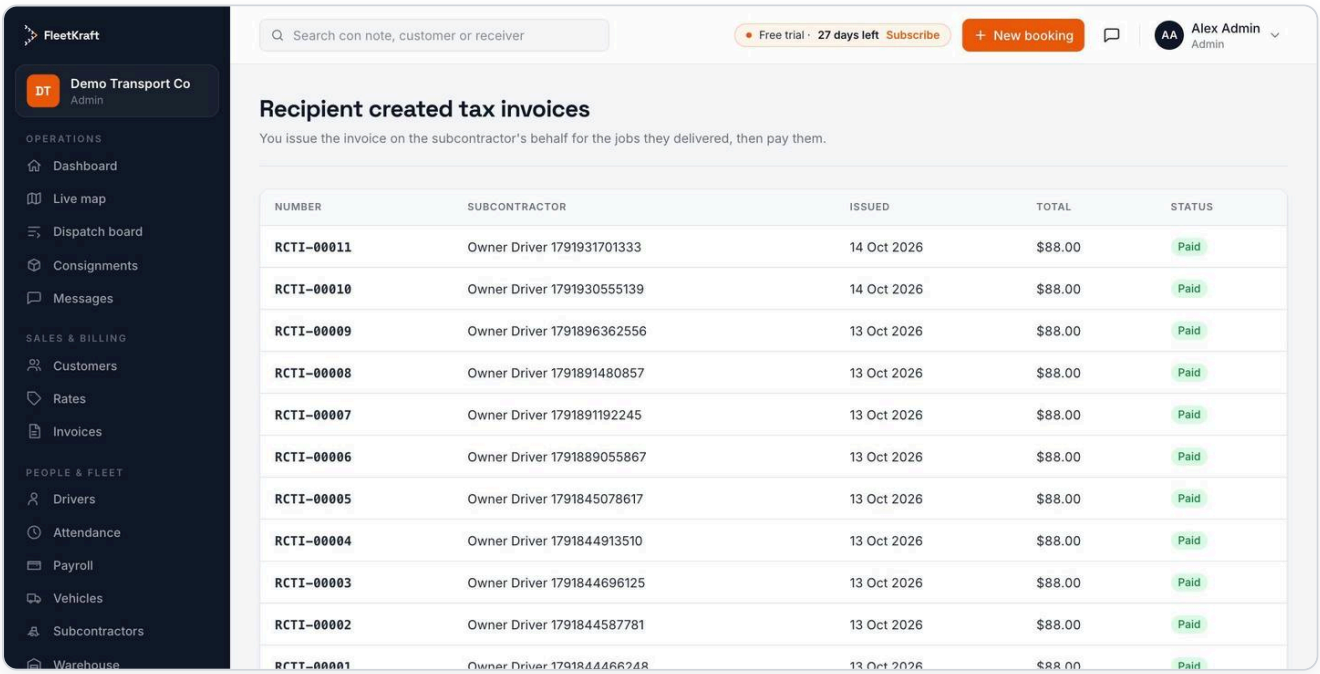


Figure 25.1 Self-billed invoices: jobs ready to bill and every bill with its status.

CHAPTER 26

Fleet and compliance

FleetKraft keeps the records a safety or compliance check asks for: vehicles and their due dates, drivers' licences, pre-start checks and work hours on every shift.

Vehicles and due dates

The **Vehicles** page lists every vehicle with its registration, type, make and model, status and three dates: registration expiry, insurance expiry and next service due. A date within 30 days shows in amber, and an overdue date in red, so nothing is missed.

- Press **Edit** on a vehicle to update a date after renewal or a service, or its odometer.
- The odometer is kept up to date from the drivers' clock-in and clock-out readings. It only goes up: a driver cannot clock in with a reading below the last one.
- Set the status to **Off the road** while a vehicle is being repaired. It disappears from the vehicle list in the driver app, so nobody can clock in with it until it is set back to **Active**.

Oil changes and services

Tell FleetKraft how often each vehicle needs an oil change and a service, by distance and by days, in the vehicle's **Edit** form under **Oil change and service**. For example, oil every 10,000 km or 180 days, and a service every 20,000 km or 365 days. Whichever comes first makes it due.

- The **Oil change and service** column on the Vehicles page shows each one with what is left, for example "Due in 2,300 km or 41 days": green when fine, amber when due soon (within 10% of the distance, at least 500 km, or 14 days) and red when due now.
- The Dashboard lists vehicles that need an oil change or service now, or soon.
- Admins and the Fleet & Compliance team get an email once when it is due soon and once when it is due now.
- When the work is done, press **Mark done** next to it, check the **Odometer when done** and **Date done**, and save. The next interval counts from there.

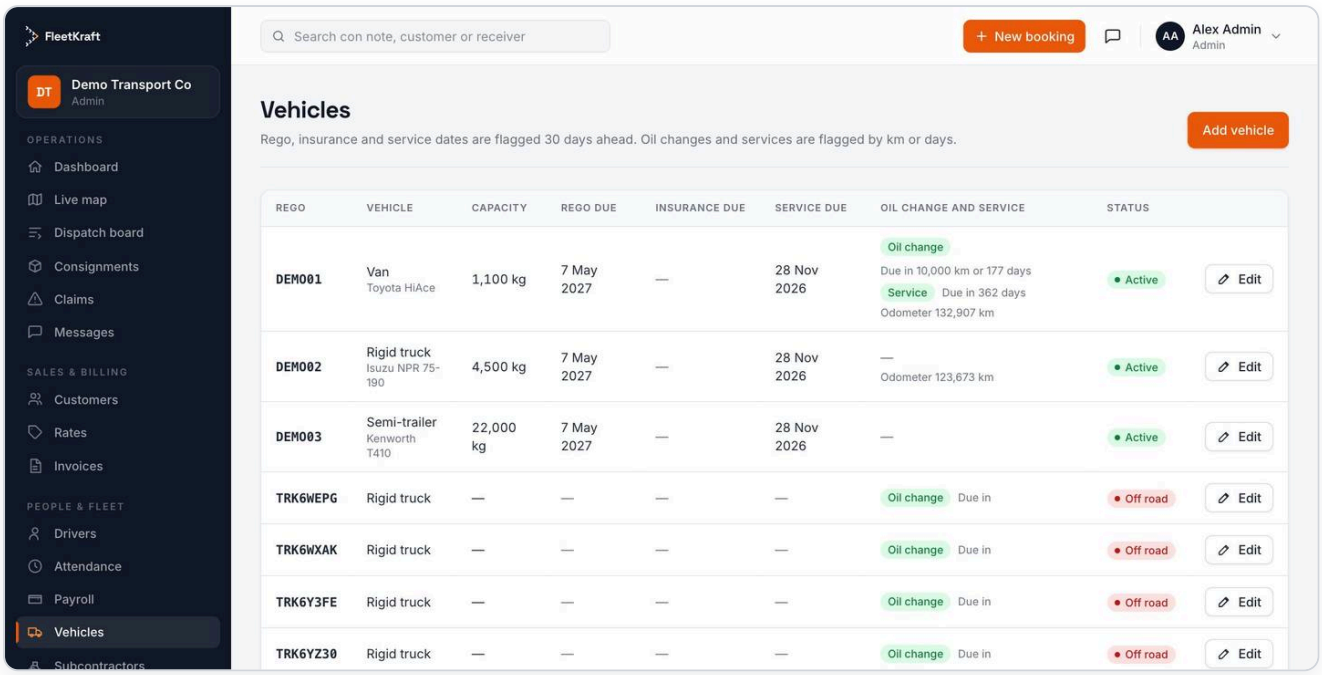


Figure 26.1 Vehicles: due dates, and oil change and service by distance or days.

Drivers' licences

Each driver's licence number, class and expiry date are on their record. On the Drivers list the expiry date turns red when it is less than 30 days away.

Pre-start checks

When the checklist is required, no driver can start a shift without answering every item. Any item marked Problem is recorded with the driver's description, and the shift is flagged "Pre-start checklist had failed items" for review, so the office sees vehicle problems the same day. The answers are kept with each shift.

Work-hour records

Every shift keeps its clock-in and clock-out times and places, breaks, vehicle, odometer readings, drops and photos. Missed breaks, late clock-outs and shifts over the maximum length are flagged at clock out (see Review attendance).

05

PART 05

Account and reference

The FleetKraft subscription, the settings for each country, every role's permissions, the meaning of every status, how your data is protected, and a glossary.

27 Your subscription

28 Country settings

29 Roles and permissions

30 Every status explained

31 Security and privacy

32 Glossary and support

CHAPTER 27

Your subscription

One plan with every feature, one monthly price per company in your own currency, after a 30-day free trial. You pay ahead for 1, 3, 6 or 12 months from your Billing page, or, when your Billing page shows **Turn on autopay**, let FleetKraft charge each month automatically. There is no per-driver or per-vehicle charge and no setup fee.

The plan

Per month, per company, in your currency. Paid ahead for 1, 3, 6 or 12 months at a time through Razorpay, a secure payment service, as a one-time payment: nothing is charged automatically unless you turn on autopay.

COUNTRY	PRICE PER MONTH	PAYMENT PROCESSING FEE	CHARGED EACH MONTH
	AUD 399	AUD 14.64 (3.54%)	AUD 413.64
	USD 299	USD 10.97 (3.54%)	USD 309.97
	CAD 399	CAD 14.64 (3.54%)	CAD 413.64
	INR 29,999 + 18% GST	INR 859.34 (2.36%)	INR 36,412.84 incl. GST

FleetKraft is a product of an Indian business, so companies in India pay 18% GST on top; companies in Australia, the US and Canada pay no sales tax on it.

The payment processing fee is paid by the customer: each payment includes the payment provider's fee (2% in India, 3% in other countries) plus 18% GST on that fee. The Billing page shows the fee, the GST and the total before you pay.

Included

- Every module and every new feature
- Unlimited staff, drivers and vehicles
- Driver app on Android and iPhone
- Email and chat support

The free trial

- Starts when you sign up and usually lasts 30 days (the FleetKraft team may give your company a longer trial). No card is needed to sign up, to set up or to book.
- Everything works during the trial, for every role, with the driver app and the customer portal.
- You can pay at any time during the trial. The paid months start when the trial ends, so no free days are lost.
- The top bar of the web app shows "Free trial · 27 days left", with **Pay now** for Admins and Accounts / Payroll. Once paid it shows "Paid until" the date.

Pay or renew

Admins and Accounts / Payroll can pay. Other staff do not see Billing by default, and are asked to tell an Admin or the Accounts team.

1. Open **Billing** from the menu, or press **Pay now** (or **Renew**) in the top bar.
2. In the **Pay ahead** card (**Renew** once you have paid, or after FleetKraft has stopped), choose **1 month**, **3 months**, **6 months** or **12 months**. Each choice shows its total. If the FleetKraft team set only some periods for your company, only those are shown.
3. If you have a discount code, press **Have a discount code?**, enter it and press **Apply** (see below).
4. Check the summary: the months and their price, the bold **Total**, "Includes the payment processing fee" (and in India the 18% GST), "You save" when there is a discount, and "Paid until ... after this payment". During the trial it adds "Your free days are kept: the paid months start on" the trial end.
5. Press **Pay** with the amount, for example **Pay AUD 1,240.92**. Razorpay's payment window opens over the page: pay by card, or in India also by UPI, netbanking or a wallet. The line "Pay with" under the button lists the methods your company can use; the window offers only those. Your bank may ask you to approve the payment.
6. The window closes and the Billing page says "Thank you. Payment received: FleetKraft is paid until" the new date. A receipt is emailed to your Admins and Accounts team.

What each period costs, with the processing fee (and GST in India) included:

COUNTRY	1 MONTH	3 MONTHS	6 MONTHS	12 MONTHS
Australia	AUD 413.64	AUD 1,240.92	AUD 2,481.84	AUD 4,963.68
United States	USD 309.97	USD 929.91	USD 1,859.82	USD 3,719.64
Canada	CAD 413.64	CAD 1,240.92	CAD 2,481.84	CAD 4,963.68
India (incl. GST)	INR 36,412.84	INR 109,238.52	INR 218,477.04	INR 436,954.08

YOUR COMPANY'S OWN TERMS

The FleetKraft team can agree terms with your company: a different monthly price, only some of the periods, or only some payment methods. The processing fee (and GST in India) is added to an agreed price in the same way. The Billing page always shows what applies to you: **Your plan** shows your monthly price, **Pay ahead** or **Renew** shows your periods, and "Pay with" your payment methods. A change only applies to payments made after it; payments already made keep their amounts and receipts.

NO DAYS ARE LOST

The new time always starts when the current one ends: at the end of the free trial if you pay during it, or at your paid-until date if you renew early. If you pay after FleetKraft has stopped, it starts on the day you pay. Months follow your company's calendar: paid until 31 January plus 1 month is 28 February, and the next month ends on 31 March again.

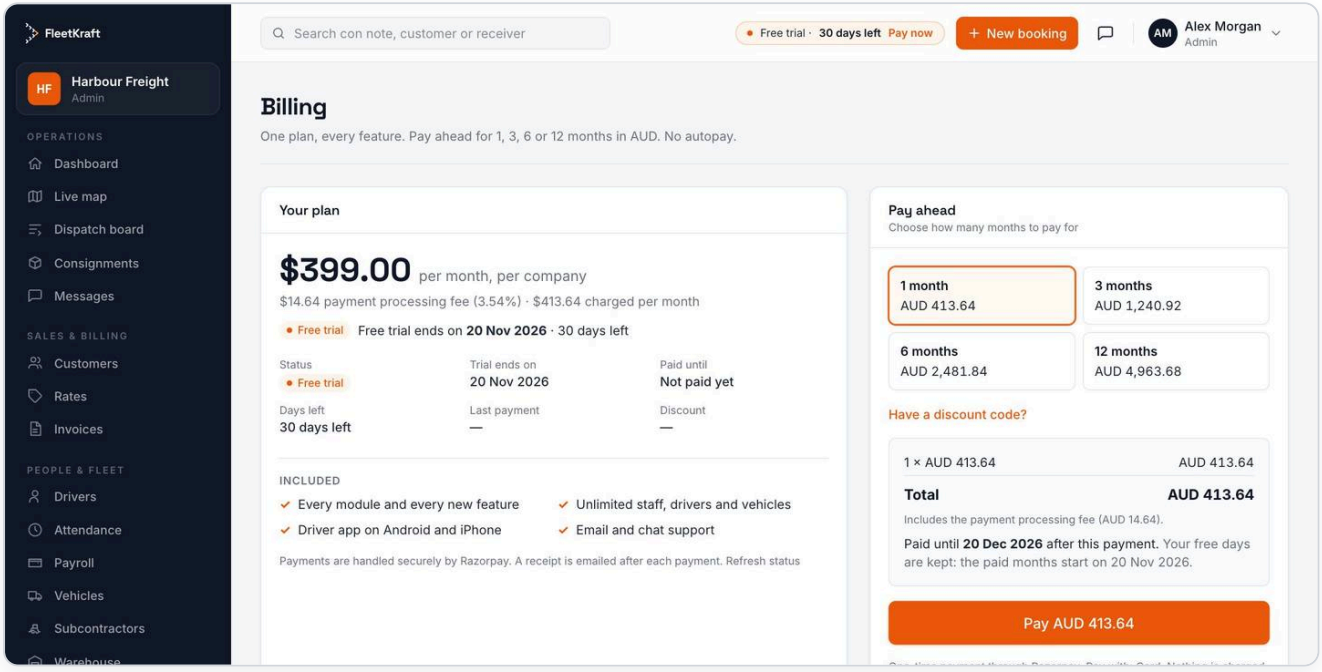


Figure 27.1 Billing during the free trial: your plan, its status, and the Pay ahead card with the four periods.

If the payment shows "Payment received. It is being confirmed with Razorpay", wait a moment: the page updates by itself. If a payment did not go through, nothing is charged; try again in the same window or choose another method. If online payment is not available for your account yet, the Billing page says "Online payment is being set up", with a link to contact the FleetKraft team, who can take your payment another way and record it for you.

Autopay (optional)

When your Billing page shows **Turn on autopay** (in an **Autopay** card under **Pay ahead**), you can let FleetKraft charge one month at a time instead of renewing by hand. The FleetKraft team decides which companies are offered autopay; without it, the Billing page works exactly as above.

- Each charge is your monthly price with the processing fee (and in India 18% GST), the same as one month paid ahead. It adds one month to your paid time and a receipt is emailed, as for any payment. In

the payment history it shows "Autopay" as the method.

- The first charge is when your current time ends: the end of the free trial, or your paid-until date if you paid ahead. Nothing is charged when you turn it on; Razorpay only checks your card or bank mandate.
- Outside India autopay is set up with a card. In India choose an eMandate on your bank account (recommended) or a card; UPI is not offered for autopay, because banks declined UPI mandates above INR 15,000.
- **Pay ahead** keeps working next to autopay: a payment adds its months, and the next autopay charge then adds one month after them.

1. Open **Billing**. The **Autopay** card shows the amount a month and the date of the first charge.
2. Press **Turn on autopay**. Razorpay's window opens: add your card (in India choose eMandate or a card) and approve it.
3. The card now says **Autopay on**, how it pays, and "Next charge" with the amount and the date.
4. To stop it, press **Turn off autopay** and confirm. Nothing more is charged; the time you have paid for stays, and you renew with **Pay** again.

- **Discounts.** Outside India a discount is used on the first autopay charges ("The first 2 charges are 50% off, then" the full price). In India the discount months are paid ahead first: the Billing page says "Your discount months are paid ahead with Pay now; autopay can be turned on after them". A discount code can only be added or removed while autopay is off.
- **A failed charge.** The card says **Charge failed** with the reason, and Razorpay tries again. Your paid time is not extended, the normal reminders below come back, and FleetKraft stops when the paid time ends unless a charge or a payment goes through, so pay ahead with **Pay** to be safe.
- **Reminders.** While autopay is on and working, the renewal reminders are replaced by one notice and email, "Autopay will charge on" the date, and a blue bar saying the same; there are no stop warnings. If a charge is a few hours late on the day it is due, FleetKraft keeps working for up to a day while it goes through.
- Autopay is turned on while you still have time left. Once the trial or the paid period has ended, the card says "Your FleetKraft time has ended. Pay now to continue; you can turn on autopay after that."

Discounts and discount codes

The FleetKraft team can give your company a discount, for example 20% off 2 months. You may also receive a discount code: press **Have a discount code?** on the Billing page, enter it and press **Apply**.

- The discount applies to the next months you pay for, up to the number of months it gives. The periods then show the full price struck through and a chip such as "20% off 2 months"; for 3 months the summary reads, for example, "2 × AUD 330.91 (20% off)" and "1 × AUD 413.64".
- The exact amount is shown before you press **Pay**. Each amount includes the payment processing fee, and in India also 18% GST.
- Only one discount applies at a time: a discount from the FleetKraft team replaces a code, and a code cannot be added while you have one.
- A discount is given once. Months paid with it are used up, and the same code cannot be entered again. The Billing page shows what is left under **Discount**.

Reminders before FleetKraft stops

In the last 5 days before the free trial or the paid period ends, FleetKraft reminds your company to renew. Days are counted in your company's time zone (Settings).

WHEN	WHAT IS SENT	WHO GETS IT
The last 5 days, at about 10:00 and 17:00	A browser notification: "Renew your subscription — FleetKraft stops in 3 days" (then "in 2 days", "tomorrow", "today"). Click it to open Billing. It appears in every browser where desktop notifications are on (your name at the top right, **Turn on desktop notifications**), and as a popup in open FleetKraft tabs.	Admins and Accounts / Payroll. Other office staff see the popup in open tabs.
The last 5 days, each morning	An email with the same title. It says when it ends and what stops if it is not renewed, with a **Renew now** button .	Admins and Accounts / Payroll.
The whole time	A bar across the top of every page: "Renew your subscription: FleetKraft stops in 3 days", with **Renew now** for Admins and Accounts / Payroll (orange, red on the last two days). Others see "Ask your Admin to renew it on the Billing page."	All office staff.
Once, in the first 10:00 or 17:00 slot after it ended	"FleetKraft has stopped — renew to continue", as a notification and an email.	Admins and Accounts / Payroll (popup for others).

The reminders stop as soon as it is paid. Companies billed by the FleetKraft team do not get them. With autopay on, they are replaced by a single "Autopay will charge on" notice (see Autopay above).

When FleetKraft stops

When the free trial or the paid period ends without a new payment, FleetKraft stops: a red bar says "FleetKraft has stopped: your free trial ended on" (or "your paid period ended on") the date, "Your data is safe."

- Everyone can still log in and see all the data. Admins and Accounts / Payroll can open Billing and pay.
- Nothing new can be saved: no new bookings or changes, dispatch stops, and the customer portal cannot book.
- Drivers cannot clock in or start new jobs. A driver who is on shift can still clock out, and deliveries the app recorded before the stop still go through.
- Pay on the Billing page and everything works again straight away, with all your data as you left it.

Payment history and receipts

The **Payment history** card at the bottom of the Billing page lists every payment: **Date**, **Period**, **Months**, **Amount**, **Discount**, **Method**, **Payment ID** and **Receipt**. Payments the FleetKraft team recorded (for example a bank transfer) show "Recorded by FleetKraft"; a date the team set shows "Extended by FleetKraft". A payment the FleetKraft team is checking (for example an amount that does not match) shows "Payment received, being checked"; there is no need to pay again. Once the team has checked it, it is either applied (paid until moves on and a receipt is emailed) or refunded, and then leaves the list.

Press **Receipt** to open the payment receipt: FleetKraft's details, your company, the period, the price, any discount, the processing fee, GST (India) or "No GST (export of service)", the total, the method and the Razorpay payment ID. Press **Print / Save as PDF** to keep it. The same receipt is emailed to your Admins and Accounts team after each payment.

Billing statuses

STATUS	WHAT IT MEANS	WHAT YOU CAN DO
Free trial	The free trial is running. The Billing page shows "Free trial ends on" the date and the days left.	Everything. Pay ahead at any time.
Paid	Paid ahead. The Billing page shows "Paid until" the date and the days left.	Everything. Renew at any time.
Expired	The free trial or the paid period ended without a new payment: FleetKraft has stopped (read-only).	See all your data and pay on the Billing page.
Exempt	Billing handled by FleetKraft.	Everything. Nothing to pay here.
Cancelled	The account is cancelled: the red bar says "This account is cancelled. Your data is safe."	See your data. An Admin or Accounts / Payroll can pay on the Billing page (**Renew now**) to start using FleetKraft again.
Suspended	The FleetKraft team suspended the account.	See your data. Contact FleetKraft at info@fleetkraft.com.

Stopping

Paying ahead is never automatic, so there is nothing to cancel: if you do not want to carry on, simply do not renew. If you turned on autopay, press **Turn off autopay** on the Billing page first.

- FleetKraft keeps working until the end of the time you paid for (or the end of the free trial), then becomes read-only.
- Your data is kept for 6 months. Pay again within that time and you carry on exactly where you left off. To close your account sooner, email info@fleetkraft.com.

BEFORE YOU GO

Use **Export CSV** on the Invoices page to download your invoice lines, and save any invoices you need as PDFs from their pages.

PAYING IN INDIA

Razorpay offers UPI, debit and credit cards, netbanking and wallets (or the methods agreed for your company, listed under "Pay with"). UPI usually allows up to INR 1,00,000 a payment, which covers 1 month; for 3, 6 or 12 months use netbanking or a card (the Billing page warns you). A payment with **Pay** has no mandate and no OTP every month: you approve it once when you make it. Autopay, when offered, uses an eMandate or a card, never UPI. Every amount includes 18% GST, shown on the receipt.

CHAPTER 28

Country settings

FleetKraft works in Australia, the United States, Canada and India. The country you choose at sign-up sets the words, money, units, tax and payroll rules your company starts with. Everything below is a starting point you can change in Settings.

What each country starts with

	AUSTRALIA	UNITED STATES	CANADA	INDIA
Currency	AUD	USD	CAD	INR
Units to start	km, kg, cm	miles, lb, inches	km, kg, cm	km, kg, cm
States / provinces	8 states	51 states	13 provinces	36 states
Time zones	Sydney, Canberra (NSW, ACT), Melbourne (VIC), Brisbane (QLD), Adelaide (SA), Perth (WA), Hobart (TAS), Darwin (NT)	Eastern Time, Central Time, Mountain Time, Arizona (no daylight saving), Pacific Time, Alaska Time, Hawaii Time	Newfoundland Time, Atlantic Time, Eastern Time, Central Time, Saskatchewan (no daylight saving), Mountain Time, Pacific Time, Yukon Time	India Standard Time
Business number	ABN	EIN	Business Number (BN)	GSTIN
Sales tax on invoices	GST, 10%	Sales tax, 0%	GST/HST, 5%	GST, You set it
Retirement contribution	Super, 12%	401(k) match, 0%	RRSP match, 0%	Employer PF, 12%
Bank details	BSB + account number	Routing number + account number	Transit and institution no. + account number	IFSC + account number
Pay cycle to start	Weekly	Biweekly	Biweekly	Monthly
Saturday / Sunday / public holiday	1.5× / 2× / 2.5×	1× / 1× / 1×	1× / 1× / 1.5×	1× / 1× / 2×
Casual loading	Yes	Not used	Not used	Not used
Contractor label	Contractor (ABN)	Contractor (1099)	Contractor	Contractor
Licence classes	C, LR, MR, HR, HC, MC	CDL-A, CDL-B, CDL-C, Class D (non-CDL)	Class 1 / AZ, Class 3 / DZ, Class 5 / G	LMV, LMV-TR, MGV, HMV, HGMV, HPMV, Trailer
Vehicle registration	Rego	Plate	Plate	Vehicle no.

Sales tax in the United States differs by state and city, and GST in India depends on the service, so companies in these two countries set their own rate in Settings, Invoices.

Words that follow your country

Screens, labels, invoices and payslips use your country's own words, for example:

- **Registration plate:** "Rego" in Australia, "Plate" in the United States and Canada, "Vehicle no." in India.
- **Licence or License**: "License" in the United States, "Licence" elsewhere.
- **Business number:** ABN, EIN, Business Number (BN) or GSTIN.
- **Sales tax:** GST in Australia and India, sales tax in the United States, GST/HST in Canada.
- **Retirement contribution:** super in Australia, 401(k) match in the United States, RRSP match in Canada, employer PF in India.
- **Bank details:** BSB, routing number, transit and institution number, or IFSC, each with the account number.
- **Self-billed invoices** to subcontractors are called RCTIs in Australia.

Vehicle types

Each vehicle type has a local name.

TYPE	AUSTRALIA	UNITED STATES	CANADA	INDIA
VAN	Van	Cargo van	Cargo van	Van / tempo
UTE	Ute	Pickup	Pickup	Pickup
RIGID	Rigid truck	Box / straight truck	Box / straight truck	Truck
SEMI	Semi-trailer	Tractor-trailer	Tractor-trailer	Trailer
B-DOUBLE	B-double	Doubles / B-train	Doubles / B-train	Multi-axle trailer
OTHER	Other	Other	Other	Other

Public holidays

FleetKraft fills in the nationwide public holidays for your country and, in Australia and Canada, the common holidays of your state or province. In the United States these are the 11 federal holidays (on the observed day); in India the three national holidays and the central government's gazetted festival holidays (Holi, Id-ul-Fitr, Diwali and others, dated per year). Add your state's and local holidays yourself. Change, remove, restore or add holidays in **Settings** , **Public holidays** . Hours worked on a public holiday are paid at the holiday multiplier.

Payroll by country

COUNTRY	READY-MADE TAX TABLES	BANK FILE
Australia	Resident income tax and the Medicare levy	ABA file for any Australian bank
United States	Federal and state income tax	ACH (NACHA) file
Canada	Federal and provincial income tax, with a Quebec version	CSV spreadsheet
India	The new and old tax regimes	CSV spreadsheet

CHECK WITH YOUR ACCOUNTANT

The ready-made tax tables and rates are a starting point. Check them with your accountant each tax year and adjust them in Payroll, Tax tables.

Currency and units

- Prices, invoices and pay are in your country's currency, and so is the FleetKraft subscription (AUD 399, USD 299, CAD 399 or INR 29,999 + GST a month).
- Distances, weights and sizes start in your country's usual units (kilometres, kilograms and centimetres, or miles, pounds and inches). Change them in **Settings** , **Company** .
- Dates and numbers are shown the way your country writes them. Every date field takes a 4-digit year; FleetKraft accepts years from 1900 to 2100.

CHAPTER 29

Roles and permissions

Everyone who logs in has one role. The role decides which menus they see and what they can change, so each person sees only the part of the business they look after. An Admin can add extra access for one person on top of their role.

Office roles (web app)

ROLE	LOOKS AFTER
Admin	Everything, including settings, staff and the FleetKraft subscription. The person who signs up is the first Admin.
Dispatcher	Bookings, the dispatch board, routes and live tracking.
Customer Service	Bookings, price quotes and customers.
Accounts / Payroll	Invoices, shift approval, payroll and paying for FleetKraft (Billing).
Fleet & Compliance	Vehicles, servicing, compliance and drivers.
Warehouse	Warehouse stock, deliveries in and orders.

Other logins

LOGIN	WHAT THEY GET
Driver	The FleetKraft Driver app (or fleetkraft.com/driver in a phone browser): clock in and out, their jobs, proof of delivery, messages and their payslips. No access to the office web app.
Customer	The customer portal: book jobs, follow their shipments, see their invoices and, if you store goods for them, their stock.
Subcontractor	No login. Subcontractors receive their bills by email with a link to their own copy.

Who can do what

● means the role has the permission. Admins have every permission.

PERMISSION	ADMIN	DISPATCHER	CUSTOMER SERVICE	ACCOUNTS / PAYROLL	FLEET & COMPLIANCE	WAREHOUSE
Company settings	●	–	–	–	–	–
Staff and their roles	●	–	–	–	–	–
See the FleetKraft subscription	●	–	–	●	–	–
Change the FleetKraft subscription	●	–	–	●	–	–
See consignments	●	●	●	●	–	●
Book, edit and cancel consignments	●	●	●	–	–	–
See the dispatch board	●	●	●	–	–	–
Allocate jobs and plan routes	●	●	–	–	–	–
Live driver locations	●	●	●	–	●	–
Zones and rate cards	●	–	–	●	–	–
Price quotes	●	–	●	●	–	–
Customers and portal logins	●	–	●	●	–	–
See invoices	●	–	●	●	–	–
Create, send and mark invoices paid	●	–	–	●	–	–
Damage, shortage and loss claims (approving also needs invoices)	●	●	●	●	–	–
Drivers and their details	●	–	–	●	●	–
See shifts and attendance	●	●	–	●	–	–
Approve, edit and reject shifts	●	–	–	●	–	–
Pay runs, payslips and bank files	●	–	–	●	–	–
See vehicles	●	●	–	–	●	–
Add and edit vehicles	●	–	–	–	●	–
Warehouse stock and orders	●	–	–	–	–	●
Dashboards and reports	●	●	●	●	●	●

Send custom emails to customers, staff and drivers	●	–	–	–	–	–
Add and edit subcontractors	●	–	–	●	–	–

Extra access for one person

On top of the role, an Admin can give one staff member any of these (**Staff** , **Edit** , **Extra access**). Menus and buttons then show for that person as if their role had the permission; for example **Custom emails** appears in the menu and **New subcontractor** next to the subcontractor list.

EXTRA ACCESS	WHAT IT OPENS	ALREADY IN THE ROLE
Send custom emails	Custom emails page and Send email on customers, drivers and staff	Admin
Add and edit subcontractors	Subcontractors page and + New subcontractor when giving a job to a subcontractor	Admin, Accounts / Payroll
Add and edit customers	Customer details, portal logins and saved addresses	Admin, Customer Service, Accounts / Payroll
Create quotes	Price a job from the rate cards before booking it	Admin, Customer Service, Accounts / Payroll
Handle claims	Claims page: open, review and reply (approving still needs invoices)	Admin, Dispatcher, Customer Service, Accounts / Payroll
See the live map	Live map of drivers on duty	Admin, Dispatcher, Customer Service, Fleet & Compliance
See vehicles	Vehicles list, services and compliance dates (read only)	Admin, Dispatcher, Fleet & Compliance
View reports	Dashboard reports and analytics	Admin, Dispatcher, Customer Service, Accounts / Payroll, Fleet & Compliance, Warehouse

Only Admins give or remove extra access, never to themselves, and every change is kept in the audit log. Billing, settings, staff, payroll, invoices and the other permissions are never given this way: change the person's role instead. A person made Admin has everything, so their extra ticks are cleared.

Changing someone’s role

1. Open **Staff** .
2. In the person's row, choose the new role from the **Role** list. It is saved straight away and applies the next time their screen loads. You cannot change your own role.
3. To stop someone logging in, press **Disable** . Their past work stays in the records; **Enable** gives their access back.

ONE PERSON, ONE LOGIN

Give everyone their own login rather than sharing one. Every change is recorded against the person who made it.

CHAPTER 30

Every status explained

A quick reference to every status you see in FleetKraft, what it means and what moves a record on to the next one.

Consignments (jobs)

STATUS	MEANING	SET BY
Booked	Saved, waiting for a driver.	A new booking from the office or the portal; a failed job that is rebooked.
Allocated	Given to a driver or a subcontractor.	The dispatch board, or Allocate driver on the job page.
Picked up	The freight is with the driver ("In transit" on the dashboard, "On board" in the driver app).	The driver taps Picked up; or the office presses Mark picked up.
Delivered	Proof of delivery captured. Ready to invoice.	The driver completes delivery; or the office presses Mark delivered.
Failed	The delivery attempt did not succeed.	The driver reports it with a reason and a photo.
Cancelled	The job will not go ahead.	The office cancels it with a reason and who caused it: our side (no charge) or the customer (the cancellation charge is invoiced).

Shifts

STATUS	MEANING
Open	The driver is on duty: clocked in and not yet clocked out.
Submitted	Clocked out with at least one exception; waiting in Attendance for review.
Approved	Approved automatically (no exceptions) or by a person. Paid in the next pay run.
Rejected	Rejected with a reason. Not paid.

Shift exceptions

A shift with any of these goes to Attendance for review instead of being approved automatically:

Clocked in outside the depot geofence
Clocked out outside the depot geofence

Required photo missing
Clocked out after the reminder time
Required break not taken
Odometer end reading is lower than the start
Shift longer than the maximum hours
Pre-start checklist had failed items

Pay runs

STATUS	MEANING
Draft	Being checked. Can be recalculated, adjusted or deleted.
Approved	Locked. Payslips are in each driver's app and the bank file can be downloaded.
Paid	The bank has paid the drivers.

Customer invoices

STATUS	MEANING
Draft	Being prepared. Lines can be added or removed; the jobs are reserved for it.
Sent	Emailed to the customer or marked as sent. Waiting for payment.
Part paid	Some payment received; the rest is still due (total less credit notes and payments).
Paid	Nothing is left to pay: paid in full (or the rest credited).
Void	Cancelled. Its jobs can be invoiced again.

Claims

STATUS	MEANING
Open	Raised, not looked at yet.
Under review	Being looked into by the carrier.
Approved	Accepted for the approved amount; a credit note gives it back.
Rejected	Not accepted, with the reason.
Settled	Finished: the credit has been used or refunded.

Credit notes

STATUS	MEANING
Applied to invoice	All of it lowers the amount due on its invoice.
Refund due	More than was still due (for example on a paid invoice): the part above what was due is owed back to the customer.
Refunded	The refund was paid back and marked refunded, with its date and reference.
Void	Voided because it was given by mistake, or the invoice it was applied to was voided.

Subcontractor bills (self-billed invoices, RCTIs)

STATUS	MEANING
Draft	Being prepared. Can be deleted; its jobs go back to Ready to bill.
Approved	Locked and, if they have an email, sent to the subcontractor. Waiting to be paid.
Paid	You have paid the subcontractor.
Void	Cancelled. Its jobs can be billed again.

Warehouse

STATUS	MEANING
Deliveries in	
Expected	Entered, waiting for the goods to arrive.
Received	Counted and put away; the stock has been added.
Orders	
New	Entered by the office or the customer in the portal.
Picking	The pick list has been printed and the stock set aside.
Picked	Picked and packed, ready to send.
Dispatched	Sent to dispatch as a consignment.
Cancelled	Will not be sent; any stock set aside is released.

People and vehicles

STATUS	MEANING
On duty	A driver who is clocked in now, with the time they started.
Off duty	A driver who is not clocked in.
Inactive	A driver who no longer works for you. They cannot log in.
Active / Disabled	Whether a staff member can log in to the web app.
Active / Off the road	Whether a vehicle can be chosen at clock in.

Subscription

Free trial, Paid, Expired (FleetKraft has stopped, read-only), Exempt, Suspended and Cancelled are explained in the Your subscription chapter.

CHAPTER 31

Security and privacy

Your company's data is yours. FleetKraft keeps it separate from every other company, protects logins and sensitive details, and backs everything up every day.

Your data is separate

Every record belongs to one company, and every request is checked against the company of the person making it. Nobody outside your company can see your jobs, customers, drivers or pay.

Only what each role needs

Each person sees only the menus and records their role allows (see Roles and permissions). Drivers see only their own jobs, shifts and payslips; customers see only their own jobs, invoices and stock.

Logins

- Passwords are at least 8 characters and are stored only as a one-way scrambled code (scrypt). Nobody, including FleetKraft, can read them.
- After 10 wrong passwords for an email from the same place, logins are paused for 15 minutes. Many wrong passwords for one email from different places pause it for an hour, except from places where that login was used successfully before, so someone guessing cannot lock you out. A password reset lifts the pause.
- Web logins last 7 days, in a secure cookie that the page's scripts cannot read. Pressing Log out ends that login on the server straight away, and changing or resetting the password ends the other logins too.
- The driver app keeps its login in the phone's secure storage (Keychain on iPhone, Keystore on Android).
- Password reset links are emailed only to the account's own address, and a limited number can be requested each hour.
- New staff, drivers and customers choose their own password from an invitation email.

Sensitive details

- Drivers' bank account numbers are encrypted (AES-256) before they are saved, and are shown only partly on screen.
- Everything between the apps and FleetKraft travels over an encrypted connection (HTTPS).
- Pay rates, tax and bank details are shown only to roles that manage payroll.
- Uploaded photos and videos are checked to really be photos or videos before they are saved.
- Photos and signatures are stored privately and can be opened only by people logged in to your company. The receiver's tracking page shows only who received the goods and when.
- Tracking, invoice and self-billed invoice links use long random codes and are hidden from search engines, so only people who were sent a link can open it.

- Important changes, such as bookings, approvals, pay runs, invoices and settings, are recorded with who made them and when.

Driver location

- The driver app shares the driver's location only while they are on duty: from clock in to clock out. It stops at clock out or log out.
- On Android a "FleetKraft: you are on duty" notification shows the whole time it is sharing.
- FleetKraft explains why before asking for permission. If a driver does not allow location all the time, they can still work; dispatch then sees only the positions recorded at clock in, pickup and delivery. If your attendance rules check where drivers clock in, location must be on to clock in.
- The receiver's tracking page never shows the driver's name, phone or where they have been.

Where your data is kept

- FleetKraft runs on Google Cloud in Sydney, Australia.
- The database is backed up every day and backups are kept for 7 days, with the ability to restore to a point in time.
- If you cancel, your data is kept for 6 months so you can come back.
- The Privacy Policy and Terms of Service are at fleetkraft.com/privacy and fleetkraft.com/terms.

Good habits for your company

- [ ] Give everyone their own login with the role they need.
- [ ] Disable a staff member's access, or make a driver inactive, on their last day.
- [ ] Keep the number of Admins small.
- [ ] Use a different password for FleetKraft from other services.
- [ ] Check the details of any new bank account a driver gives you before the next pay run.

CHAPTER 32

Glossary and support

The words used in FleetKraft and this guide, and how to get help.

Glossary

TERM	MEANING
Allocate	Give a job to a driver or a subcontractor.
Allowance	An amount added to pay, such as a meal allowance.
Attendance rules	Your company's rules for clocking in and out: photos, pre-start check, breaks, where drivers may clock in and the longest shift.
Bank file	A file from a pay run that your bank's business banking reads to pay every driver at once (ABA, ACH or CSV).
Con note (consignment note)	The unique number of a job, printed on its labels.
Consignment (job)	One pickup and delivery for a customer, with its items, addresses, price and proof of delivery.
Customer portal	The website where your customers book jobs, follow shipments, see invoices and check their stock.
Deduction	An amount taken from pay, before or after tax.
Depot	One of your company's sites, with an address on the map. Drivers belong to a depot.
Dispatch board	The screen where jobs are given to drivers and routes are planned.
Exception	Something about a shift that needs a person to look at it, such as a missed break.
Geofence	The circle around a depot within which a driver may clock in, if your rules require it.
Gross pay	Pay before tax and deductions.
Net pay	What the driver receives in their bank account.
Pay run	The payroll for one pay period: every driver's payslip and the bank file.
Pay structure	How a driver is paid: hourly, daily, salary, per kilometre or mile, per drop, or a mix, with overtime and multipliers.
Pick list	The list of warehouse locations and lots to take an order's goods from.
POD (proof of delivery)	The receiver's name, signature and photos captured at delivery.
Pre-start check	The vehicle safety checklist a driver completes before starting a shift.
Rate card	Your price list: for each pair of zones and each service, a base charge plus a rate per kilogram (or pound), item or cubic unit.
RCTI / self-billed invoice	An invoice you write on a subcontractor's behalf for the jobs they did for you.
Retirement contribution	Super, 401(k) match, RRSP match or employer PF, paid by the company on top of wages.
Shift	The time from a driver's clock in to clock out, with breaks, vehicle, photos and drops.
Subcontractor	Another carrier you give jobs to, and pay for them.

Tracking page	The private page a receiver uses to follow a delivery, without logging in.
Zone	An area defined by postcodes, used to price jobs.

Getting help

Most questions are answered straight away in the **Help Center** at **fleetkraft.com/help**: 192 answers in 17 topics, with a search box that shows matching answers as you type.

Help & support in FleetKraft

Every office login has **Help & support** at the bottom of the menu.

1. Describe your problem in a few words. **Suggested answers** from the Help Center appear while you type; open one to read it, and press **This solved my problem** if it did.
2. Not answered? Press **Contact the support team**, check the **Subject** and **Topic**, write the **Details** and, if it helps, attach a screenshot or a short video.
3. Press **Send to support**. Your request gets a number (for example #1001). You receive an automatic email confirming it, and the FleetKraft support team is told straight away. We reply within 24-48 hours.
4. The answer appears in the request as soon as it is sent, with a popup on your screen, and is also emailed to you. Reply in FleetKraft or simply reply to the email. Press **My problem is solved** when it is fixed; replying later opens it again.

Your requests lists your requests and their status: **Waiting for support**, **Support replied**, **Resolved** or **Closed**. Admins see every request from their company.

Without logging in

fleetkraft.com/help/contact
For example if you cannot log in. The confirmation email has a private link to follow and answer the request.

Email

info@fleetkraft.com
For anything about your account or subscription. Replies come from the FleetKraft support team.

This guide

fleetkraft.com/FleetKraft-Complete-Guide.pdf
Always the latest edition.

When you write to us, include

- your company name and your login email;
- the screen you were on and what you pressed;
- the exact message you saw, or a screenshot;
- for a job, its con note; for a driver app problem, the phone model.

Common questions

QUESTION	ANSWER

A driver cannot log in to the app.	Check the driver is active and has set a password: on their page press **Resend invite** (or **Reset password**) to email a set-password link or create a temporary password.
A driver cannot clock in.	Read the message in the app. Common causes: a required photo is missing, the pre-start check is not finished, location is off while your rules check where drivers clock in, or they are not at the depot.
A vehicle is missing from the app.	Only Active vehicles can be chosen. Check it is not set to Off the road on the Vehicles page.
A delivered job is not on the Ready to invoice list.	Give it a price on the job page; jobs without a price are listed separately.
A driver is missing from a pay run.	Their shifts may still need approval in Attendance, or they have no pay structure. Fix it and press Recalculate.
The receiver did not get an email.	Check the receiver email on the job and that the notification is switched on in Settings, Notifications.
Everything has become read-only.	The free trial or the paid period has ended without a new payment (FleetKraft has stopped). An Admin pays for 1, 3, 6 or 12 months on the Billing page and everything works again straight away.

FleetKraft

Run the whole day on one system.

Bookings, dispatch, the driver app, proof of delivery, tracking, attendance, payroll, invoicing, subcontractors, warehouse and fleet compliance, for one monthly price per company in your currency: AUD 399, USD 299, CAD 399 or INR 29,999 + GST.

Start your free 30-day trial at fleetkraft.com. No card needed.

Website
fleetkraft.com

Email
info@fleetkraft.com

Driver app
Search "FleetKraft" on the App Store and Google Play

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