



# TrackFleet

## Customer Guide

TrackFleet Central and TrackFleet Dispatch

### **A clear guide for operators reviewing TrackFleet**

This document explains the two main areas of TrackFleet: Central for fleet compliance and Dispatch for paperless job control.

Built for UK transport operators, aggregate and tipper fleets, muckaway operators, bulk haulage companies and growing fleets that want stronger control of compliance, jobs and reporting.

[support@trackfleet.uk](mailto:support@trackfleet.uk) | [www.trackfleet.uk](http://www.trackfleet.uk)



## About TrackFleet

TrackFleet is a fleet management and transport operations system designed to help operators move away from disconnected spreadsheets, paper files, handwritten job sheets and manual chasing. It gives the office a clearer view of vehicles, drivers, compliance records, defects, maintenance, jobs, PODs and reporting.

The system is split into two main areas. TrackFleet Central focuses on fleet compliance and vehicle control. TrackFleet Dispatch focuses on customer jobs, day book control, driver workflow, completed jobs and invoice support. A company can use either area on its own or combine both for a stronger end-to-end workflow.

Area	Main focus	Customer value
<b>TrackFleet Central</b>	Vehicles, drivers, maintenance, defects, checks, fuel, tachograph visibility and compliance reporting.	Helps the operator keep fleet records organised, reduce missed dates and improve audit readiness.
<b>TrackFleet Dispatch</b>	Customer records, job creation, day book control, driver job workflow, POD capture, completed jobs and revenue reporting.	Helps the office manage daily work, reduce paperwork and prepare completed work for invoicing.

## Who This Guide Is For

- Operators reviewing TrackFleet for the first time.
- Companies considering a trial or demo.
- Office teams that want a simple explanation of what the system does.
- Fleet managers, transport managers, directors and administrators comparing paper-based processes with a digital system.

## What TrackFleet Is Designed To Improve

Improvement area	How TrackFleet helps	Why it matters
<b>Visibility</b>	See due dates, overdue actions, open defects, job status and reporting information in one place.	Less time spent hunting through paper, spreadsheets and messages.
<b>Control</b>	Use structured records and workflows for vehicles, drivers, jobs and completed work.	The office has a clearer process to follow each day.
<b>Paperless working</b>	Replace paper checks, job sheets and delayed POD handling with digital records where enabled.	Fewer missing forms, clearer evidence and faster admin.
<b>Reporting</b>	Review compliance, fuel, maintenance, jobs, revenue and invoice support information.	Management can make decisions using cleaner information.

## TrackFleet Central

### Purpose of Central

TrackFleet Central is the fleet compliance and management area of the system. It is built to help operators manage vehicle records, driver information, maintenance, defects, digital walkaround checks, fuel records, tachograph visibility and compliance reporting in a more structured way.

### What Central Is Used For

Central gives the transport office a single place to manage the records and actions that support safe, organised and well-controlled fleet operation. It is not just a storage area for documents. It is designed to show what needs attention, what is overdue, what has been completed and what management should review next.

Central module	What it does	Operational benefit
<b>Dashboard and AI Insights</b>	A management view of important fleet areas such as due dates, open defects, maintenance actions and risk indicators.	Helps the office focus on the items that need attention first.
<b>Vehicle records</b>	A structured record for each vehicle, including registration, make/model, status, MOT, tacho calibration, PMI schedule and notes.	Keeps vehicle information easier to find and review.
<b>Driver and employee records</b>	A place to hold driver and employee information, licence details, card information, training notes and relevant compliance settings.	Keeps driver records more organised and reduces scattered filing.
<b>Maintenance and PMI</b>	Track inspections, PMI intervals, completed maintenance and upcoming or overdue work.	Supports better planning and reduces the risk of missed maintenance activity.
<b>Walkaround checks</b>	Drivers can complete checks digitally where enabled.	Reduces paper forms and gives the office faster visibility of defects.
<b>Defect management</b>	Reported defects can be reviewed, tracked and closed with an audit trail.	Improves follow-up and helps show what action was taken.
<b>Fuel reporting</b>	Record and review fuel transactions, litres, spend, cost per litre and supplier/garage trends.	Helps management understand fuel costs and spot unusual patterns.
<b>Tachograph visibility</b>	Where enabled, upload and review driver and vehicle tachograph data with compliance reporting.	Supports better visibility of drivers hours, Working Time and related findings.



## Central: Vehicle and Compliance Control

For many operators, vehicle compliance dates are spread across diaries, spreadsheets, email reminders and paper files. Central is designed to bring those records together so the office can see the current fleet position more clearly.

Record area	How it helps
Vehicle information	Registration, make/model, vehicle type, status and notes.
Key compliance dates	MOT, tachograph calibration, PMI schedule and other important review dates where recorded.
Vehicle history	Maintenance records, defects, checks and related notes.
Fleet visibility	A clearer view of what is active, due, overdue or requiring attention.

### Central: Maintenance, PMI and Defects

A strong maintenance process depends on being able to see what is planned, what has been completed and what still needs action. TrackFleet Central helps the office review this information in a more controlled way.

- Monitor PMI dates and upcoming inspection work.
- Record maintenance activity against the correct vehicle.
- Review open defects and follow-up actions.
- Keep notes and status information together.
- Create a clearer history for management review and audit preparation.

### Central: Digital Walkaround Checks

Digital walkaround checks help replace paper defect sheets with a cleaner process. Drivers can complete checks using a phone or suitable device, and the office can review submitted information without waiting for paper forms to come back.

#### Customer benefit

Digital checks help reduce missing paperwork, make defects visible sooner and give the operator a searchable record of checks completed over time.

## Central: Driver, Tachograph and Fuel Visibility

Central can also support driver records, tachograph review and fuel reporting. These areas help the operator move from basic record keeping toward more active management reporting.

Area	What it provides	Why it is useful
<b>Driver records</b>	Store driver and employee information, licence details, training notes and key compliance settings.	Keeps important driver records in one place.
<b>Tachograph reporting</b>	Where enabled, review uploaded driver card and vehicle unit data, driver activity and compliance findings.	Helps management review tachograph-based risk and activity.
<b>Working Time visibility</b>	Where configured, supports review of Working Time style reporting and findings.	Gives the office better visibility before issues become difficult to manage.
<b>Fuel records</b>	Record transactions by vehicle, garage or supplier and review spend, litres and cost per litre.	Supports fuel cost control and management reporting.

### Typical Day Using Central

1. The office opens the dashboard and reviews due, overdue and high-priority items.
2. Open defects are checked and assigned for action where required.
3. Upcoming PMI, MOT and tachograph dates are reviewed.
4. New maintenance, defect or fuel records are added as work is completed.
5. Driver or employee records are updated when information changes.
6. Reports are reviewed for management, compliance meetings or audit preparation.

### What Central Gives the Business

- A more professional way to manage fleet records.
- Better visibility of upcoming and overdue compliance items.
- A cleaner audit trail for vehicles, drivers, defects and maintenance activity.
- Less reliance on disconnected spreadsheets and paper records.
- A stronger management view of day-to-day fleet risk.

## TrackFleet Dispatch

### Purpose of Dispatch

TrackFleet Dispatch is the job control and paperless workflow area of the system. It is designed for operators that need to create jobs, manage customers, allocate work to drivers, monitor the day book, capture POD information and review completed work before invoicing.

### Who Dispatch Is Designed For

Dispatch is especially suited to operators that manage multiple jobs per day, repeated customer sites, vehicle and driver allocations, delivery evidence and office revenue checks. This includes aggregate haulage, tipper work, muckaway, bulk haulage, same-day transport and other busy transport operations.

Dispatch module	What it does	Operational benefit
<b>Customer records</b>	Store customer details, billing information, contacts, site addresses, notes and rates where configured.	Reduces repeated typing and keeps customer information consistent.
<b>Job creation</b>	Create jobs with customer, date, time, collection, delivery, material/waste type, driver, vehicle, notes and revenue details.	Gives the office a structured way to book work.
<b>Day book control</b>	View planned jobs by day, driver, vehicle, order and status.	Helps dispatchers manage the live working day.
<b>Driver workflow</b>	Drivers can receive and update jobs through a normal phone browser.	No app download is required, making rollout easier.
<b>POD capture</b>	Capture or record proof of delivery information as part of the completed job process.	Gets delivery evidence back to the office faster.
<b>Completed jobs</b>	Review completed work, weights, rates, revenue, notes and invoice-related status where configured.	Supports cleaner checks before invoicing.
<b>Revenue reporting</b>	Review completed job revenue, customer totals, VAT summaries and invoice support reporting where configured.	Helps the office understand what has been completed and what needs billing attention.



## Dispatch: Customer and Site Control

Many transport businesses handle repeat customers, repeat collection sites, repeat delivery sites and job-specific notes. Dispatch helps keep this information in one place so office users can create jobs more quickly and with fewer errors.

Dispatch record	How it supports the office
<b>Customer profile</b>	Customer name, billing details, contact name, phone, email, notes and status.
<b>Site records</b>	Common collection or delivery addresses that can be reused when creating jobs.
<b>Rate information</b>	Where configured, customer or site rates can support job pricing and revenue review.
<b>Operational notes</b>	Access notes, instructions or customer-specific requirements can be kept with the record.

## Dispatch: Job Creation and Day Book

The job creation process is designed to replace handwritten instructions and scattered notes with a structured job record. Once jobs are created, the day book gives the office a clearer view of the planned work.

- Create jobs against the correct customer.
- Add collection and delivery information.
- Record material, waste type, quantity, weight or job notes where needed.
- Allocate driver and vehicle information.
- Review the daily list of work from the day book.
- Track status as work moves from planned to completed.

### Customer benefit

The day book gives dispatchers one working view of the day, helping reduce duplicated notes, missed updates and unnecessary calls between the office and drivers.



## Dispatch: Driver Workflow and PODs

Drivers can access allocated jobs through a normal phone browser. This is important because it removes the need for app downloads and makes the process easier to roll out across drivers, subcontractors or temporary users where appropriate.

Driver workflow	What the driver can do	Why it matters
<b>View allocated work</b>	Drivers can see the jobs assigned to them with the relevant collection and delivery details.	Less need for the office to send repeated messages or paper job sheets.
<b>Update job progress</b>	Drivers can update job status as work is completed.	The office has better visibility of what is happening during the day.
<b>Add notes</b>	Drivers can record job notes where required.	Important information is captured against the job rather than lost in messages.
<b>Capture POD information</b>	Drivers can provide proof of delivery information as part of the workflow.	POD evidence reaches the office sooner and supports invoicing checks.

## Dispatch: Completed Jobs and Invoicing Support

Once work is completed, the office can review completed jobs before invoices are raised. This helps reduce the risk of missed jobs, wrong rates, missing weights, unclear notes or delayed POD information.

- Review job date, customer, driver, vehicle and addresses.
- Check weight, quantity, rate, revenue and notes where used.
- Identify work that is ready for invoicing or still needs attention.
- Use customer and revenue reporting to support billing checks.
- Exclude non-invoiceable work where the company process requires it.

## Dispatch: Paperless Operating Example

1. The office creates the job in Dispatch.
2. The job is allocated to a driver and vehicle.
3. The driver opens the job on a phone browser.
4. The driver completes the job and records POD information where required.
5. The office reviews the completed job record.
6. Revenue and invoice support reports are checked before billing.

## Dispatch: What It Gives the Business

Business gain	How Dispatch supports it	Result
<b>Less paperwork</b>	Paper job sheets and delayed tickets can be reduced by using digital job records and POD workflows.	The office spends less time chasing paperwork.
<b>Faster updates</b>	Driver progress and completed job information can be recorded closer to the time of the work.	Management has better operational visibility.
<b>Cleaner invoicing preparation</b>	Completed jobs can be checked for revenue, weight, rate, notes and POD evidence.	Reduces billing delays and missed work.
<b>Better customer records</b>	Customer sites, contacts and notes are stored in a reusable format.	Improves consistency when creating repeat work.
<b>Stronger reporting</b>	Revenue, job and customer reporting can support management decisions.	The business gets a clearer view of performance.

## Central and Dispatch Working Together

Central and Dispatch can be used independently, but the strongest workflow comes when compliance control and operational job control sit alongside each other. Central looks after the fleet management side. Dispatch looks after the customer job side.

Business area	Central role	Dispatch role
<b>Vehicle control</b>	Central manages vehicle compliance, defects, checks and maintenance records.	Dispatch allocates vehicles to live customer jobs.
<b>Driver control</b>	Central manages driver and employee records.	Dispatch sends job information to drivers through the browser workflow.
<b>Management reporting</b>	Central supports compliance, fuel, maintenance and risk reporting.	Dispatch supports job, customer, revenue and invoice support reporting.
<b>Paperless operation</b>	Central reduces paper checks and scattered fleet records.	Dispatch reduces paper job sheets, delayed PODs and manual day book admin.

### Simple summary

Central helps answer: Are our vehicles, drivers and compliance records under control? Dispatch helps answer: What work are we doing today, what has been completed and what is ready to be invoiced?



## Trial Setup and Demonstration

A TrackFleet trial or demonstration can be focused on the areas that matter most to the operator. Some companies start with Central to improve compliance visibility. Others start with Dispatch to reduce paper job sheets and improve office control. Some review both together from the start.

### Useful Information for Setup

Information area	Examples	Why it helps
<b>Company details</b>	Company name, main contact, user details and billing/contact information.	Creates the basic company account.
<b>Vehicles</b>	Vehicle registration numbers, MOT dates, tachograph calibration dates, PMI intervals and maintenance notes where available.	Helps build the Central fleet records.
<b>Drivers and employees</b>	Names, contact details, licence/card details and relevant compliance notes where available.	Helps set up driver and employee records.
<b>Customers</b>	Customer names, billing details, contacts and site addresses.	Helps set up Dispatch customer records.
<b>Job process</b>	Typical job types, collection/delivery process, POD requirements, rates, weights and invoicing workflow.	Helps shape Dispatch around the operator process.

### What a Demo Can Cover

- How the dashboard highlights important actions.
- How vehicles and drivers are managed in Central.
- How digital checks, defects and maintenance records work.
- How customer jobs are created in Dispatch.
- How drivers receive work through the browser workflow.
- How completed jobs, PODs and revenue reports can support invoicing.
- How TrackFleet can be introduced in stages to suit the business.



## Common Questions

### Do drivers need to download an app?

No. Dispatch can be used through a normal phone browser, which makes driver rollout easier.

### Can we use Central without Dispatch?

Yes. Central can be used as a standalone fleet compliance and management system.

### Can we use Dispatch without Central?

Yes. Dispatch can be used for job control, driver workflow, completed jobs and revenue reporting even if the operator does not use Central.

### Is Dispatch suitable for aggregates, muckaway and tipper work?

Yes. Dispatch is designed with multi-job-per-day transport operations in mind, including aggregate, tipper, muckaway and bulk haulage workflows.

### Can TrackFleet replace spreadsheets?

TrackFleet is designed to reduce reliance on spreadsheets by keeping records and workflows in a structured system.

### Does TrackFleet guarantee compliance?

No system can guarantee compliance on its own. TrackFleet is designed to help operators improve visibility, record keeping and management control.

## Next Step

Book a short demonstration so TrackFleet can be shown around your operation, including your vehicles, drivers, customer jobs, compliance needs and reporting requirements.

<b>Email</b>	<b><a href="mailto:support@trackfleet.uk">support@trackfleet.uk</a></b>
<b>Website</b>	<b><a href="http://www.trackfleet.uk">www.trackfleet.uk</a></b>