

TRACKFLEET

FIRST-TIME CUSTOMER GUIDE

From opening an account to completing your first delivery - including Central, Dispatch and Connect.

Edition: October 2026 | Customer onboarding and operations

CENTRAL	DISPATCH	CONNECT
Vehicle & employee compliance	Customers, jobs and driver progress	Find or supply transport through private bids
Licences, digicards, MOT & servicing	Phone-based driver workflow and POD	Award, secure funding and completion

WHO THIS GUIDE IS FOR A new operator with no previous TrackFleet experience. Work through the sections in order, then use the separate Connect posting or carrier path appropriate to your business.

What you will achieve

- [] Create a TrackFleet company account and open Central, Dispatch and Connect.
- [] Add one vehicle and one employee; upload, check and approve their evidence.
- [] Record MOT, safety inspection / maintenance and due dates.
- [] Set up Dispatch separately and complete one job with your own driver.
- [] Post another transport requirement to Connect, review bids, select a carrier and fund the job.

IMPORTANT DISTINCTION There are TWO ways to move a job. A Dispatch job allocated to your own driver is not automatically a Connect marketplace advert. To use an external courier, create a Connect posting and follow the marketplace award-and-funding process.

Support: support@trackfleet.uk | Main website: <https://trackfleet.uk> | Customer Hub: <https://hub.trackfleet.uk>

Start here: roadmap

Use this as a practical working guide, not a list of features. Each chapter ends with a check so you know whether that stage is complete.

Chapter	Task	Who
1	Prepare your information and create the account	Office administrator
2	Open Central and create the first vehicle	Office / fleet administrator
3	Create the employee and upload driver documents	Office / fleet administrator
4	MOT, maintenance and compliance evidence	Office / fleet administrator
5	Set up Dispatch and create your first customer	Traffic office
6	Create a Dispatch job and allocate a driver	Traffic office
7	Driver completes collection, delivery and POD on their phone	Driver
8	Post external work in Connect	Job poster
9	Accept a bid, fund the job and monitor delivery	Job poster
10	How a carrier accepts work and gets paid	Carrier / owner-driver
11	Common problems, glossary and completion checks	Everyone

Before you begin

- Use a computer for the first office setup; the driver will later use a phone browser.
- Have a live email address and company contact details ready.
- Have the vehicle registration, vehicle type, MOT due date and service / inspection information.
- Have the employee's full name and correctly dated licence / CPC / digicard evidence as applicable.
- Prepare clear scans or photographs of the front AND back of card documents.
- For a Dispatch test, have a sample customer address, one collection and one delivery.
- For a Connect posting, have a clear load description, dimensions/weight, timing, handling and access restrictions.

USE A FICTIONAL TRAINING JOB FIRST Example names and registrations below are training examples, not real records. For the first live Connect payment, use a genuine transport requirement; do not make a test marketplace payment unless TrackFleet has provided a suitable test environment.

1 Create your TrackFleet account

Your company account is the starting point for Central, Dispatch and Connect.

1. Open <https://trackfleet.uk> and choose Create Account, or go to <https://hub.trackfleet.uk>.
2. Complete the account registration with the company and main account-holder details requested on screen. Use an email inbox you control.
3. Set a strong, unique password and complete any email verification or security prompts shown to you.
4. Sign in to TrackFleet Hub and confirm you can see the Central, Dispatch and Connect areas available to your company.
5. Open your company/profile details and check that the trading name and contact information are accurate.

BILLING AND ACCESS New direct accounts were configured in October 2026 to have Central and Dispatch available without a trial, with vehicle-based charges when vehicles are added. Connect has no monthly marketplace subscription. Check the current Hub billing display before making changes to active vehicle counts.

Successful result: You can sign in to Hub and open the products you need. If a product tile is unavailable, contact TrackFleet before continuing.

2 Central: add your first vehicle

Central is your master compliance record for the vehicle, not the Dispatch day-book allocation record.

1. From Hub choose Open Central (or the equivalent Central launch option).
2. Open the Vehicles area. Choose the control for adding a new vehicle.
3. Enter the correct registration number, vehicle category and any identifying information requested. Example registration: ABC123.
4. Record other relevant fields available for the vehicle: make/model, first registration, operational status, relevant fleet information and any prompted compliance dates.
5. Check the vehicle type carefully (Van / LCV, HGV or other); this determines which compliance features and tariff apply.
6. Save the vehicle. Return to the list and open its record to check that ABC123 appears once, under the correct company.

AVOID DUPLICATES Search the existing vehicle list before creating a second record. Do not use the same registration in multiple Central records just because an MOT, maintenance document or updated detail arrives.

Successful result: The vehicle exists in Central and has an identifiable vehicle profile ready for documents, checks, maintenance and reminders.

What to record now

- [] Registration and vehicle type are correct.

- [] Any MOT and service dates already known have been entered or are ready for evidence upload.
- [] Registration has been checked for typing mistakes.
- [] Vehicle is marked correctly for its operational status.

3 Central: add an employee and their documents

Create a person record first, then associate the original evidence with that person.

1. In Central open Employees (the driver / employee records area) and create a new employee.
2. Enter the name and other core details required by the employee form. Example: Sam Taylor.
3. Save and reopen the employee record to make sure it exists only once.
4. Open Documents for the relevant upload routes. Use the dedicated Driving Licence, Driver CPC and Digital Tachograph Card options rather than a generic attachment when those options are available.
5. For each uploaded card, follow the upload, extracted-data review and approval process below.

3A Upload a driving licence

Central document route verified in the September 2026 Documents interface: Documents > Driving Licence Upload.

1. Prepare clear front and back images or accepted document files of the UK driving licence.
2. In Central choose Documents > Driving Licence Upload.
3. Upload the required licence images and choose the existing employee if prompted. Avoid creating another person by accident.
4. Review the extracted full name, date of birth, address, licence number, issue date, expiry date and entitlements where available.
5. Correct or investigate any reading errors. Check that the licence actually belongs to the correct employee.
6. Approve the reviewed document only when the information is accurate.
7. Reopen the employee record and verify the document and approved details are associated with Sam Taylor.

DOCUMENT FORMATS The licence uploader inspected in our source accepted JPG, PNG, WEBP and PDF, with a maximum file size of 15 MB per file. Check any current on-screen restriction rather than assuming every upload route shares the same limit.

3B Upload a Driver CPC card (where relevant)

1. Choose Documents > Driver CPC Card Upload.
2. Upload front and back images of the Driver Qualification Card.
3. Review the cardholder, relevant category / code information and CPC expiry shown on screen.
4. Approve and ensure the CPC card appears against the correct employee.

3C Upload a digital tachograph driver card (where relevant)

1. Choose Documents > Digital Tachograph Card Upload.
2. Upload front and back images of the physical digital tachograph card.

3. Check the unique card number, holder information and expiry date.
4. Confirm it is linked to the correct employee and save or approve as required.

CARD PHOTOS ARE NOT TACHOGRAPH DOWNLOADS A picture of the digital tachograph card establishes card identity and validity. For drivers' hours / infringements analysis you must separately upload genuine digital tachograph DDD data through the tachograph upload workflow. One does not replace the other.

3D Check document processing

1. Open Documents > Review Imports if the upload is awaiting approval.
2. Open Documents > Import Issues if the image could not be read or matched.
3. Correct the issue, repeat the review and approve only the verified details.
4. Use Document Library to find stored maintenance and driver source documents; vehicle MOT files can also be held in the vehicle's MOT history.

3E Upload driver-card DDD data for tachograph analysis

1. Obtain a genuine digital tachograph driver-card download (.DDD or the accepted driver-data format) from your card download process. A photo of the card cannot be used for this analysis.
2. In Central open the Tachograph / DDD Upload area and select the driver-card file upload workflow.
3. Upload the file and follow any prompts to associate the data with the right driver. Check driver identity and covered dates carefully.
4. Wait for the processing result. Review imported driver activity and any hours, infringements or Working Time results where applicable.
5. If the data is rejected, unmatched or incomplete, investigate the upload / import issue rather than repeatedly adding duplicate data.
6. For an HGV fleet, use the separate vehicle-unit download route for vehicle data where needed. Keep card and vehicle-unit source files distinct.

TACHOGRAPH ANALYSIS IS A SEPARATE WORKFLOW The physical card document stores card number and expiry; a DDD upload supplies digital activity data. Both can be required, but the upload of one never substitutes for the other.

Successful result: The employee exists once; the licence, CPC (if applicable), digital card details (if applicable) and any uploaded DDD activity are correctly associated and reviewed.

4 Central: MOT, maintenance and safety inspections

Keep both the date AND the supporting evidence: a reminder without an original record is not a complete audit trail.

4A Upload a vehicle MOT certificate

1. Open Central > Documents > MOT Certificate Upload (the verified route also links to the vehicle MOT area).

2. Select or match the correct vehicle registration.
3. Upload the DVSA MOT certificate and review the extracted result and validity / expiry information.
4. Check the result against the original certificate. If it says Pass with defects, do not describe it as a clean pass.
5. Approve the reviewed data and confirm the updated MOT history is recorded against the correct vehicle.

APPROVAL IS NOT A REPAIR SIGN-OFF Approving an uploaded MOT certificate means its details are accepted into TrackFleet. It does NOT mean any identified defect has been repaired or closed. Record and manage defects separately where required.

4B Enter a maintenance event manually

1. Choose Documents > Enter Maintenance Manually, or open the Central maintenance area and choose the new-event action.
2. Pick the vehicle and appropriate work type (for example PMI, safety inspection, service, repair or brake test).
3. Enter the actual inspection / service date, outcome, relevant mileage where prompted, and any next-due date based on your maintenance plan.
4. Add supporting notes / evidence where available, then save.
5. Open the vehicle maintenance history and verify that the event appears against the right registration.

4C Upload a maintenance document

1. Choose Documents > Maintenance Upload.
2. Upload the PMI, safety inspection, repair, service or brake-test PDF / document.
3. Review the extracted vehicle match, record type, date and any other fields presented.
4. Correct errors and approve the upload so it is linked to the appropriate vehicle maintenance history.
5. Check Document Library, Review Imports or Import Issues if the document is not appearing as expected.

4D Check your Central dashboard

1. Return to the Central dashboard and review any upcoming, due or overdue vehicle / employee actions.
2. Check the MOT, maintenance and licence / CPC / card dates you have just entered.
3. Record any outstanding defect separately and keep repair evidence with it.
4. If a vehicle needs daily checks, review the walkaround / QR workflow before it goes out on the road.

Successful result: Central contains one vehicle, one employee and their evidence, plus the first maintenance and MOT history entries.

5 Dispatch: prepare the operational records

Dispatch handles customers, work orders, driver and vehicle allocation, job progress and POD.

CENTRAL AND DISPATCH ARE SEPARATE AREAS Adding a vehicle or employee to Central does not prove that the person or vehicle is selectable in Dispatch. Check the Dispatch Employees and Vehicles lists

separately and create the operational allocation records if missing. Do not assume automatic synchronisation.

5A Open Dispatch and prepare driver access

1. Return to Hub and launch Dispatch.
2. Open the Employees / Drivers area and check whether Sam Taylor is listed. If not, create the required Dispatch employee record.
3. Set up or reset the driver's login PIN in the driver / employee access controls where your account exposes them. Use the company code, exact driver name and six-digit PIN shown in your configuration.
4. Open Dispatch Vehicles / vehicle allocation settings and make sure ABC123 is available for jobs. Add the operational vehicle record if necessary.
5. Check any driver availability or holiday / sickness restrictions before scheduling work.

DRIVER PIN SECURITY Do not place a driver PIN in a printed handbook, share a single PIN among drivers or include it in job notes. The office should provide each driver their own credentials securely.

5B Create the first Dispatch customer

1. From Dispatch open Customers and choose the action to add a customer.
2. Enter a clear trading name. Training example: Example Customer Ltd.
3. Complete relevant contact name, email, telephone, billing details and address fields that the customer form requests.
4. Save the customer and verify that it is available to select when making a new job.
5. Where relevant, add or select recurring collection and delivery sites so they can be reused.

Successful result: You have a selectable Dispatch customer and a driver and vehicle eligible for office allocation.

6 Dispatch: create and allocate your first job

Use your own driver for this example. This job stays in the standard Dispatch workflow unless you separately post work to Connect.

6A Create the transport job

1. In Dispatch open Jobs or the Day Book and choose the new-job action.
2. Select Example Customer Ltd.
3. Choose the appropriate job type (for example same-day, general haulage or another supported operational category).
4. Enter the collection and delivery sites / addresses, contacts, date and required time windows.
5. Describe what is being collected, quantity, any dimensions or handling instructions and any customer or purchase-order reference.

6. Enter the agreed customer price / charging details when applicable; confirm whether the account requires any further fields.
7. Check the job details and save. Confirm the job appears in Jobs or the Day Book.

6B Allocate the job

1. Open the saved job or its Day Book allocation controls.
2. Select the driver Sam Taylor and the operational vehicle ABC123.
3. Check the time/date, conflicts, employee availability and any vehicle restrictions.
4. Save or confirm the allocation.
5. Open Allocated Jobs / Day Book to verify that the driver and vehicle are shown against the correct job.

OFFICE ALLOCATION CONTROLS THE PHONE VIEW An unallocated or incorrectly allocated job may not appear on the intended driver's phone. Always recheck the selected driver before asking them to start work.

Successful result: The job exists under the correct customer, is allocated to the right driver and vehicle, and is ready to appear in the driver workflow.

7 Driver: complete the job on a phone

There is no separate Dispatch app to download from an app store. The driver uses a normal mobile browser.

7A First driver sign-in

1. The office provides the correct TrackFleet driver-access web link plus the driver's company code, name and personal six-digit PIN.
2. On the phone, open the web link in the browser.
3. Sign in using the credentials requested by the driver page.
4. Open Allocated Jobs / the jobs assigned to you. Check that the correct collection and delivery job is visible.
5. If no job appears, contact the office to check allocation and access; do not create a duplicate job.

7B Collection

1. Open the job and read the collection notes, address, time window and special instructions.
2. Use the collection navigation option to open the address in Google Maps.
3. When starting the work, update the job to Started (or the equivalent available action).
4. On arrival, update the job to At Collection.
5. After goods are collected, confirm the collection stage as Collected.
6. Keep the office informed via the job workflow if a delay or other issue occurs.

7C Delivery and proof of delivery

1. Use the delivery navigation option to open Google Maps to the delivery location.

2. Update the job to In Transit and then At Delivery as these actions become available.
3. Check the delivery instructions before unloading or handing over the goods.
4. Record the recipient / receiver details and capture required POD photograph, signed note or supporting paperwork.
5. Complete the job using Delivered / the available completion action only when the goods have actually been delivered.
6. Check that the final delivery status and evidence are shown on the job; the office can then review the completed record.

LOCATION INFORMATION Dispatch can capture the last-known GPS position when the driver updates the job. It does not promise continuous background location tracking. The phone may ask for location permission when an update is made.

7D Office checks the result

1. In Dispatch, open the completed job.
2. Confirm the recorded timeline, receiver details, POD photographs and any paperwork.
3. Check customer references and job charges before preparing the invoice / export pack as applicable.
4. Do not issue an invoice solely because the driver tapped a progress button: verify the actual completion evidence.

Successful result: The first in-house job has a coherent timeline from allocation to Delivered, with delivery evidence attached.

8 Connect: publish a job for external carriers

Connect is an alternative to using your own driver for suitable external transport work.

DIFFERENT FROM DISPATCH Do not assume that a Dispatch job automatically publishes to the Connect marketplace. The documented customer journey is to create a Connect marketplace posting and receive bids against that posting. Check for a dedicated Dispatch-to-Connect action only if your current account visibly provides one.

8A Create the Connect job posting

1. From Hub open Connect and choose the job-posting / My Posted Jobs route, or open <https://trackfleet.uk/connect.html> and use Start a Delivery.
2. Choose the correct posting route: an account holder posting on behalf of the registered business, or the guest route for a one-off shipment.
3. Enter the collection address / postcode, delivery address / postcode and required collection/delivery dates or windows.
4. Describe the load in enough detail for sensible bids: items, quantity, approximate dimensions and weight, vehicle / tail-lift needs, loading arrangements and access restrictions.
5. Add contact and any additional instruction fields required by the posting form.

6. Review the details. Confirm the postcode, schedule and load requirements are accurate, then publish / submit the marketplace job.
7. Open My Posted Jobs to check that it appears as an open job available for carrier bidding.

PUBLISHING IS NOT PAYMENT Posting a job is not a carrier booking. The job is not confirmed work until the poster selects a bid and completes the required funding step.

8B How the bids work

1. Allow verified carriers to review the available marketplace job. The number of bids is not guaranteed.
2. Open the posted job / its bids from My Posted Jobs.
3. Compare the prices alongside carrier suitability, timing, vehicle requirements and any bid details shown.
4. Remember that the bids are private: competing carriers do not see one another's bid prices.
5. Where the current interface permits, clarify the posting information or consider any revised bid before award.

Successful result: Your Connect job is published with accurate details and you can view the private bids received from eligible carriers.

9 Connect: choose a carrier and pay for the job

You, the poster, control the carrier selection and the funding decision.

9A Accept a bid

1. Open the correct job under My Posted Jobs and inspect the chosen carrier bid.
2. Check the carrier offered price, job requirements and proposed timing before making a binding selection.
3. Use Accept / Award / Select Carrier (the wording may vary) on the chosen bid.
4. Review the platform's next step for funding; an accepted but unfunded award is not ready for the carrier to start.

9B Fund the accepted job

1. Proceed through the funding or payment action displayed against the accepted job.
2. Review the full customer total and the applicable platform fee BEFORE payment.
3. Complete the secure Stripe checkout / funding instructions shown by Connect.
4. Return to Connect and verify that the job itself shows payment as successfully funded / confirmed. A bank notification or checkout redirect alone is not sufficient evidence.
5. Only then expect the selected carrier to receive the confirmed work in its restricted Dispatch / Connect operational workflow.

Connect fees: quick reference

Poster / participant	Current published fee	How to interpret
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Registered business poster	5%	Platform fee based on the accepted transport price; check total at checkout.
Guest / one-off poster	10%	Poster fee; guest route does not require a full business account.
Carrier	5%	Carrier fee on successfully completed Connect work; payout is subject to platform and payment-provider processing.

NO ADDITIONAL MONTHLY CONNECT SUBSCRIPTION Connect is free to join. TrackFleet currently absorbs payment-processing costs rather than separately charging the customer for them. The final payable total shown by the platform at checkout is authoritative.

9C Follow the externally delivered job

1. Open the funded job in My Posted Jobs and monitor its operational progress.
2. The chosen carrier / owner-driver uses the available delivery workflow for driver allocation, collection, transit and delivery updates.
3. Once delivery is recorded, inspect the POD, recipient details and other evidence presented.
4. Approve the completion if everything is correct, or use the available dispute / issue process if there is a genuine problem.
5. Retain the Connect record and evidence for your commercial files.

9D Changes, cancellations and failed funding

- An awarded job that is not successfully funded should not be regarded as confirmed for dispatch.
- A carrier withdrawing a bid is not the same as the customer cancelling the posted job.
- If funding fails or is cancelled, check the actual posting status; the design allows the job to return to the open marketplace rather than automatically disappearing.
- A poster cancellation should be made through the poster's available cancellation route.
- For refunds, disputes or charges after award, use the job's official route or contact support rather than arranging a separate off-platform transfer.

Successful result: The courier was selected, Stripe funding was successful, collection and delivery have been completed, and the POD is available for your approval.

10 Connect: carrier and owner-driver route

A carrier bidding for work has different responsibilities from the company posting it.

10A Before bidding

1. Create and sign in to a TrackFleet account, selecting the relevant carrier or owner-driver operating setup.
2. Complete the requested Connect trading profile and company / owner-driver details.
3. Upload the documents requested in the Connect verification area.
4. Complete payout / bank-account onboarding as directed by TrackFleet and its payment provider.
5. Wait for the required carrier review / approval before expecting access to bid on paid marketplace work.

10B Browse, bid and deliver

1. Open Connect > Marketplace and inspect suitable posted jobs.
2. Check the full collection and delivery requirements before offering a price.
3. Submit a private bid, then use My Bids to monitor whether the poster accepts it.
4. If your bid is accepted, wait until the job is confirmed funded. Do not collect against an unfunded award.
5. Use the job in your restricted Dispatch / owner-driver workflow. A fleet carrier allocates its own eligible driver; an owner-driver may receive default self-allocation where configured.
6. Ensure the driver completes the same stages and POD process described in Chapter 7.
7. Use Connect > Payouts to review Awaiting Transfer and Paid History as the transaction progresses.

SETTLEMENT IS NOT INSTANT The implemented design includes a 96-hour settlement window and additional checks for disputes and Stripe transfer processing. Do not promise the carrier a specific bank-arrival time solely from the completion timestamp.

Successful result: The carrier sees an approved, funded job, records delivery evidence and can check settlement progress in Payouts.

11 Troubleshooting and good practice

Use these checks before creating new records, retrying charges or assuming data has been lost.

What you see	First checks / safe action
Cannot open a product from Hub	Confirm you are in the right company account; sign in again and contact support if access remains unavailable.
Employee or vehicle missing in Dispatch	Look in Dispatch Employees / Vehicles; Central and Dispatch should not be assumed to share those operational records automatically.
Licence, card or maintenance document is still pending	Open Review Imports and Import Issues; verify extracted details and complete approval.
MOT uploaded but vehicle looks overdue	Check vehicle match, certificate expiry, review / approval status and any outstanding defects.
Driver sees no allocated jobs	Check exact driver identity, company code, PIN and office allocation; avoid duplicate job entry.
Driver map location is not continuously changing	Location is associated with progress updates; Dispatch is not a continuous background tracker.
Connect bid accepted but no carrier dispatch	Check that Stripe funding is complete and that the job shows funded / confirmed.
Connect payout is pending	Check Payouts, delivery completion / approval and dispute status; settlement processing can take time.

Document is linked to the wrong person or vehicle	Stop approval, resolve the matching issue and escalate to support if an incorrect record has already been approved.
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The first-day completion checklist

- ☐ Hub account opens; company information is correct.
- ☐ Central has ONE correct vehicle record and ONE correct employee record.
- ☐ Driving licence is uploaded and verified against the employee.
- ☐ CPC and digital tachograph card details are stored if relevant.
- ☐ MOT and maintenance dates and evidence appear against the correct vehicle.
- ☐ Dispatch employee and operational vehicle are available for job allocation.
- ☐ Dispatch customer appears on the customer list.
- ☐ In-house job allocated to the correct driver appears on the phone.
- ☐ Job reaches Delivered and the office can open POD / completion evidence.
- ☐ Connect posting is clear and visible in My Posted Jobs.
- ☐ Any selected Connect bid was properly funded before work started.
- ☐ Poster can review evidence and carrier can see payout progress.

Common terms

Term	Meaning
Central	Vehicle, employee and compliance records; inspections, documents, defects and tachograph analysis.
Dispatch	Operations: customers, jobs, driver/vehicle allocation, phone workflow, POD and invoicing.
Connect poster	The person or company requesting transport and choosing/funding a carrier bid.
Connect carrier	The verified operator or owner-driver bidding to transport the load.
DDD file	Tachograph download data used for driving/working-time analysis, different from a photo of the card.
POD	Proof of delivery: recipient and supporting delivery evidence.
PMI	Planned preventive maintenance / safety inspection as relevant to the fleet maintenance plan.
Funded	Customer payment/funding completed for an awarded Connect job, allowing confirmed operational dispatch.

Need assistance?

For access issues, document matching, a failed job funding step or an unexpected record, contact support@trackfleet.uk. Include your company name, the page involved, the relevant vehicle registration or job reference and a description of the error. Do not email driver PINs, full payment card details or passwords.

Appendix A Two example journeys

Journey A: your own company carries the work

ABC123 is your van. Sam Taylor works for your company. Example Customer Ltd books a Southampton-to-Portsmouth delivery.

1. Create ABC123 and Sam Taylor in Central; approve licence and MOT / maintenance evidence.
2. Check or add the operational ABC123 and Sam Taylor in Dispatch.
3. Add Example Customer Ltd to Dispatch.
4. Create the job, add addresses and instructions, and allocate Sam Taylor and ABC123.
5. Sam opens the job on a phone, navigates to collection and records progress.
6. Sam delivers, captures receiver details and POD, then marks Delivered.
7. The office reviews the completed record and prepares its normal Dispatch customer invoice.

Journey B: you need an outside courier

Example Customer Ltd needs a load moved, but your own vehicles are unavailable. You want another carrier to do the work.

1. Use Connect to post a separate marketplace transport requirement with detailed collection, delivery and load information.
2. Approved carriers choose whether to bid. Bids remain private.
3. Compare offers and accept one suitable carrier bid.
4. Review the price and platform fee and complete Connect funding through Stripe.
5. Only after confirmed funding does the chosen carrier move into the Connect / Dispatch operational workflow.
6. The carrier records collection, transit, delivery and POD.
7. Review the completed evidence and approve completion, or raise an issue through the appropriate process.

NEVER MIX UP THE TWO FINANCIAL FLOWS A normal Dispatch customer invoice relates to your own commercial job workflow. A Connect carrier award uses marketplace acceptance and platform funding. They are not interchangeable and should not be double-charged.