fleetwave® driver

frequently asked questions

What is FleetWave Driver?

FleetWave Driver is a companion app to FleetWave fleet management software, designed for smartphone and tablet use.

The app allows data entry directly into your central FleetWave system in real time, from anywhere your staff are working.

The app has been designed with fleet drivers in mind. With simplified FleetWave functionality, your drivers can quickly manage admin tasks including:

- Defect reporting
- Accident reporting
- Fuel receipts
- Daily walkaround checks
- Review PDF copies of completed checks
- Barcode, photo and signature capture

What are the benefits of a dedicated driver app?

FleetWave Driver has been designed to speed up and regulate your fleet driver admin processes. The intuitive interface removes the need for time-consuming administration.

This means you get consistent and accurate real-time data straight into your FleetWave system. Faster, more accurate data allows you to:

- Bridge the gap between your drivers and the office
- Ensure safe and legal compliance
- Eliminate paper forms and reduce costs

What vehicles can a driver report on?

A driver within the app can choose from their own linked vehicle (if they have one) or any other vehicle within the system via search or barcode/QR code scanning.

We understand that drivers may need to use other vehicles outside of their standard allocation and so need to be able to complete daily walkaround checks and report any incidents or fuel within the app.

What devices can be used with FleetWave Driver?

FleetWave Driver can be downloaded directly to any smartphone, tablet or mobile device via the Apple App Store or Google Play App Store.

How much does FleetWave Driver cost?

FleetWave Driver comes as standard with your FleetWave license at no extra cost.

Is FleetWave Driver compatible with my FleetWave edition?

FleetWave Driver is compatible with FleetWave *Lite* and *Core* editions. FleetWave Driver – *Advanced* is compatible with FleetWave *Advanced* editions.

Why are there two different versions of FleetWave Driver?

FleetWave Driver – *Advanced* is an evolution of the FleetWave Forms mobile app, which has always been available as part of FleetWave *Advanced* editions.

FleetWave Driver was created separately to provide *Lite* and *Core* edition users the same functionality.

Both apps provide the same core functionality, however FleetWave Driver – *Advanced* also gives you the ability to build custom forms to suit complex operations.

You must use the app that is designed for your FleetWave edition.

I currently use the FleetWave Forms app - how is this different?

FleetWave Forms is now known as FleetWave Driver – *Advanced*. The name has changed to make it easier to understand which edition of FleetWave the app is compatible with. Functionality, customisations and logins that you have previously used in FleetWave Forms will remain the same. There is no need to redownload the app, you can continue using it as normal.

How do I start using FleetWave Driver?

Customers currently using FleetWave Forms can continue using the app with no interruption, only the app name and branding will change.

All other customers who would like to take advantage of FleetWave Driver should contact our customer success team to discuss the best option for your business: customersuccess@chevinfleet.com

If you are new to FleetWave, talk to our sales team about the benefits that both FleetWave and FleetWave Driver bring to your business: sales@chevinfleet.com

Do I need training to use the app?

FleetWave Driver is intuitive and easy to use, but our support team can provide you with detailed help guides and videos to improve understanding and adoption of the app.

When implementing FleetWave Driver in your business, we recommend the following best practice for a smooth transition. Communication is key when letting your workers know of any tech enhancements:

- Let them know when the upgrade will happen and what it means to them.

- Ensure key staff understand the changes by accessing our help guides and videos prior to the upgrade.

- Appoint a superuser to be on hand to answer any questions.

- Let us know your thoughts so that we can continue to enhance your experience: customersuccess@chevinfleet.com

About Chevin

We understand that your fleet is the core of your business. If it stops, everything stops.

As a global business, delivering software across 180 countries, we have over 30 years' experience providing leading technology solutions, designed to keep your fleet moving.

We currently manage over a million vehicles and assets across the world, so you know you're in safe hands.

With us by your side, you'll be able to take your fleet - and your business - further.