FleetWave® Academy Live 2027
Frequently asked questions

About the event

What is FleetWave Academy Live?
It's our annual training and networking event, exclusively for FleetWave users. Three days dedicated to helping fleet professionals maximize FleetWave, connect with peers, and gain the knowledge needed to drive operational improvements across their organization.

When and where is it?
April 26–28, 2027, at the Kimpton Hotel Palomar Philadelphia, 117 South 17th Street, Philadelphia, PA 19103. The event starts on Monday afternoon with a welcome reception that evening and wraps up after lunch on Wednesday.

Is this the Chevin Customer Conference?
Yes. We've renamed to **FleetWave Academy Live** to reflect what our customers value most: hands-on learning that helps your team get more from FleetWave. You'll still find everything you've enjoyed before, from roadmap previews to time with our experts.

Who should attend?
Anyone who uses or manages FleetWave in your organization, including fleet managers and directors, fleet supervisors, maintenance and shop managers, compliance officers, and system administrators. Many teams send two or more people so they can cover different sessions and share their different perspectives.

Who else will be there?
Fleet professionals from transportation, utilities, government, public works, logistics, education, and private industry, along with Chevin's product specialists, consultants, and Customer Success team.

Is it open to anyone?
FleetWave Academy Live is exclusively for current FleetWave customers.

What's on the agenda?
Expect product roadmap sessions, talks from FleetWave customers, hands-on workshops, best-practice breakouts, one-on-one Ask the Expert sessions, and plenty of time to network. We'll publish the agenda soon.

Why attend

What will I get out of it?

- **Customer-led learning.** Learn how other FleetWave customers are improving maintenance, compliance, reporting, safety, and operational performance across fleets managing thousands of vehicles.
- **Exclusive product access.** Be among the first to see new capabilities, upcoming releases, and future enhancements that will shape the next generation of FleetWave.
- **Ask The Experts.** Spend dedicated time with Chevin's product specialists, consultants, and Customer Success team through structured one-on-one sessions.
- **Discover proven best practices**. Attend practical workshops covering reporting, dashboards, integrations, automation, fleet efficiency, and strategies for achieving greater ROI.
- **Expand your network**. Build relationships with fleet professionals who face the same challenges you do.

We've used FleetWave for years. Is it still worth coming?
Absolutely. New features are added to FleetWave all the time, included as standard with no add-on modules or upgrade fees. Academy Live is where you see them in action, learn how to put them to work, and help shape what comes next.

We're new to FleetWave. Will it be too advanced?
Not at all. It's a great way to learn best practices from experienced users and set up your system well from the start. Book an Ask the Expert session while at the event to get answers to your own questions or drop in during the event as a question comes up.

What is Ask the Expert?
A one-on-one session with one of our product specialists, consultants, or professional services team. Bring a specific question or challenge and leave with practical answers. An email will come ahead of the event to book a slot, but Ask the Expert is available throughout the year remotely too.

What did last year's attendees think?
Tyler Moore, Fleet Maintenance Supervisor at Wake County, valued the **"elaboration on how customizable the system is to fit our personal needs."** Watch our conference roundup from 2026 **here** to hear more from attendees.

Registration and pricing

How much does registration cost?
The earlier you register, the less you pay - the latest price is available on **chevinfleet.com.** Prices are per person.

What's included in my registration?
All sessions and breakouts, Ask the Expert appointments, breakfast and lunch, refreshments throughout the day, a welcome reception with dinner and drinks on Monday evening and dinner and entertainment on Tuesday. Travel and hotel aren't included.

Can I bring colleagues?
Yes, we encourage it. Sending two or more people means your team can cover different sessions and share what you learn.

I'd like to share my FleetWave story.
Can I speak at the event? We'd love to hear from you. Let Heather Irving, your Customer Success Manager know in your next catch up.

What if I can't attend after registering?
You can send a colleague in your place. Cancellations are subject to our event **terms and conditions.**

Getting approval and paying

I need approval from my manager. Can you help?
Yes. We can provide a letter for your manager explaining what the event covers, what your team will gain, and the costs involved. Ask Heather Irving, your Customer Success Manager, and we'll tailor it to your organization.

How do I justify the cost?
Every new FleetWave feature is included as standard, with no add-on modules or upgrade fees. FleetWave Academy Live is where your team learns to make full use of the system you already have, so you return with practical improvements you can apply right away.

How do I pay?
Payment is due within 30 days of registration, by bank transfer or PayPal, in US dollars unless agreed otherwise. Please add your PO number when you register or enter "N/A" if you don't use one.

Approval takes time in our organization. When should I start?
Now. Dates are confirmed, so you can request approval well ahead of time and lock in the best price as soon as possible.

Travel and hotel

Do I book and pay for my own room?
Yes. Please book directly with the hotel using our link and settle your bill with the hotel at checkout. You can also call the hotel to complete your booking. Details of how to do this will be provided after you register.

Is there a discounted hotel rate?
Yes. Attendees can book at our group rate of $209 per night (plus taxes and fees) at the Kimpton Hotel Palomar Philadelphia. We'll send you the booking link when you register.

Is there a deadline to book the hotel?
Yes. Please book by April 2, 2027. After that date rooms are subject to availability at the hotel's live rate.

Are there other hotel charges?
Parking is $36 per day or $58 overnight, and the hotel charges a fee for early departure. The hotel's nightly amenity fee is waived when you book through our group link.

When should I arrive?
The event begins on Monday afternoon, April 26th, so most attendees arrive on Sunday evening or Monday morning. Check-in is from 3:00 p.m.

I have dietary or accessibility requirements. How do I let you know?
Tell us on the registration form, or contact us at least 2 weeks before the event, and we'll make sure they're arranged with the venue.

Will there be an event app?
Yes. We'll send you the event app, with the full agenda and session details, before the event.

Still have questions?

Contact **Heather Irving**, your Customer Success Manager with any queries.

You can register and find the latest updates at **Chevinfleet.com.**

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