

Driver Workflow

Driver Workflow and Delivery Exceptions

The mobile workflow connects the assigned load back to office review. Exact options depend on the driver's permissions, the truck, the meter connection, and company procedure.

Typical Driver Flow

1. Open the assigned fuel load and review the listed stops.
2. Complete the required pre-trip, post-trip, vehicle, or safety checklist when configured.
3. Record the fuel pickup (or transfer), including the fuel, gallons, and destination container or compartment.
4. Open the first delivery stop and confirm the location and delivery notes.
5. Complete the delivery through the connected meter when automated (**Start**), or enter the delivered amount when manual entry is permitted (**Start**).
6. Stop (metered) or complete (manual) the delivery, then continue to the next stop.
7. Record an authorized transfer when fuel is moved between approved trucks, containers, or compartments.

When a Stop Cannot Be Completed

1. Skip or reorder the stop when conditions require it and company procedure permits.
2. Record a clear note describing the condition, such as an unsafe or inaccessible driveway, road obstruction, blocked access, or another delivery issue.
3. Attach a photo when the field workflow supports it and documentation is appropriate.
4. Use the available short- or undelivered-delivery process so the office can see that the stop still needs attention.
5. Return to the stop or reschedule it according to the company's dispatcher and driver procedure.

DO NOT LET AN EXCEPTION DISAPPEAR: A skipped stop is not the same as a completed delivery. The driver should document what happened, and the office should confirm whether the stop will be retried, moved, or rescheduled.

Office Handoff

When the driver completes the load, the office reviews completion status, delivered quantities, ticket information, exceptions, pickups, and transfers before creating or posting invoices.

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