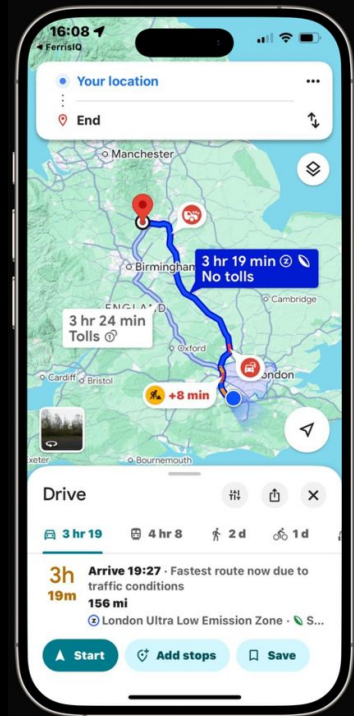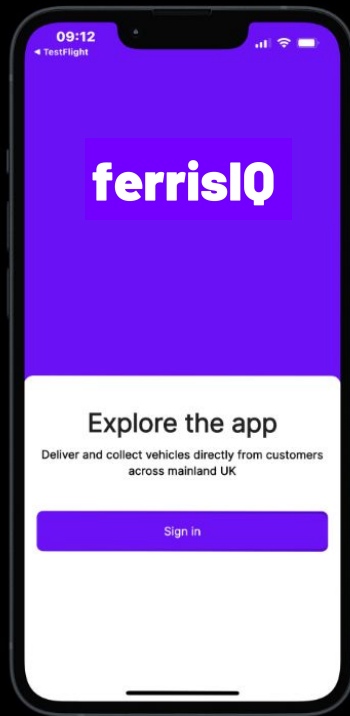# ferrisIQ

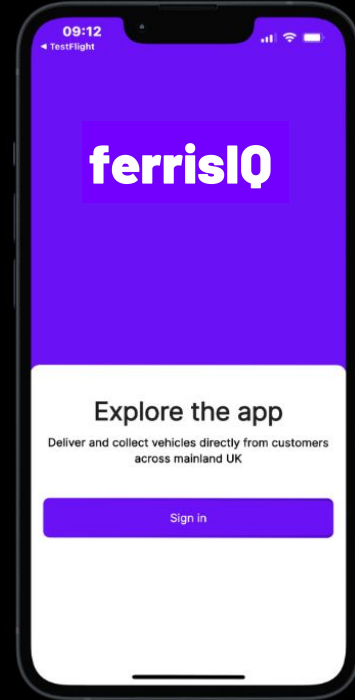Keeping you on the move...

Driver handbook

About

About

ferrisIQ is a new tool companies are using to manage vehicle collections, deliveries and inspections.

It streamlines your journeys - saving you time in receiving, updating and completing vehicle movements and inspections.

For the service to work, you need to download and use the **ferrisIQ** app throughout your working day.
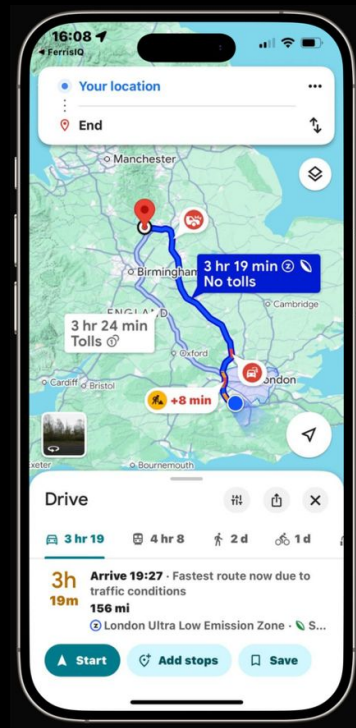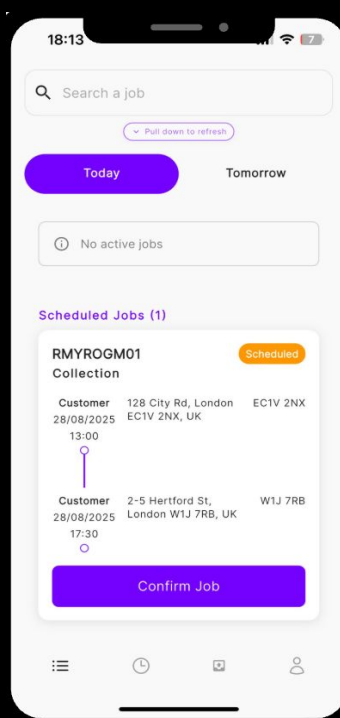
How it works

As a driver, you are allocated jobs and notified about them via the **ferrisIQ** app.

Once a job is allocated to you, confirm your acceptance and you are good to go. The company placing the job can see your status in the ferrisIQ portal, if they receive any customer queries.

ferrisIQ provides everything you need in terms of:

- **Navigation links**
- **Journey details**
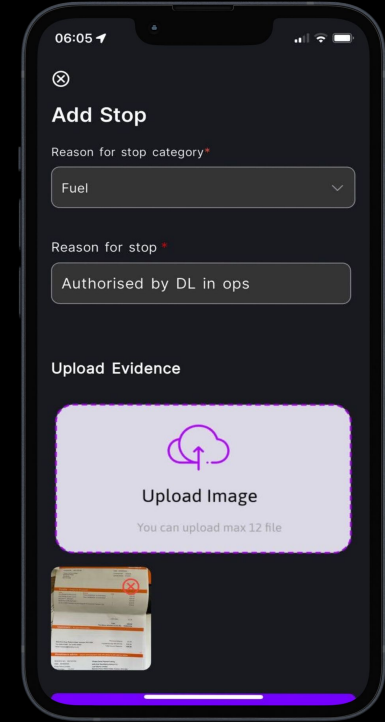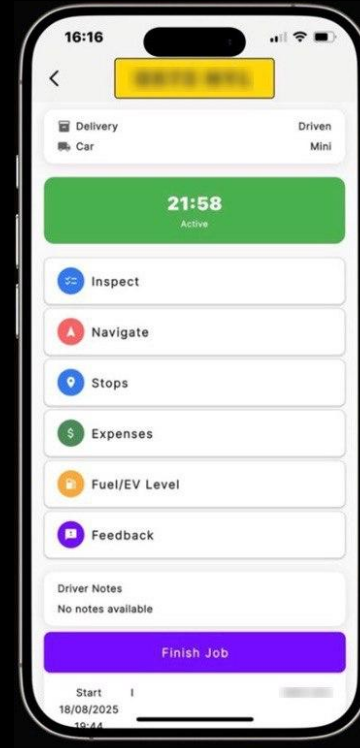- **Schedules**
- **Procedures**

What you need to do

Use the app to:

- Accept jobs
- Record stops and fuel levels
- File your receipts/expenses
- Take status photos
- Provide inspection details/reports
- Gain customer signatures

It's critical you understand how to download and use the **ferrisIQ** app and know what information you must complete.

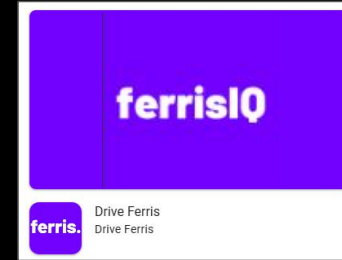So please finish this training guide to make sure you know what to do!

Getting started
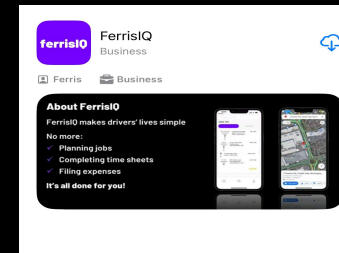
Download the App

To download the **ferrisIQ** app, go to your Google Play / Apple App Store.

Search for ferrisIQ and click and download the app in your store that looks like this.

Drive Ferris
Drive Ferris

Apple App Store

FerrisIQ
Business

Ferris   Business

About FerrisIQ
FerrisIQ makes drivers' lives simple

No more:
- Planning jobs
- Completing time sheets
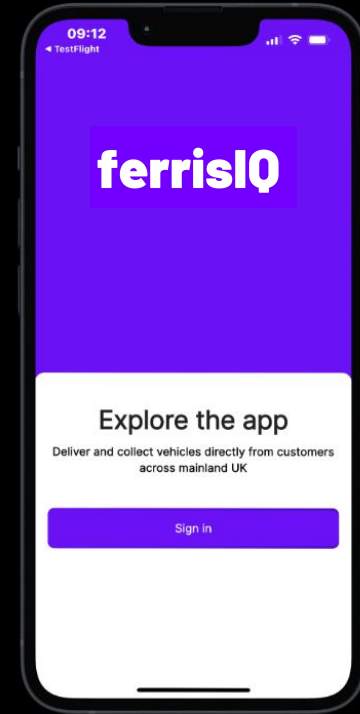- Filing expenses

It's all done for you!

Open the App & Register

Once your logistics provider has registered your email address on the **ferrisIQ** portal and the app has downloaded, open it and enter your **registered email**.

Make sure you choose the option for the app to be "**always on**", so the company placing the work can see the status of your collection / delivery.

If you experience any difficulties logging in, please reach out to us at **support@ferrisiq.com** or via WhatsApp at **+44 7360 538610**.

Job alerts

Receiving jobs

You will be notified of jobs via the **ferrisIQ** app.
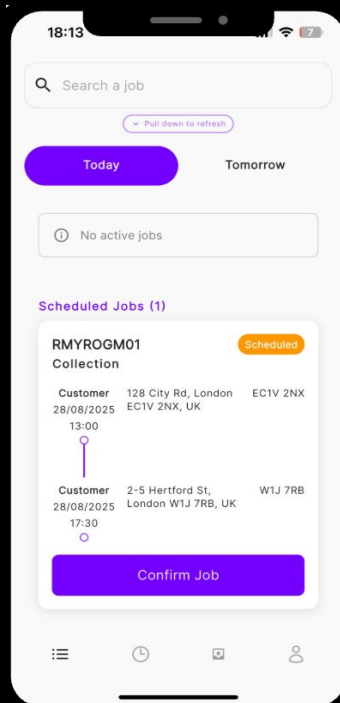
Scroll down to check the itinerary and notes.

You can confirm or cancel each job.

When you confirm a job, this let's the operations team know you have accepted the job, so please make sure you confirm!
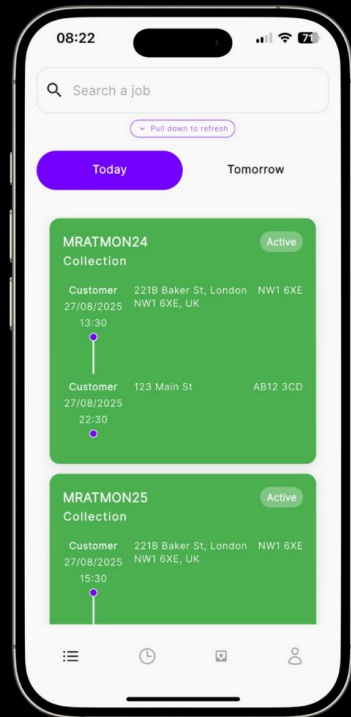
Once you've accepted a job, it shows in your jobs list (see far right image).

If you don't accept a job quickly, it may be reallocated to another driver.

Drivers receive jobs via the app

Your jobs list keeps you on track with all you have to do
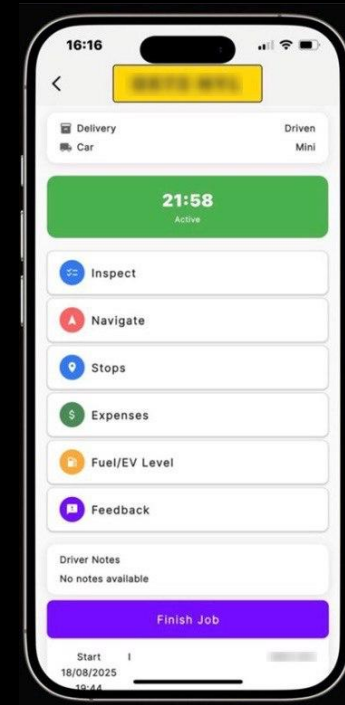
The job dashboard

The job dashboard

ferrisIQ is designed to make your life easy by offering:

- Inspections
- Navigation
- Recording of stops
- Expense and receipt collection
- Fuel/EV level recording
- Customer feedback

Please make sure you complete everything in the app. This is critical for smooth operations.

Your app dashboard provides a range of options for each job
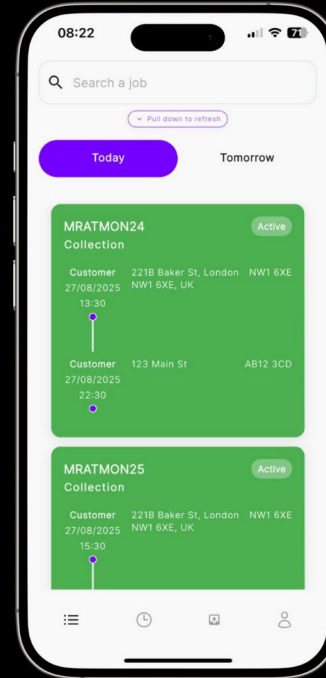
Completing a job

On the day

When it's time to start your job, check the details in the app.

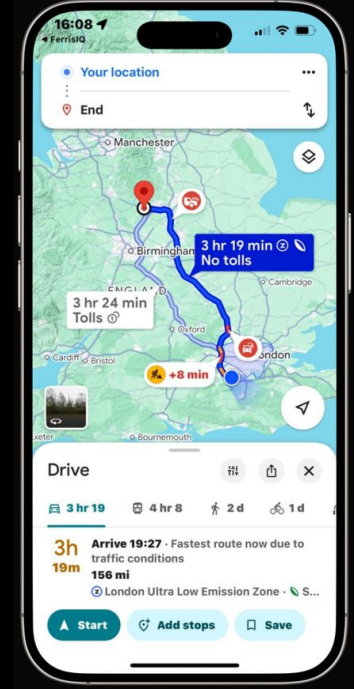For each job, you will have a schedule of your journey.

Click through for more details:

- Select the **navigate button** in the **app dashboard** to begin
- The app uses **Google maps** (or your default mapping service) to show you the route it recommends

Select the correct job from your job list
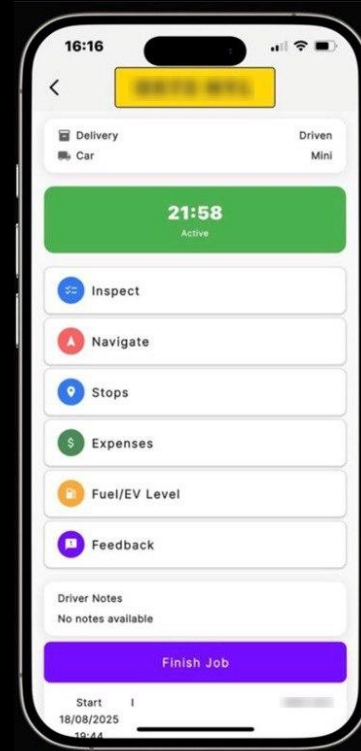
The integrated mapping tool shows where you need to go

Adding a stop

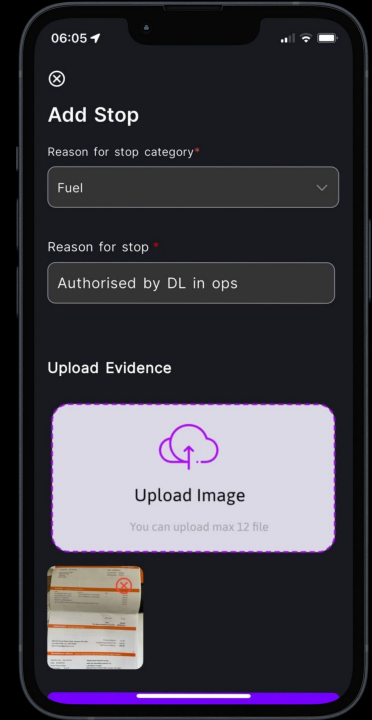If you need to stop on the way to your destination, press "**Add Stop**" in the job dashboard.

- Complete the details in the menu (far right image)
- Log any expenses (eg fuel costs) and add a receipt

If the job requires you to **record photos** of the vehicle for security purposes, add these via the **record evidence** too.

Select "Add Stop" from the app dashboard

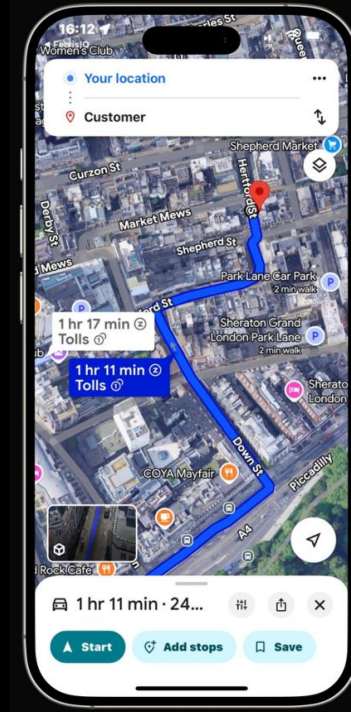Then record a reason with any receipts you may have
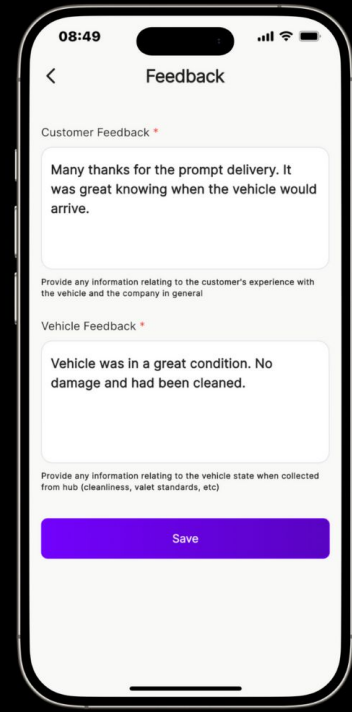
On site with the customer

As you approach the destination you can zoom in to see the **detailed map.**

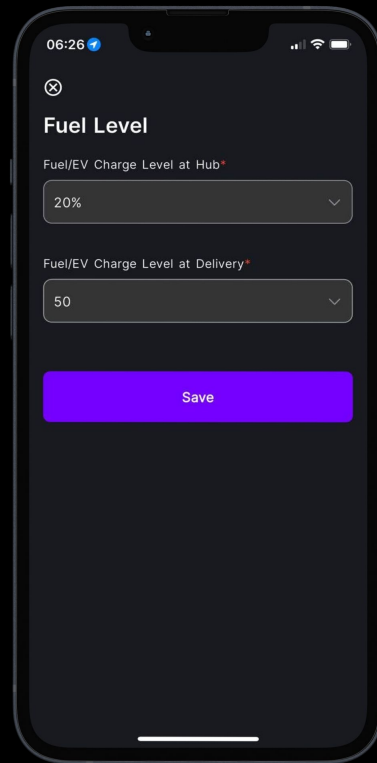If you or the customer has any feedback you can log that at any time **via the app.**

Vehicle Collection

Before you leave for the next leg of the journey, please complete the fuel level option on the app.

This should be done:

- When you're **with the customer**

- After **drop off/pick up at the hub**

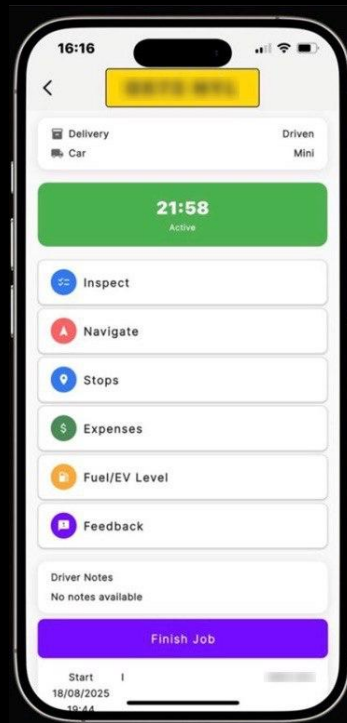Complete the fuel level form at pick up and hub

View / amend expenses

You can **view, check** and **add** to your expenses at any time during the job (**see image**).
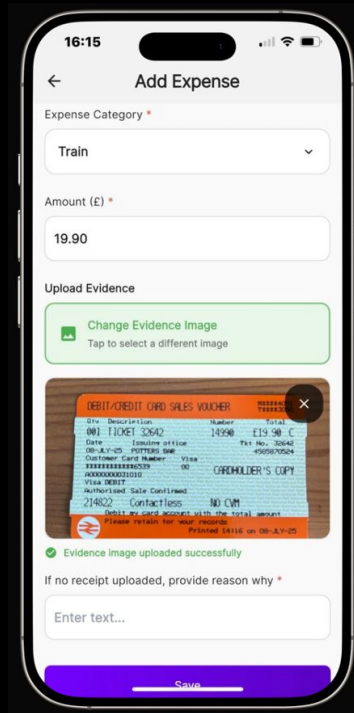
To **add a receipt** simply **take a photo, upload it** from your library and then press save.

Please ensure all expenses are logged before pressing "Finish Job" (main screen)

Please log all expenses via the app

You can check and add further expenses any time before finishing
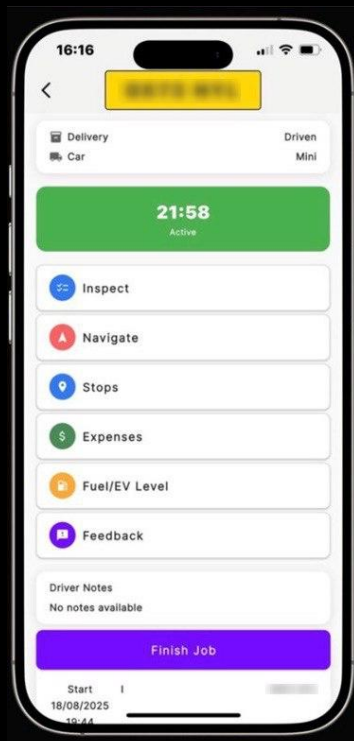
Inspections

About inspections

The **ferrisIQ** inspections module has been specially developed to speed up the process of resolving damage to vehicles and reducing unnecessary costs.

If your job sheet includes a vehicle inspection, please complete the following steps detailed in this handbook.

Choose the Inspect module from the **ferrisIQ** app
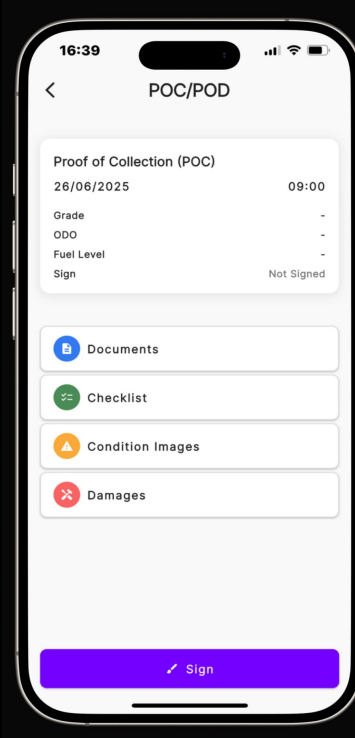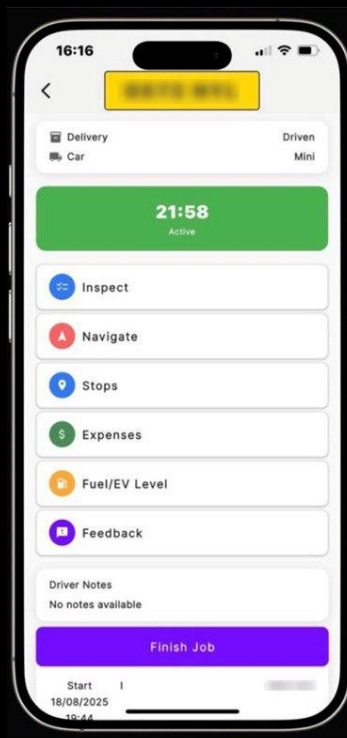
Carrying out an inspection

Clicking on the **Inspect module** takes you to the **Inspections detail screen.**

Select each option and fill in the details required for the **vehicle inspection.**

This includes:

- **Editing details** - adding mileage and fuel
- Adding **condition images**
- Recording specific **damage**
- Adding **Documents**
- Completing the **checklist of items**
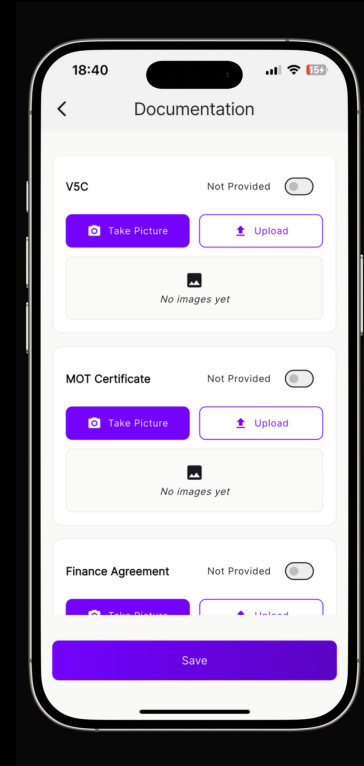- **Sign the inspection**

Choose from the Inspection details to complete the job

Adding documents

Upload easily documents, such as **V5C, MOT Certificate,Finance Agreement, Insurance Certificate, Service History** or any Other, which should be added to the Inspection.

Capture images using the camera, upload from the gallery, or select 'Not provided' if documents aren't available.

Checklist

Once documents are added, please go through the **Checklist** to confirm all necessary items are included.

Each item can be quickly marked as Yes, No, or N/A with just a tap.
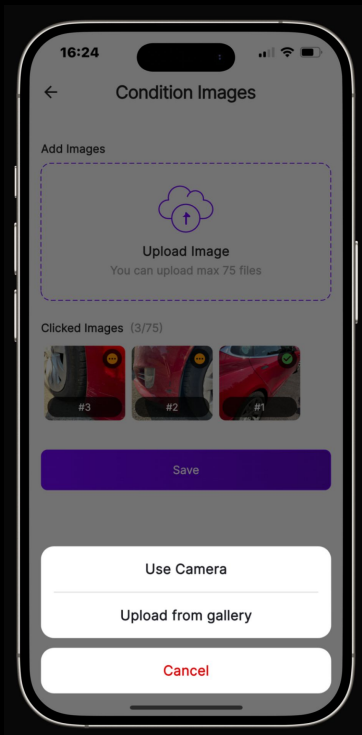
Condition images

As part of your inspection you need to show the **condition of the vehicle.**

Take some general photos and any specific damages to the car.

Then go into the **condition images** section within **Inspections.**

Upload your conditional images showing the overall **condition of the vehicle.**

Guided Inspection

During a **Guided Inspection**, on-screen overlays help the driver by showing exactly what to capture next.
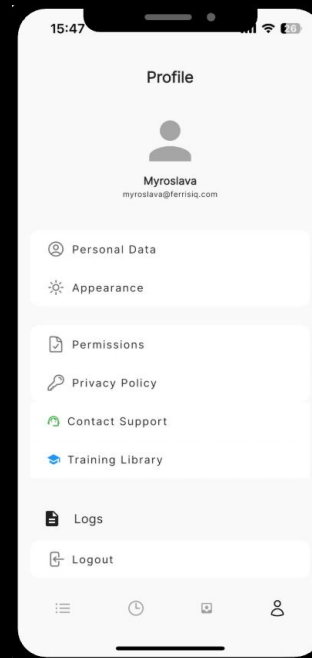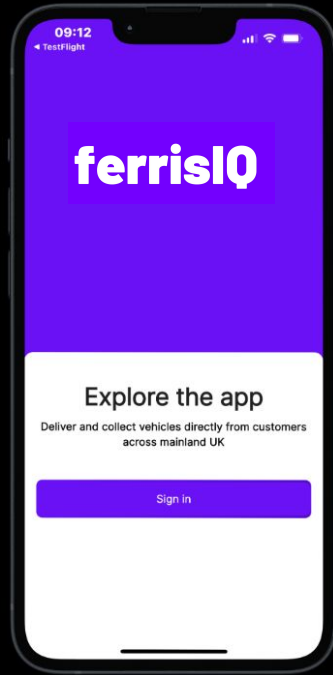
A total of 28 images should be taken as part of the inspection process.

Captured images can be reviewed on the spot and retaken or deleted if they don't meet the required quality.

Take photos that align with the on-screen overlays

Questions?

We trust this gets you up and running.
If you have any queries, please get in touch.

email: support@ferrisiq.com or press Contact Support button

Thank you!