Fleet Management System

Comprehensive User Manual

Prepared for operational users, approvers, administrators, and reporting teams.

Document	Details
System	Fleet Management System
Scope	Vehicles, drivers, fuel, maintenance, compliance, logistics, reporting, settings, and administration
Version date	July 13, 2026
Audience	Fleet officers, drivers, maintenance teams, procurement, finance, approvers, auditors, and administrators

This manual explains how to use the system day to day, how major workflows move through approval, and how administrators keep setup data accurate.

1. Overview

The Fleet Management System manages the full operating cycle of an organization fleet: vehicle records, driver records, fuel usage, maintenance, workshops, tyres, parts, compliance documents, insurance, incidents, vehicle requests, trips, approvals, reports, and administration setup.

The application is permission based. Users only see the menu items and action buttons allowed for their role. If a page, button, or approval action is missing, an administrator should review the user's role and permissions.

2. Getting Started

Sign in

1. Open the system URL in a supported browser.
2. Enter your username or email address and password.
3. Select Login.
4. If you forget your password, use Forgot Password and follow the reset link sent by email.

Main navigation

Area	Purpose
Dashboard	Daily overview of fleet KPIs, alerts, recent activity, pending work, and operational exceptions.
Fleet	Vehicles, drivers, driver off-duty periods, insurance, incidents, GPS tracking, and vehicle inspections.
Fuel	Fuel vouchers and fuel cards.
Maintenance	Maintenance jobs, service schedules, workshops, spare parts, and tyres.
Logistics	Trips, vehicle requisitions, workflow approvals, expenses, and compliance renewals.
Intelligence	AI insights, risk indicators, and recommendations where enabled.
Settings	Company setup, users, permissions, reference data, alerts, and workflow templates.
Reports	Operational reports, exports, audit logs, driver scorecards, and total cost views.
My Profile	Personal profile details.
Logout	Sign out of the application.

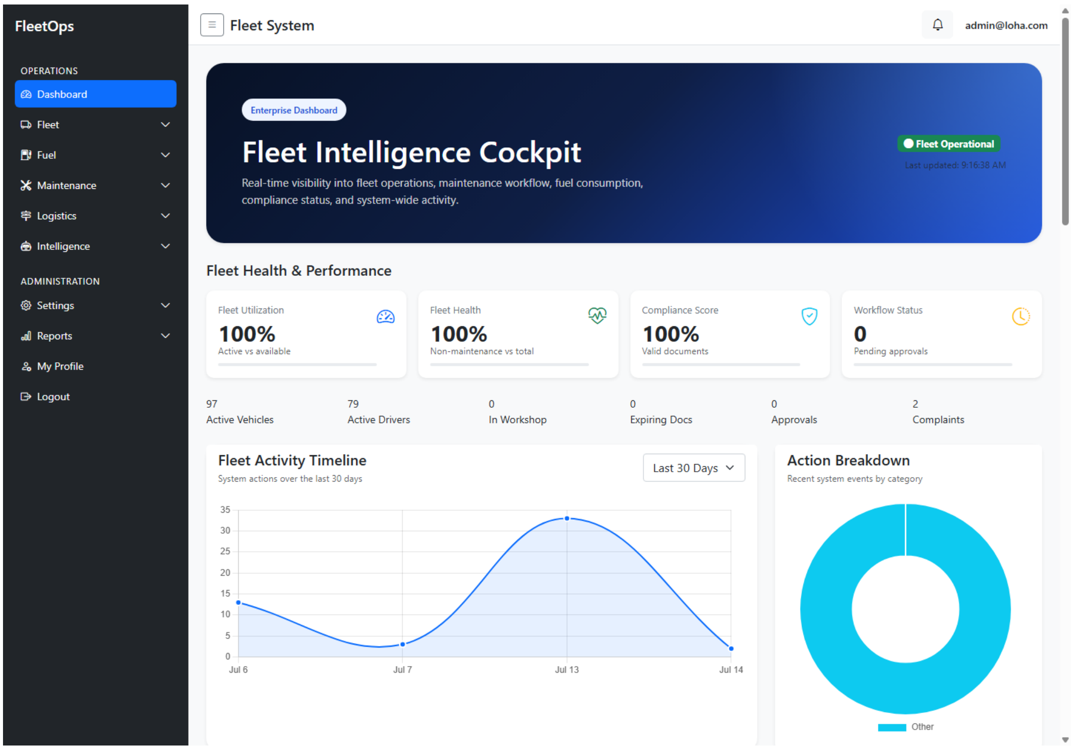
3. Common Screen Controls

- KPI cards show totals, alerts, and status summaries for the page.
- Search boxes filter lists by common fields such as vehicle, driver, workshop, plate number, or description.
- Status, stage, and date filters narrow records to the current work queue.
- Add, New, or Create buttons open a modal or form for a new record.
- Pencil icons edit records when the user has permission and the record is still editable.
- Eye icons open detail views or profiles.
- Trash icons remove records where deletion is permitted.
- Power icons activate or deactivate setup records.
- Export buttons download filtered records where export is available.

Always save before closing a modal. For workflow decisions, enter clear comments when approving, rejecting, returning, cancelling, suspending, overriding policy, or requesting rework.

4. Dashboard

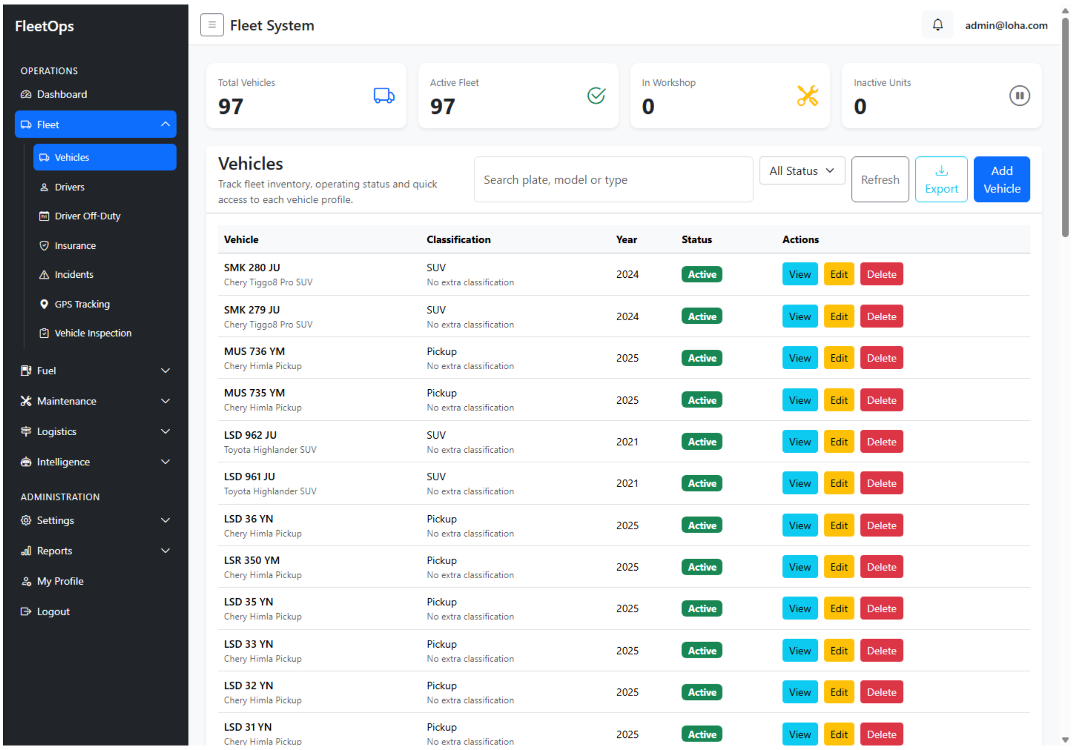
Use the dashboard as the daily command center. It summarizes active fleet records, maintenance activity, compliance alerts, fuel activity, trip activity, recent actions, and exceptions that need attention.



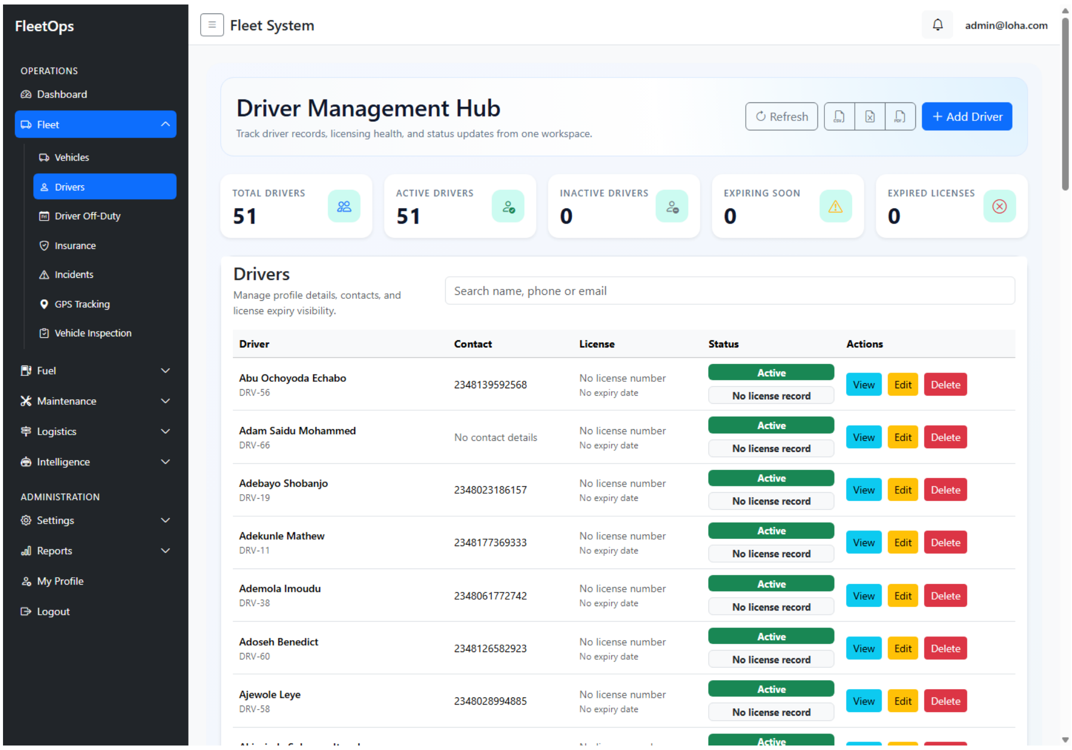
Dashboard showing the fleet intelligence cockpit, KPI cards, activity timeline, and sidebar navigation.

- Review overdue and expiring documents.
- Check pending approvals and delayed workflow stages.
- Monitor open maintenance jobs and vehicles in workshop.
- Look for unusual fuel usage, active trips, and operational exceptions.
- Use dashboard information to decide which module to open first.

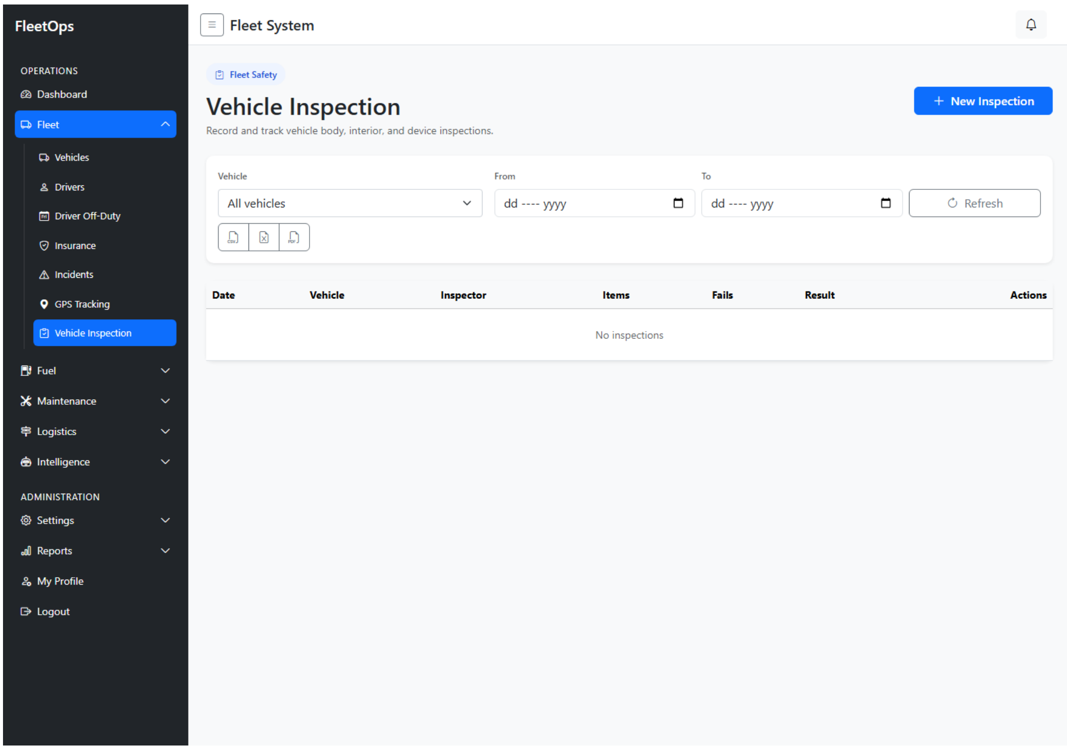
5. Fleet Module



Vehicles register showing KPI cards, search, status filters, exports, and action buttons.



Drivers register for managing driver records, search, and quick actions.



Vehicle Inspection page with filters, export controls, and the inspection table.

Vehicles

Use Fleet > Vehicles to maintain the central vehicle register.

Common tasks

- Add vehicles with plate number, type, model, ownership, branch, department, mileage, and other required details.
- Edit vehicle information when ownership, assignment, mileage, or operating details change.
- Open a vehicle profile to review documents, insurance, maintenance, trips, usage, and costs.
- Use filters and search to locate vehicles by plate number, model, status, branch, or department.

Good practice

Keep vehicle type, model, owner, branch, and department setup records active and accurate so vehicle forms have correct dropdown values.

Drivers

Use Fleet > Drivers to manage driver biodata, contact details, licenses, and operational records.

Common tasks

- Create driver profiles with contact and employment details.
- Upload or update driver photos where enabled.
- Track license details, certifications, medical records, training, and violations.
- Open the driver profile for assignments, history, compliance checks, and performance context.

Good practice

Update driver records before assigning vehicles or approving trips so reporting and compliance checks remain reliable.

Driver Off-Duty

Use Fleet > Driver Off-Duty to record dates or periods when a driver is unavailable.

Common tasks

- Create off-duty entries for leave, suspension, sickness, training, or other unavailability.
- Review active and upcoming off-duty records before assigning trips.
- Update or close records when a driver returns to duty.

Good practice

Record off-duty periods early so vehicle assignment and trip planning do not rely on unavailable drivers.

Insurance

Use Fleet > Insurance to record vehicle insurance policies and claims-related details.

Common tasks

- Capture vehicle, insurer, policy number, coverage dates, premium, and status.
- Update policies before expiry.
- Record claim or payment follow-up details where available.
- Use reports to track expired, expiring, and active policies.

Good practice

Confirm that insurers are configured under Settings > Insurer Setup before entering policies.

Incidents

Use Fleet > Incidents to log accidents, damage, traffic events, and other fleet incidents.

Common tasks

- Capture vehicle, driver, date, location, severity, description, cost impact, and follow-up status.
- Attach or reference supporting evidence where the installation supports it.
- Review incidents when assessing driver risk or vehicle history.

Good practice

Enter incident details promptly and factually because they feed audit, insurance, cost, and driver scorecard views.

GPS Tracking

Use Fleet > GPS Tracking to view or manage tracker-related vehicle information.

Common tasks

- Review tracker-linked vehicle status.
- Check provider or integration information.
- Escalate missing tracker data to the administrator or integration owner.

Good practice

Configure providers and device settings under Settings > Tracker Integrations.

Vehicle Inspection

Use Fleet > Vehicle Inspection to record inspection results and vehicle condition checks.

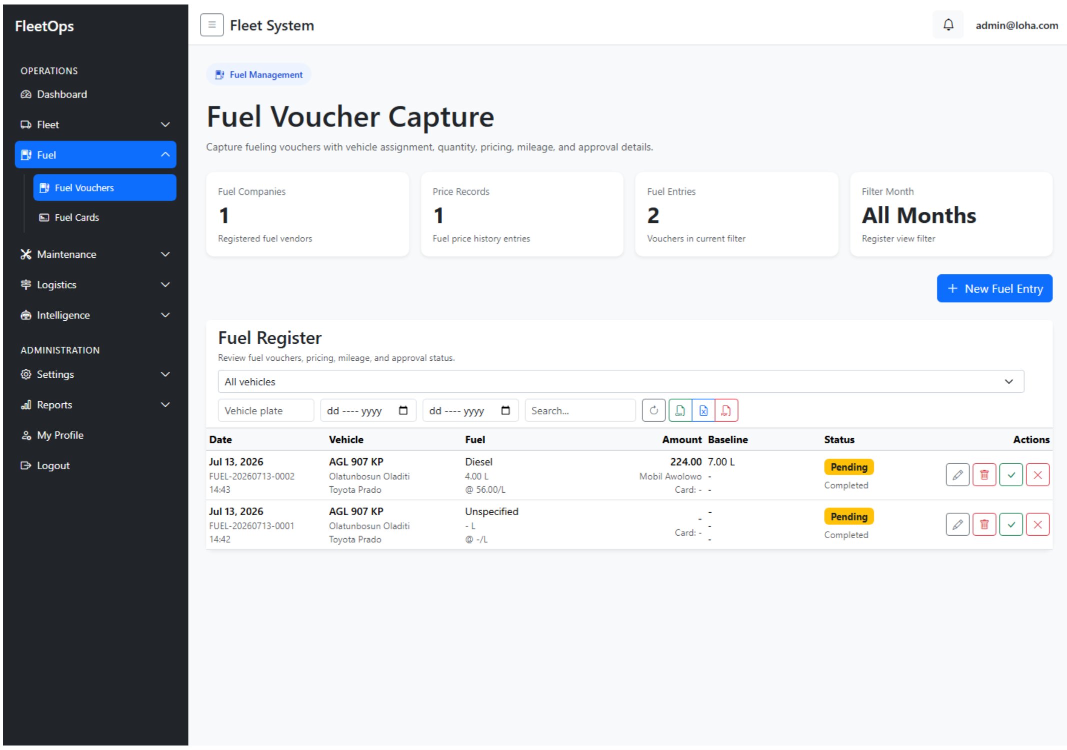
Common tasks

- Create inspection entries for routine checks, handover checks, post-repair reviews, or compliance inspections.
- Record findings, condition notes, defects, and follow-up actions.
- Use inspection history when reviewing vehicle readiness.

Good practice

Use consistent inspection notes so maintenance teams can act on defects without needing clarification.

6. Fuel Module



Fuel vouchers page for recording and reviewing fuel activity.

Fuel Vouchers

Use Fuel > Fuel Vouchers to record and manage fuel requests, voucher usage, and vehicle fuel transactions.

Common tasks

- Create a fuel entry for a vehicle or driver.
- Enter station, quantity, unit price, odometer, date, and supporting details.
- Submit or save the record according to the local process.
- Review approvals where required.
- Use fuel reports to monitor consumption, cost, and exceptions.

Good practice

Enter odometer values carefully. Incorrect readings distort consumption analysis and maintenance planning.

Fuel Cards

Use Fuel > Fuel Cards to manage fuel cards assigned to vehicles, drivers, departments, or operational units.

Common tasks

- Create fuel card records with card number, provider, assignment, status, and limits.
- Deactivate cards that are lost, expired, replaced, or no longer in use.
- Review card usage and exceptions where card integration is enabled.

Good practice

Deactivate unused cards immediately to reduce financial exposure.

Fuel Setup

Use Settings > Fuel Setup to configure fuel-related reference data and rules used by the fuel module.

Common tasks

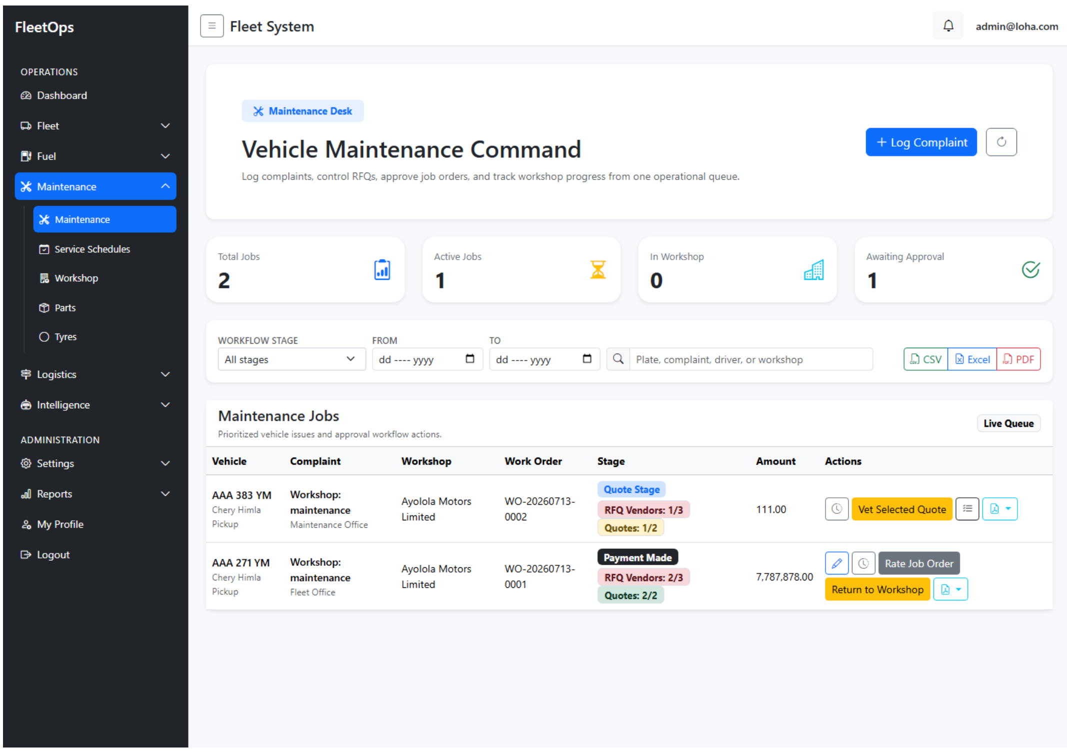
- Maintain fuel types, pricing assumptions, stations, limits, and related setup records where configured.
- Review approval settings before changing operational fuel rules.

Good practice

Limit setup changes to authorized users because they affect transactions and reports.

7. Maintenance Module

Use Maintenance > Maintenance to manage the complete lifecycle of vehicle repairs from complaint logging through final payment. The workflow uses stage-specific action buttons, RFQ controls, approval decisions, inspection steps, and audit timeline entries.



Maintenance command page showing job KPIs, workflow filters, export controls, and job actions.

Role	Primary responsibilities
Driver	Log complaints.

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Fleet Officer	Log complaints and view jobs.
Fleet Manager	Approve complaints and inspect work.
Maintenance Supervisor	Review complaints, raise work orders, send job orders, and coordinate repairs.
Procurement Officer	Invite RFQ vendors, capture quotes, and vet selected quotes.
Finance Manager	Approve amounts, manage requisitions, and record payment outcomes.
HOD	Approve amounts and apply policy overrides where permitted.
QC	Inspect completed work.
Internal Auditor	Validate internal control and close jobs.
Workshop or Vendor	Carry out repairs and mark work done where permitted.
Admin	Full access according to configured permissions.

Maintenance workflow stages

Stage	Main action	Next result
Complaint Logged	Approve or reject complaint.	Maintenance Review or Cancelled.
Maintenance Review	Raise work order with line items and work order number.	Work Order Raised.
Work Order Raised	Send RFQ or send job order where permitted.	RFQ Sent or Workshop In Progress.
RFQ Sent	Invite vendors and capture quotes.	Quote Submitted.
Quote Submitted	Vet selected quote or approve final amount.	Quote Vetted or Job Order Approved.
Quote Vetted	Approve final amount.	Job Order Approved.
Job Order Approved	Send job order, suspend, or cancel.	Workshop In Progress, Suspended, or Cancelled.
Workshop In Progress	Mark work done when repairs are complete.	Inspection.
Inspection	Confirm work done or reject for rework.	Internal Control or Workshop In Progress.
Internal Control	Validate internal control.	Closed.
Closed	Raise payment requisition where required.	Requisition Raised.
Requisition Raised	Approve or reject requisition.	Requisition Approved or Requisition Rejected.
Requisition Approved	Make payment or record payment not made.	Payment Made or Payment Not Made.
Requisition Rejected	Send job order back for rework where needed.	Workshop In Progress.
Payment Made	Rate job order.	Record remains Payment Made.
Suspended	Resume or cancel job order.	Workshop In Progress or Cancelled.

RFQ Manager

- Open the RFQ Manager from the list-check icon on a maintenance job row.
- Invite workshop vendors from the vendor dropdown.
- Capture vendor quote documents, amounts, and line items.
- Compare quotes and select the final workshop.

- Use policy status panels to confirm whether minimum vendor and quote requirements are met.
- Use HOD Override only when policy allows and a clear reason is recorded.

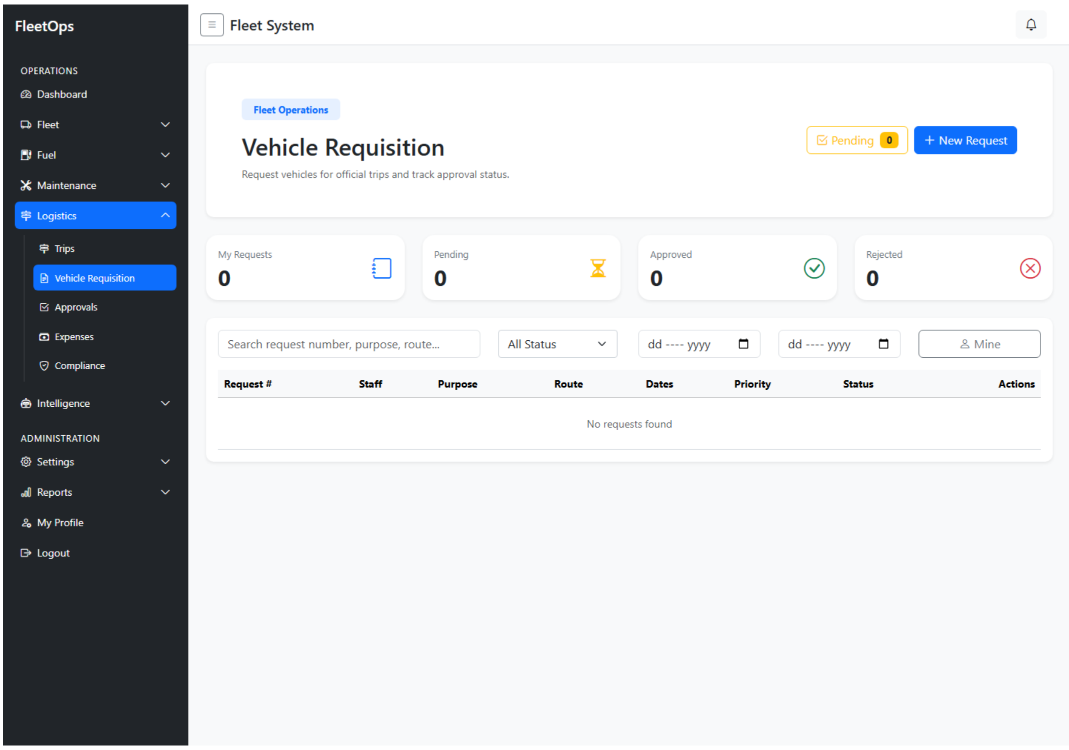
Maintenance PDFs and timeline

- Work Order PDF is available after a work order is raised.
- Job Order PDF is available after job order approval.
- The timeline shows stage changes, comments, amount changes, and the user who performed each action.
- Edit complaint details early; later workflow stages restrict editing to protect the quote and approval process.

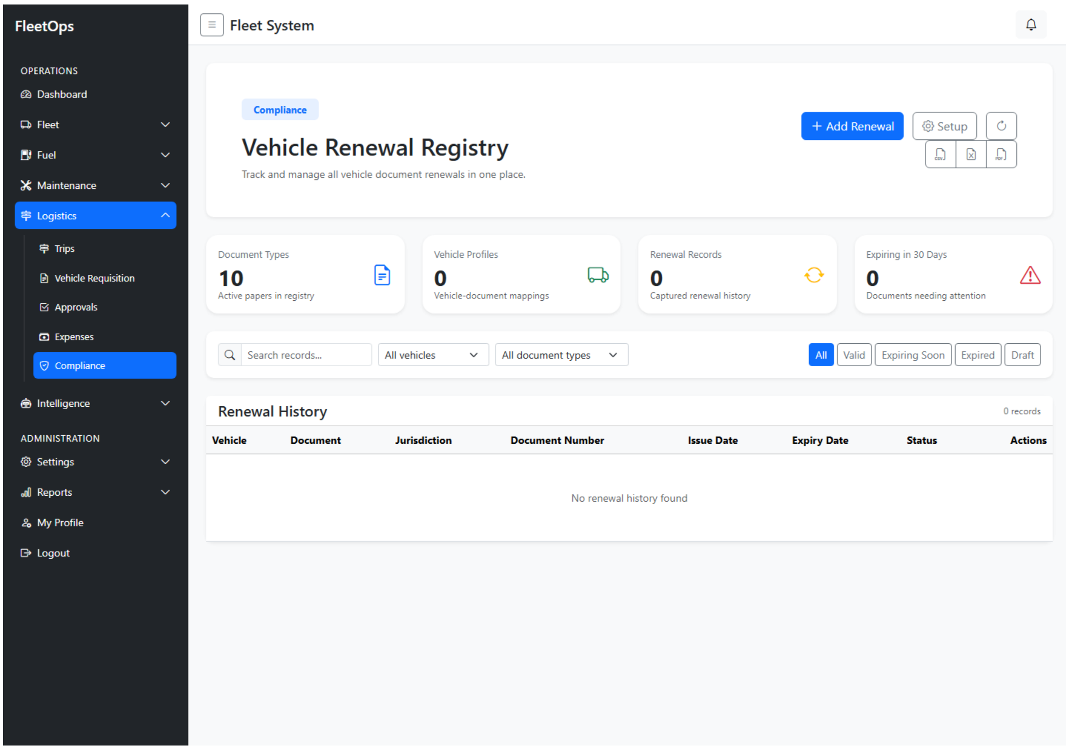
Other maintenance areas

- Service Schedules: create preventive maintenance intervals by date, mileage, or service plan.
- Workshop: manage workshop-facing job activity and assigned jobs.
- Parts: manage spare parts records, stock context, and usage.
- Tyres: manage tyre inventory, fitting, removal, retread, scrap, brand, and model history.

8. Logistics Module



Vehicle Requisition page for request tracking, workflow status, and assignment activity.



Compliance renewal registry showing document KPIs, filters, and renewal history.

Trips

Use Logistics > Trips to record journeys and vehicle usage.

Common tasks

- Create trips with vehicle, driver, route, purpose, and start details.
- End the trip when completed.
- Enter final mileage and completion notes where required.
- Use trip records for utilization, driver, cost, and operational reporting.

Good practice

Close trips promptly so vehicles and drivers are available for accurate planning.

Vehicle Requisition

Use Logistics > Vehicle Requisition to request vehicles for journeys, assignments, or operational movement.

Common tasks

- Create a request with pickup, destination, purpose, dates, passenger count, priority, notes, and supporting document where needed.
- Save Draft while the request is incomplete or Submit when ready for approval.
- Approvers can approve, reject, return, or request correction based on workflow rules.
- After approval, an authorized user assigns a vehicle and optional driver.
- Use recommendations where available to compare suitable vehicles.

Good practice

Submit requests early and use clear journey details so approvers and assigners can act without delay.

Approvals

Use Logistics > Approvals to act on workflow items awaiting your decision.

Common tasks

- Open each item and review the details.
- Approve valid requests.
- Reject or return requests that need correction, adding a clear comment.
- Resubmit returned items after correction where your role permits it.

Good practice

Comments are part of the audit trail. Keep them professional, specific, and action oriented.

Expenses

Use Logistics > Expenses to record operational expenses connected to vehicles, trips, drivers, or fleet activities.

Common tasks

- Capture expense category, amount, date, vehicle, trip, driver, and description where applicable.
- Attach or reference evidence where supported.
- Review expense reports for reconciliation and cost control.

Good practice

Record expenses as soon as possible to keep cost reporting current.

Compliance

Use Logistics > Compliance to track vehicle documents and renewals such as licenses, permits, roadworthiness, and regulatory obligations.

Common tasks

- Create renewal records with vehicle, document type, issuing authority, issuing office, vendor, dates, and cost.
- Update records before expiry.
- Use compliance reports to find expired, expiring, and active records.
- Maintain setup values for authorities, offices, vendors, states, LGAs, branches, accounts, and owners.

Good practice

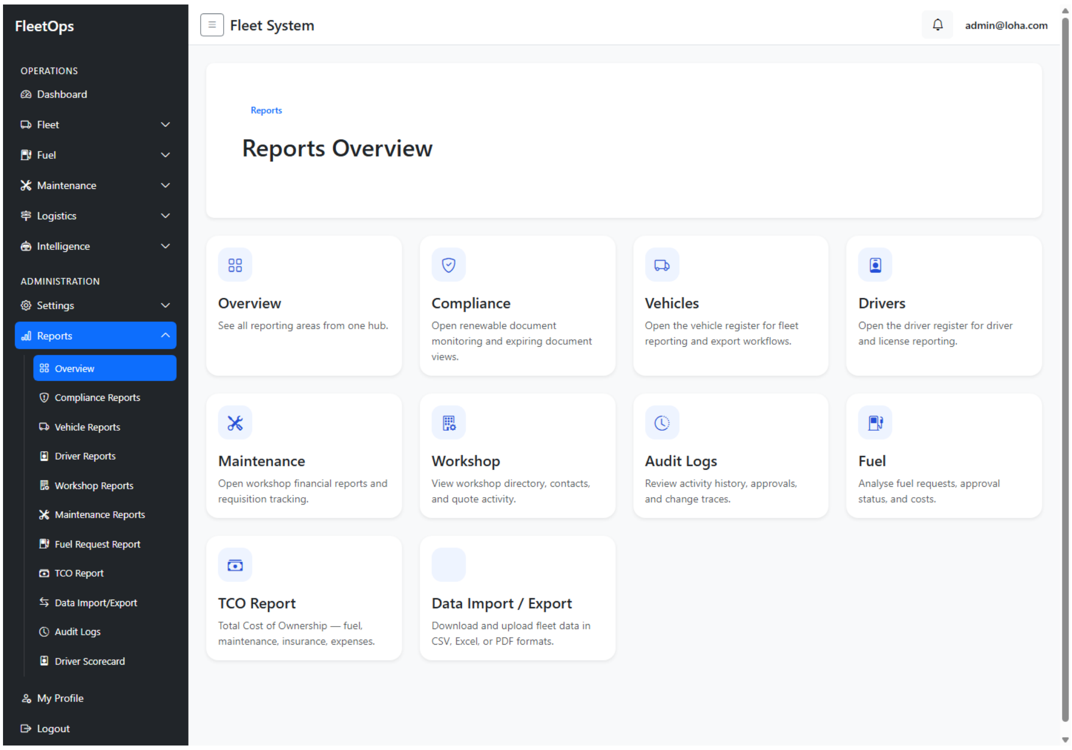
Do not wait until expiry day. Early renewal prevents operational disruption and enforcement risk.

9. Intelligence

Use Intelligence > AI Insights to review system-generated recommendations, anomalies, and risk indicators. Available insights depend on the data captured in the installation.

- Overdue maintenance or service risks.
- Abnormal fuel consumption.
- Underutilized vehicles.
- Driver incident or performance alerts.
- Route, assignment, or operational optimization opportunities.
- AI-assisted vehicle recommendations for approved requisitions where enabled.

10. Reports



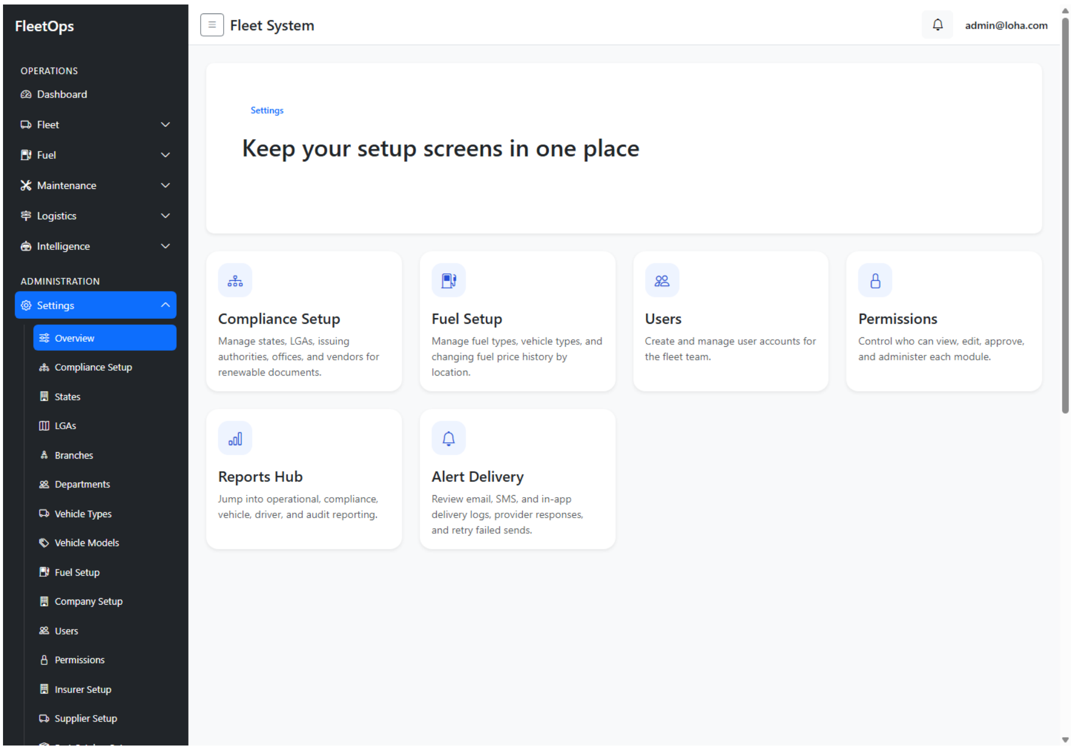
Reports overview hub with operational, compliance, maintenance, audit, fuel, and TCO report shortcuts.

Report area	Use
Overview	General report landing page and reporting shortcuts.
Compliance Reports	Document status, expiry, renewal, and compliance views.
Vehicle Reports	Fleet register and vehicle-related operational views.
Driver Reports	Driver records, compliance, and driver-related views.
Workshop Reports	Workshop and repair activity.
Maintenance Reports	Maintenance jobs and workflow status.
Fuel Request Report	Fuel request and voucher reporting.
TCO Report	Total cost of ownership by vehicle.
Data Import/Export	Bulk data movement, imports, and exports.
Audit Logs	Immutable activity history and verification tools.
Driver Scorecard	Driver performance and risk scoring.

Use filters before exporting so downloaded reports contain the exact period, status, category, branch, vehicle, or driver needed.

11. Administration and Setup

Administration pages are normally restricted to administrators, module owners, or managers. Setup data feeds dropdowns, validation rules, routing, reports, generated documents, and workflow controls.



Settings overview showing setup areas for compliance, fuel, users, permissions, reports, and alerts.

Setup area	Examples
Company and users	Company Setup, Users, Permissions, My Profile.
Geography	States, LGAs, Regions, Cities, Locations.
Organization	Branches, Departments, Projects, Contract Types, Accounts, Owners.
Fleet setup	Vehicle Types, Vehicle Models, Insurer Setup, Tracker Integrations.
Compliance setup	Compliance Setup, Issuing Authorities, Issuing Offices, Compliance Vendors.
Maintenance setup	Supplier Setup, Part Catalog Setup, Bin Location Setup, Tyre Brand Setup, Tyre Model Setup.
Fuel setup	Fuel Setup and related fuel rules.
Workflow and alerts	Workflow Templates and Alert Delivery.

Users and permissions

- Create users with accurate names, contact details, and role assignments.
- Activate or deactivate accounts as staff responsibilities change.
- Review permissions when users cannot see menu items, buttons, pages, or approval actions.
- Change permissions carefully because they affect operational controls and audit accountability.

Alert delivery

Use Settings > Alert Delivery to review alert delivery activity and provider responses. Email delivery depends on the configured SMTP or mail settings. If alerts are not delivered, an administrator should verify mail configuration and test delivery.

Workflow templates

Use Settings > Workflow Templates to configure reusable approval workflows. Only authorized users should modify templates because they control approval routing, responsibilities, and process behavior.

12. Data Import and Export

- Use Reports > Data Import/Export for bulk data movement.
- Download or prepare the correct template before importing.
- Keep column headers unchanged.
- Validate dates, numbers, vehicle plates, driver identifiers, and lookup values before upload.
- Import a small sample first when working with a new file format.
- Review result messages and correct failed rows before retrying.
- Use exports for offline analysis, reconciliation, audit support, and management reporting.

13. Audit and Accountability

The system records important actions in audit logs, including user actions, workflow transitions, comments, selected data changes, approval decisions, and overrides.

- Use your own login only.
- Do not share passwords.
- Add clear comments for approvals, rejections, returns, suspensions, cancellations, overrides, and payment exceptions.
- Review audit logs when investigating disputes, missing actions, process delays, or compliance exceptions.
- Use exports only for authorized business purposes.

14. Troubleshooting

Issue	What to check
I cannot see a menu item.	Your role may not have the required permission. Ask an administrator to check Settings > Users and Settings > Permissions.
A Save button fails or shows Unauthorized.	You may have view access but not create, edit, approve, or delete access.
A dropdown is empty.	The related setup table may not have active records. Check setup pages such as vehicle types, departments, suppliers, insurers, or issuing authorities.
I cannot submit or approve a workflow.	Confirm required fields, comments, line items, final workshop, approved amounts, or override reasons are complete.
Email alerts are not delivered.	Ask an administrator to verify SMTP settings, mail credentials, and the mail test script.
A report does not show expected records.	Clear filters, check date range and status, confirm the record exists, and verify your role has access.
A maintenance action is disabled.	Check the current workflow stage and whether prerequisite RFQ, quote, amount, or workshop data has been entered.

15. Recommended Daily Routine

1. Review Dashboard alerts and pending work.
2. Open Approvals and act on items awaiting your decision.

3. Review expiring documents in Compliance or Compliance Reports.
4. Check active maintenance jobs and delayed workflow stages.
5. Monitor fuel usage, exceptions, and pending fuel activity.
6. Update trips, requisitions, incidents, expenses, and inspections before end of day.
7. Export or review reports needed for management follow-up.
8. Log out when finished, especially on shared devices.