Road Ready Pro User Guide

V1.1

Introduction

Road Ready Pro is a fleet-administration and mobile-inspection workspace that adds structured accident reporting to the core Road Ready workflow. It connects fleet settings, vehicle and driver records, vehicle-type checklists, mobile pre/post-trip checks, completed inspection logs, defect attention, live accident reports, vehicle history and portable data exports. [1]

This guide is for a first-time fleet administrator. Work in this order: set up fleet and vehicle data, create type-specific checklists, confirm mobile access, review completed checks, configure the accident questionnaire, then review accident reports and linked vehicle history through the organisation's own incident, maintenance, insurance and safety procedures.

> **Critical operational boundary**
>
> Road Ready Pro helps you record and review information. It does not provide emergency response, insurer/authority notification, legal advice, liability decisions, evidence verification, vehicle release approval or a guarantee of compliance/roadworthiness. In an incident, follow your organisation's emergency and escalation process first.

1. Use the Fleet Dashboard and Settings

The **Dashboard** provides a fleet overview through Vehicle Types, Vehicles, Drivers and Checklist Templates, plus Recent Vehicles and Drivers. The header reports fleet context, API connectivity and save feedback. Confirm a healthy connection before relying on a record change or report review.

Setting / control	What it does and how to use it
Fleet status	Identifies the current fleet context. Confirm the intended fleet is set before adding vehicles, drivers, templates, inspections or reports.
API Connected	Reports the data-service connection. If it is not healthy, do not rely on a new save, status update, inspection action or accident-report review.
Saving feedback	Indicates that a change is being saved. Wait for completion before navigating away or publishing mobile configuration.
Vehicle Types / Vehicles / Drivers	Dashboard totals used for a high-level completeness check. They are not a substitute for a physical fleet or personnel audit.
Checklist Templates	Shows the count of available templates. Compare it with active vehicle types and resolve a missing template before mobile inspection rollout.
Accident Report	The Road Ready Pro workspace for configuring driver questions and reviewing submitted incident reports. It is separate from the inspection log but connects reports to vehicle history.

Fleet Settings holds fleet name/reference, organisation contact details, notes and an optional DVLA API-key setting. Maintain only the correct, authorised fleet context. Store API credentials through the approved technical process, never in routine fleet notes or driver communications. [1]

2. Establish Vehicles, Drivers and Checklists

Create vehicle types and records

Vehicle types define the inspection standard. The live administrator supports categories including Car (PCar), Van / LCV, HGV / Truck, Minibus, Motorcycle, Plant / Machinery, Trailer and Other. The vehicle record includes Registration Plate, Vehicle Type, Make, Model, Year, Colour, Assigned Driver, MOT and Service dates/renewals, and Notes. The optional DVLA lookup can assist with vehicle detail entry where configured. [1]

Setting / control	What it does and how to use it
Vehicle Type	The classification that links a vehicle to the correct checklist template. Create a type only when it represents a meaningful inspection group.

Setting / control	What it does and how to use it
Registration Plate	The practical identifier for the asset. Check it against the physical vehicle before saving and before using it to review an accident report.
Lookup DVLA	A configured lookup that can help fill make, model, year and colour. Verify returned information against the fleet record; it is not a vehicle condition or legal-status check.
Assigned Driver	Links the responsible/current driver to the vehicle record. Keep it current, but do not treat this as a substitute for daily allocation, training or licence checks.
MOT / Service dates	Maintenance-context dates and renewal intervals. Use them within the organisation's actual maintenance controls; these fields do not approve the vehicle for use.
Notes	Concise fleet context. Use the dedicated inspection/accident process for defects or incidents rather than treating notes as the only official record.

Maintain driver accountability

Driver records hold Full Name, Licence Number, Phone, Email, Employee ID, Status and Notes. Status choices include Active, Inactive and On Leave. Maintain a valid driver record before assignment, inspection or accident-report use so the history remains understandable. The record does not verify the person's licence, authority or condition to drive; perform those checks outside the application. [1]

Build pre- and post-trip templates

A checklist template is assigned to one vehicle type and has separate Pre-Trip and Post-Trip item sets. The builder offers categories including General, Tyres, Engine, Lights, Brakes, Fluid Levels, Body & Glass, Safety Equipment, Documents, Fuel, Load / Cargo and Other; the product page also identifies Mileage. Items can be marked Required. [1]

Setting / control	What it does and how to use it
Pre-Trip Inspection	The approved checks before operational use. Use short, observable items that map to the organisation's actual fleet-check standard.
Post-Trip Inspection	The return/end-of-use inspection set. Keep it distinct from pre-trip checks where the operational question differs.
Category	Groups items so a driver and manager can understand what is being assessed. Choose the category that supports clear action.
Required	Marks an essential item. Apply it from the approved fleet-check procedure, not from a casual preference.
One template per vehicle type	The live form communicates that template items apply to all vehicles of the selected type. Review scope before changing a template that may affect multiple assets.

> **Template rule**
> Do not apply one generic checklist to vehicles that need different inspection detail. Let vehicle type and the approved operational process define the pre-trip and post-trip question set.

3. Prepare Mobile Access, QR and Documents

The mobile workflow lets drivers complete configured inspections and the Road Ready Pro Report Accident flow. The administrator can share the mobile URL, open it in a new tab or generate QR access/vehicle stickers. Drivers can open the app in a phone browser and add it to the home screen for faster access. [1]

Before rollout, export Fleet, Checklist or Combined configuration as JSON through **Export / Sync**. The combined package is appropriate when both vehicle/driver and checklist configuration must be refreshed. Test the intended mobile route before asking a driver to use it. [1]

Setting / control	What it does and how to use it
Mobile App	The driver-facing browser/app route. Check that the expected vehicle/checklist/report functionality appears before issuing it.
Vehicle QR Stickers	A practical QR entry point for a vehicle workflow. Check the target registration/link and retire any obsolete label through the fleet process.
Documents	A Road Ready Pro navigation area. Use it within the organisation's document-control process; do not assume a document is current, approved or shared merely because it is available in the application.

Setting / control	What it does and how to use it
Fleet / Checklist export	Separate JSON exports used to refresh only the needed part of mobile configuration.
Combined export	Refreshes both fleet and checklist configuration together. Confirm the exported version/ date before distribution.
Recent Inspections	Mobile-workspace context showing inspection records by date, registration, type, driver, items and attention. Use Refresh before reporting that a current record is present.

4. Complete and Review Routine Inspections

Drivers use the mobile app to complete the current pre-trip or post-trip checklist for the relevant vehicle. Completed checks are retained in the central inspection log. Managers use **Completed Checklists** to filter All Types, Pre-Trip or Post-Trip and refresh the list. [1]

The central log supports viewing inspection detail, reviewing submitted defects and acknowledging individual action items when the appropriate response is complete. An attention indicator keeps unresolved information visible. [1]

Setting / control	What it does and how to use it
Inspection entry	The retained evidence of a completed mobile check. Review vehicle, driver, date, type and individual outcomes before deciding what response is needed.
All Types / Pre-Trip / Post-Trip	Filters the central log. Use a type filter for focused review, then return to All Types for a complete picture.
Defect detail	The reported inspection items requiring attention. Follow the organisation's defect/ maintenance escalation path; do not clear an item simply to reduce the queue.
Attention indicator	Keeps unresolved inspection information visible. It is an action prompt, not confirmation that the condition has been repaired or risk has been assessed.
Acknowledge action	Records an administrative acknowledgement after the relevant response and verification have occurred. It is not the repair itself.
Vehicle history	The asset context for inspection history and any linked accident report. Check the correct registration and date before using this record for a management decision.

> **Acknowledge only after response**
> Before acknowledging a defect or attention item, follow the required maintenance/safety process and obtain the necessary verification. Keep the log accurate even when the physical action sits in another system.

5. Configure the Accident Report Questionnaire

Road Ready Pro adds a dedicated **Accident Report** workspace headed "Configure the driver questionnaire and view completed incident reports." The **Report Questions** tab lists the questions that appear in the driver's mobile Report Accident screen. In the live administration view, each question shows its order, Yes/No response type, Required or Optional state and Active status. Managers can use up/down controls to set order and can Edit or Delete a question. [1]

Use **Add Question** to enter the required question text, select whether a response is required and save it. Existing questions should be edited only under the organisation's incident-reporting control, because changing wording, order or required status changes the information future drivers will provide.

The official product page describes the wider configurable accident form as supporting sections, required fields, order and available controls including text, select, number and slider responses. Treat the exact available field types in your tenant as what the live configuration screen exposes. [1]

Setting / control	What it does and how to use it
Report Questions	The active prompt set shown to drivers in the mobile accident flow. Review it at a controlled interval with the incident-management owner.
Question text	Write a clear, factual prompt a driver can answer at the scene. Do not use ambiguous language or questions that ask the driver to determine legal liability.
Required response	Marks a response as required. Use it only for information that must be captured under the approved incident process; avoid making non-essential details block a report.
Order arrows	Moves a question up or down without dragging. Put urgent/basic facts first and detailed narrative context later.

Setting / control	What it does and how to use it
Edit / Delete	Changes or removes a configured prompt. Check change authority, document the reason and remember that historic reports retain their submitted form context.
Active status	The state shown against an available question. Review active questions for relevance and clarity before mobile rollout.

> **Do not turn the form into an incident decision**
> The questionnaire should capture facts and observations. It should not require drivers to admit fault, assign blame, assess injury severity beyond approved immediate-response questions, or make legal/insurance determinations.

6. Submit an Accident Report from Mobile

The mobile Report Accident workflow is used by a driver to capture structured incident information connected to the relevant vehicle record. The official description includes core incident information, date, time, vehicle, driver, incident type, location, structured answers, a narrative and photo evidence where supplied. [1]

Driver response sequence

1. Follow the organisation's emergency, safety and reporting procedure first. Use emergency services or the required escalation route when appropriate.
2. Open the Road Ready Pro mobile app and select **Report Accident** only when it is safe to do so.
3. Confirm the correct vehicle and driver context.
4. Record factual date, time, location, incident type and the required configured answers.
5. Write a clear factual narrative of what was observed. Do not speculate, determine fault or enter sensitive information beyond the approved process.
6. Add photo evidence only where it is safe, permitted and relevant; the photo count is a review indicator, not proof of fault or completeness.
7. Submit the report and inform the designated manager through the organisation's required communication route.

> **Safety before reporting**
> A mobile accident report is a record-keeping tool. It must never delay emergency assistance, site safety actions, required notifications or other immediate incident controls.

7. Review Submitted Accident Reports and Vehicle History

The **Submitted Reports** tab holds the central manager list. It has a registration filter and Refresh. The table columns are Date, Registration, Driver, Description, Photos and View. Use the filter to reduce the list, then verify registration/date/driver before opening a report. [1]
The product page confirms that the administrator can review a submitted report in detail, see the linked photo count and use the related vehicle history to open a dedicated report viewer or print a report for the fleet record. [1]

Setting / control	What it does and how to use it
Filter registration	Searches the submitted-report list by vehicle registration. Confirm the exact vehicle identity, especially when fleets contain similar registrations.
Refresh	Reloads the central report list. Use it after a mobile report is submitted and before reporting that the list is current.
Date / Driver / Description	The core list context. Use it to identify the correct report before opening or printing; description is not a final investigation conclusion.
Photos	Shows the associated photo count. Review the actual available files through the authorised process; count does not confirm relevance, quality or evidential validity.
View	Opens the saved report detail where available. Review the structured answers, narrative, vehicle and driver context together rather than relying on one field alone.
Linked vehicle history	Marks/connects the accident report to the vehicle record. Use it to review related inspection history in asset context, not to assume causation.

Setting / control	What it does and how to use it
Print	Produces a fleet-record copy through the report viewer where available. Check the correct report and approved retention/security process before printing or sharing it.

> **Protect incident information**
> Accident reports, contact details, narratives and images can be sensitive personal or commercial information. Restrict access, retention, printing and sharing according to the organisation's data-protection, HR, insurance and investigation procedures.

8. A Reliable Road Ready Pro Routine

1. **Maintain the fleet foundation.** Check fleet settings, connection status, vehicles, drivers and key dates.
2. **Maintain inspection standards.** Keep vehicle-type templates aligned with approved pre/post-trip requirements.
3. **Refresh mobile configuration.** Export fleet, checklist or combined data after controlled changes, then test the mobile route/QR label.
4. **Review check logs.** Review completed inspections, defects and attention items daily; acknowledge only after proper action and verification.
5. **Control accident questions.** Review wording, order and required responses under the approved incident-report process.
6. **Respond safely to incidents.** Put emergency and escalation procedures first; use mobile reporting only once it is safe and appropriate.
7. **Review and retain reports.** Filter/refresh submitted reports, inspect the correct vehicle history and protect report/photograph information.

> **Daily fleet manager check**
> Before closing the day, review new inspections and accident reports, outstanding attention items, changes to vehicle/driver context, mobile-data freshness and whether any report needs controlled printing, escalation or retention.

9. Common Problems and Safe Responses

Setting / control	What it does and how to use it
A vehicle has no suitable checklist	Check the Vehicle Type and the assigned template. Create/correct the approved type-specific template before asking a driver to complete a generic form.
The mobile app shows old configuration	Export the relevant Fleet, Checklist or Combined JSON data, refresh the mobile workflow and test it before renewed driver use.
A defect is visible in an inspection	Open the record, follow the maintenance/defect escalation process and acknowledge only when the required response is complete.
A question is unclear or in the wrong order	Edit it only with the incident-process owner's approval. Keep a controlled record of why the report standard changed.
A report is not visible in Submitted Reports	Use Refresh, confirm the registration filter and check that the driver submitted through the correct mobile workflow. Escalate through the local incident process if it is still absent.
A photo seems missing or unusable	Do not assume non-submission or poor quality proves anything. Follow the organisation's incident/investigation process and record any required follow-up elsewhere.
A QR sticker may be outdated	Verify the target vehicle/mobile link, issue a replacement through the controlled fleet process and clearly retire the obsolete sticker.
An incident requires urgent action	Follow emergency, safety, management, insurance and authority procedures immediately. Do not wait for the mobile report or an administrator review.

10. Quick Glossary

This glossary defines the main fleet, inspection and accident-report terms used in Road Ready Pro so a new administrator can understand what each record does—and does not—establish.

***accident report* – structured accident report**: The mobile-submitted incident record linked to vehicle history and available for central review.

***attention indicator* – inspection attention indicator**: The view/control that keeps unresolved inspection information visible for a fleet response.

***defect* – reported defect**: An inspection item that needs attention and is visible to the administrator in the central log.

***driver record* – driver record**: The accountable fleet-user record holding name, licence, contact information, employee ID, status and notes.
***DVLA lookup* – DVLA lookup**: The optional configured registration lookup used to assist vehicle detail entry.
***JSON export* – fleet/checklist JSON export**: A portable export of fleet, checklist, or combined configuration used to refresh the mobile workflow.
***fleet* – fleet record**: The defined group of organisation settings, vehicles, drivers, checklists and supporting records managed in Road Ready Pro.
***inspection log* – completed inspection record**: The central record of a completed mobile pre-trip or post-trip check.
***mobile app* – Road Ready Pro mobile app**: The driver-facing phone-browser route for configured checks and the Report Accident workflow.
***narrative* – incident narrative**: The driver's plain-language description that accompanies the structured accident-report information.
***photo evidence* – submitted photo evidence**: Photo evidence supplied in a mobile accident report where available; it remains an attachment for review, not proof of fault.
***post-trip inspection* – post-trip inspection**: The configured check undertaken after a vehicle trip or operational use.
***pre-trip inspection* – pre-trip inspection**: The configured check undertaken before a vehicle trip or operational use.
***QR access* – mobile QR access**: A QR entry point used to open the relevant mobile application or vehicle sticker workflow.
***accident questionnaire* – accident report questionnaire**: The manager-configured report questions, order and required-response rules shown to drivers in the mobile Report Accident flow.
***submitted reports* – submitted accident-report list**: The central manager list that can be filtered by registration and refreshed to review saved incident reports.
***required item* – required checklist/report item**: A template or accident-report prompt marked as needing a response in the configured workflow.
***checklist template* – vehicle-type checklist template**: The separate pre-trip and post-trip item set assigned to a selected vehicle type.
***vehicle record* – vehicle record**: The asset record holding registration, technical detail, dates, driver link, inspections and related report context.
***vehicle type* – vehicle type**: The category assigned to a vehicle that determines the relevant checklist template.

11. Final Road Ready Pro Checklist

Use this checklist before rolling out the mobile/accident-report workflow or closing a fleet-review cycle.

Setting / control	What it does and how to use it
Fleet and vehicle context correct	Fleet settings, vehicle records, assigned drivers and key dates reflect the controlled operational record.
Checklists fit each type	Every active vehicle type has an approved pre-trip and post-trip template with suitable required items.
Mobile configuration current	The relevant export has been refreshed and mobile/QR access has been tested against the correct fleet context.
Inspection response controlled	Managers know how to review defect/attention items and acknowledge only after the required process is complete.
Accident questions approved	Question wording, order and required state reflect the approved incident-report standard and do not ask drivers to decide liability.
Report review protected	Managers know how to filter, refresh, view, print/retain and restrict access to accident reports and related photographs.
Emergency boundary understood	All users understand that immediate emergency/safety/escalation procedures come before or alongside mobile accident reporting.

Final rule

Keep the fleet, inspection and accident records truthful. Do not clear a defect, alter a report, change a question or issue mobile access merely to make a dashboard look complete. Correct the source record and follow the organisation's actual operational process.

12. Source Notes

This guide was prepared from the [official Road Ready Pro product page](https://office-systems.co.uk/app_pages2/road_ready_pro.html) and the [live Road Ready Pro application](https://www.office-systems.co.uk/apps/road_ready_pro/index.html). It expands the base Road Ready workflow with verified structured accident-report configuration, mobile submission, manager filtering/review, photo-count context and linked vehicle-history review. It intentionally makes no claims about emergency response, legal/insurance advice, evidence validity, automatic notifications, liability, roadworthiness or regulatory compliance.