

DRIVER

ViaNexis – Driver Manual

Daily work, documents, CMR and offline

Controlled transport operations.

Documented processes.

Auditable decisions.

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Who is this booklet for?

This booklet is for you if you work in the **ViaNexis Driver** app. You do not need IT skills: it walks you step by step through your first day, daily trips, documents, signatures, and emergency alerts.

The goal is simple: **fewer misunderstandings, less lost paper, stronger evidence** — when you use the app properly.

What does the ViaNexis Driver app give you?

Everything for the trip in one place:

Area	What it means in practice
Trips	Assigned tasks, stops, instructions
Documents	Photo, scan, storage tied to the trip
CMR	Paper or digital handling, as your company sets up
Checklist	Daily and weekly walkaround, fault reporting
Messages	With the dispatcher, tied to the trip
Translation	Helps you understand — original text stays
SOS	Emergency SOS alert to the company
Evidence	Timestamps, photos, notes, uploaded files
Completed trip package	Summary for the company when the trip is finished

Offline-first — works in the field

Weak or no internet? Most steps can be done **offline**: view the trip, checklist, queue a document, update status. When you have a connection, the app **syncs**. Do not close the app while uploading.

How does the app protect you?

If you use it properly, the app can **show what you did and when**:

- when you departed, arrived, loaded, closed;
- which document you uploaded;
- who signed, when;
- what you messaged the dispatcher.

This **does not** replace safe driving or the law — but in a dispute, **timestamped evidence** matters.

First day in the app

1. Log in

1. Open the **ViaNexis Driver** app (via the channel your company recommends).
2. Enter the **email** and **password** your company gave you.
3. If details are wrong, check what you typed; if login still fails, contact your **company admin** — do not share your password with anyone.

2. Language

Choose your **preferred language** (e.g. English). Menus and messages follow that choice. You can change it later in settings if your company allows it.

3. PIN or biometrics (if available)

Depending on company settings, you can set:

- a **device PIN** — local lock on the app (does not replace your account password);
- **fingerprint / face unlock** — faster access.

These protect the app **on your phone**; the company does not see your PIN.

4. Profile and driver ID

Check your **name** and **driver details** in your profile. If something is wrong, tell the dispatcher or company admin — do not run trips with incorrect data.

5. Truck and trailer

Before departure, check that the **vehicle** assigned to the trip (truck, trailer) is correct. If you swapped trailers, **update** it on the trip or tell the dispatcher — per company rules.

6. Emergency settings

Know:

- where the **SOS** button is;
- who the company notifies in an emergency;
- the company **emergency call** procedure (e.g. call **112** first, then SOS).

7. Document storage

The app **ties uploaded files to the trip** — it does not scatter them in your phone gallery. The company sees documents attached to the trip; **do not** put personal photos in the app.

Daily workflow

Morning — start the trip

1. Open the app; check that it has **synced** (use internet if you can).
2. Open your **assigned trip**.
3. Review **stop order** and instructions.
4. Complete the **Walkaround / daily checks** in the weekly work context (see below) — **not** as a separate trip-scoped checklist.
5. **Start / accept** the trip per company workflow (e.g. “departure”, “acceptance”).
6. If needed, attach **tachograph evidence** (clear, readable photo).

On the road

1. Follow **stop order**; update status (arrival, departure).
2. Message the **dispatcher** if you have a question or deviation.
3. You can work offline — changes sync later.

At loading / unloading

1. Mark **arrival** at the stop.
2. Upload a **document** (CMR, delivery note, photo).
3. Collect **signatures** (handover party, receiver, you) — see below.
4. If something is **wrong** or incomplete, do not delete evidence — report it; upload both states if the company asks.
5. Mark **departure** / next stop.

Close the trip

1. Check: every required **document** uploaded?

2. Every required **signature** collected?
3. **Close the trip** when company workflow allows.
4. The system builds the **completed trip package** — proof the trip was finished.

If you cannot close (missing signature, error), **message the dispatcher** — do not leave it open in silence.

Documents and CMR

Uploading a paper document

1. In the trip, open the **document** menu.
2. **Take a photo** or choose a file — **sharp, readable**, full page.
3. Set **type** (CMR, delivery note, etc.) if the company asks.
4. **Save** — offline it queues; upload happens when connected.

Digital CMR (where the company uses it)

If the company provides digital CMR:

- fill in fields in the app;
- check cargo and address details;
- close the document after signatures.

If both paper **and** digital are required, follow **company instructions** — handle both.

Primary document

If there are several files, mark the **primary document** (e.g. valid CMR) when the app asks. This helps the dispatcher find it quickly.

Signature-required documents

The app may show which documents need a **mandatory signature**. Before closing, check the list — if you see red or “missing”, add it or tell the dispatcher.

Voided document

- **Do not delete** a bad photo without evidence unless the company says otherwise.
- Upload a **new, correct** version.
- **Message** the dispatcher: what went wrong (e.g. blurry photo, wrong trip).
- Company rules decide whether the voided copy stays for audit purposes.

Do not destroy evidence

Files on the trip are **proof of work**. In a dispute, what was uploaded and when matters. Only delete on instruction from company admin or dispatcher — if deletion is even allowed.

Signatures — ViaNexis signature UX (IMPLEMENTED)

On CMR and other trip papers, several parties may sign:

Role	Who signs
Shipper	Handover side
Carrier / driver	You
Consignee	Receiver side

Global signature flow

- 1. **Sign** button
- 2. Focused signature panel/modal
- 3. Signer **metadata**
- 4. **Save / finalize**
- 5. After finalization: **immutable**
- 6. **No** silent edit / delete / re-sign

[SCREENSHOT: CMR signature flow]

CMR remarks / counterremarks (IMPLEMENTED)

Recorded per product rules — not silent overwrite.

Seal changes (IMPLEMENTED / PILOT)

Where the company/trip requires: seal change is logged with timestamp.

If the receiver will not sign

Follow company procedure; photo/note if safe; message dispatcher; paper CMR without signature if required.

Walkaround — weekly work-context checklist (IMPLEMENTED)

Product rule: Walkaround is **not trip-scoped**.

It runs in one **active work week**; daily checks belong to that week.

Rule	Meaning
Weekly work context	One active work week
Daily checks	Within that week
Not trip-scoped	Not a separate walkaround per trip
Vehicle/trailer change	Audited change + repeat inspection
Fault reporting	Photo + description → workshop / dispatcher

[SCREENSHOT: Driver Walkaround]

Daily check

1. Open **Walkaround** (not as a trip attachment).
2. Complete daily points.
3. Fault → mark + photo; do not depart if forbidden.

After vehicle / trailer change

Record the change; run **repeat inspection**; change remains in audit.

Weekly PDF / summary (if used)

Per company policy.

Faults and repair

Open fault may restrict the vehicle; workshop closes after repair.

Other driver features (short)

Feature	Status
Remember-device / PIN / biometric	IMPLEMENTED / device-dependent
Ship Security Checklist	IMPLEMENTED / PILOT
Pallet exchange / packaging	IMPLEMENTED / PILOT

Feature	Status
Incidents	IMPLEMENTED
Offline sync	IMPLEMENTED
Translator + translated-text Copy	IMPLEMENTED
Map / POI	IMPLEMENTED / PILOT
Logout vs reset-device-settings	IMPLEMENTED — different actions

Tachograph evidence

What does the app do?

- Lets you attach a **photo** or **file** to the trip or where the company requires.
- This is **evidence storage** — it does not analyse whether driving and rest are compliant.

Privacy

The company can set **visibility rules** for tachograph photos. Only the necessary people see them. If unsure, ask your dispatcher or company admin.

What the app does not do

- **Does not** replace official tachograph records.
- **Does not** tell you whether driving time is legal.
- **Does not** replace tachograph law or company internal rules.

You are responsible for tachograph law and company instructions. The app only **helps prove** what you recorded when the company asks.

SOS — emergency alert

When to use it?

- Accident, serious breakdown, immediate danger — **where the company requires it**.
- **First**, call **112** (or local emergency number) if life or serious danger is involved.
- The app **SOS alert** is **additional**: it notifies the **company** and **dispatcher**.

How does it work?

1. Press the **red SOS** button.
2. The app may show a **countdown** — against accidental press.
3. **Confirm** or **cancel** — read the screen.
4. After confirm, the company gets a **notification** (location and contact if enabled).
5. The event is **logged** — do not use it as a joke.

Important

- SOS **does not** replace police, ambulance, or fire service.
 - In countries where **direct emergency call** is mandatory, **call the authorities** — the app does not decide for you.
-

Messages and translation

Messages

- Only discuss work in the **trip** conversation.
- The dispatcher sees **work messages** — do not share passwords or private matters.
- For important messages, wait for **confirmation** if urgent.

Translation

- Your message stays in the **original language**.
- The other party also sees the **translation** — and vice versa.
- Translation **helps** but is **not** guaranteed legal or technical meaning.
- For **important instructions** (route, ADR, deadline): align by **phone** or in your native language if unsure.

AI or automatic text

If the app shows a **suggestion** or **automatic summary**, it is **advice** — you and the dispatcher decide. Do not rely on it blindly.

Offline use

What works without internet?

Action	Offline
View trip (already downloaded)	Yes
Complete checklist	Yes
Photo document, queue upload	Yes
Status update (local)	Yes
Write message	Limited / queued
SOS	Only with connection — depends on company and device

What syncs later?

- uploaded photos and documents;
- status changes;
- checklist results;
- signatures.

After reconnecting — what to check?

1. Wait until **sync** finishes (indicator in the app).
2. Open the trip: is every **document** “uploaded”?
3. Check **statuses** — nothing left outdated.
4. If you see a **conflict**, follow on-screen instructions or call the dispatcher.
5. **Do not close** the app while uploading.

What does the company see?

Simply: data **linked to the job** — not your whole private life.

What they typically see	What it does not mean
Trip events (departure, arrival, closure)	They are not tracking every personal step when you are not on a trip
Documents and photos attached to the trip	Not every photo on your phone

What they typically see	What it does not mean
Work messages on the trip	Not your private WhatsApp
SOS alert	Does not replace the authorities
Location (if the company enabled it)	Not continuous monitoring at every company — company policy applies

The company does not see:

- your device **PIN** / biometric code;
- your **password**;
- private files **outside** the app.

Your personal data is handled under the company **HR and privacy policy**. Questions: dispatcher or company admin.

What the app does not do for you

The app **helps** — it does not drive, decide, or replace rules.

Area	The app does not...
Driving	...drive or decide for you
Signs, traffic	...replace road signs
Official papers	...replace authority or original documents when the law requires paper
Police, customs	...replace the authorities
Tachograph	...replace official records
ADR / dangerous goods	...replace the expert or company ADR rules
Legal advice	...act as your lawyer
Company instructions	...replace dispatcher and company internal policy
AI / OCR / translation	...only advises; it can be wrong

Full list: `what-vianexis-does-not-do.md`

Certification readiness (short)

ViaNexis is **not** considered officially certified. ViaNexis is designed to support later European compliance review, audit preparation and certification workflows. ViaNexis is not officially certified unless such certification is actually obtained. This **does not** mean fewer rules apply to you — driving and trip rules stay the same.

Frequently asked questions (FAQ)

No internet. What do I do?

Work offline: checklist, photos, status. Do not close the app. When connected, check sync.

I uploaded the wrong CMR. What do I do?

Upload the **correct** version; message the dispatcher. Do not delete the wrong one unless the company says otherwise.

The receiver will not sign. What do I do?

Document it (photo, note), message the dispatcher, follow company procedure. The app does not sign for them.

I forgot to close a stop.

Update status if you still can; if not, tell the dispatcher — they fix or instruct.

I swapped the trailer.

Tell the dispatcher **immediately**; update trip/vehicle data in the app if allowed.

The app asks me to confirm SOS. What is that?

Countdown against accidental press. If there is **no** emergency, tap **cancel**. If there **is**, confirm — and call **112** too if needed.

The translation looks odd. What do I do?

Do not take an important step based on translation alone. Call the dispatcher or write in the **original language**.

I need to send the checklist PDF to the company.

Fill it in, save, check preview; send per company workflow (app automatically or dispatcher guidance). Keep a copy if asked.

I cannot log in.

Check email/password. Contact company admin.

I do not see the trip.

Wait for sync; ask the dispatcher if it was assigned.

Is the tachograph photo enough for compliance?

No. It is only evidence; you must follow the law and company rules.

Closing summary

The ViaNexis Driver app protects you best when you **use it properly**: checklist, document, signature, message, closure — every step **timestamped** and tied to the trip. Fewer arguments, fewer “I cannot prove it” situations.

The app **does not** drive for you and **does not** promise everything — but if you are consistent, **you and the company** work with strong evidence on every trip.

First help: dispatcher → company admin.

Legal framework: `manuals/legal-safety/legal-safety-guide.md`

Legal notice

ViaNexis is an information and operations support system. This booklet is a usage guide — **not legal advice**. It does not replace the carrier's internal policies, driver responsibility, or regulatory obligations. The carrier company remains responsible for compliance.

ViaNexis architecture is designed to support later European compliance review, audit preparation, and certification workflows. **ViaNexis is not officially certified until such a certificate is actually obtained.**

This manual documents the indicated ViaNexis version. Preserve IMPLEMENTATION / PILOT-LIMITED / PLANNED distinctions — do not treat planned features as live.