



TRUEMILE USER GUIDE

Everything you need to run your trucks on TrueMile — from your first cost-per-mile to invoicing, drivers, live tracking and getting paid. Written for busy hauliers: plain English, no jargon.

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Web or app? TrueMile is the same product everywhere. Use the **WEB** version on a laptop or desktop for the office jobs (quotes, invoices, the control room), and the **APP** on iPhone / Android for the cab — drivers clock on, do walkarounds and pick up jobs there, and their location keeps updating even with the screen off. Screenshots in this guide show both.

1 • GETTING STARTED

Create your company account

1. Go to **truemile.co.uk** and press **TRY THE FREE DEMO** to play with the calculator first — no account needed.
2. Ready for the real thing? Press **Create your company account**, say how many trucks you run, and follow the steps. You get **14 days free** — your card is set up at sign-up but **nothing is taken until the 14 days are up**, and we email you twice before it goes. Cancel any time before then and you pay nothing.
3. Sign in on any device with the same email and password. In the phone app you can also add fingerprint / face sign-in later (section 10).

WEB

The screenshot shows the TrueMile website interface. At the top, there's a navigation bar with links: 'What it does', 'See it', 'Pricing', 'About', 'Sign in', and a 'FREE CALCULATOR' button. Below the navigation bar, a banner features the TrueMile logo and a list of routes with distances and costs: 'E616', 'CARDIFF → BRISTOL · 46 MI · £171', 'INVERNESS → GLASGOW · 168 MI · £435', 'AVONMOUTH → LEEDS · 214 MI · £565', 'DOVER → BIRMINGHAM · 196 MI · £524', and 'GRANG'. The main content area has a large headline 'KNOW YOUR REAL COST PER MILE.' with a sub-headline 'BUILT FOR UK HAULIERS'. Below this, a quote from Joseph Copley is displayed. A list of benefits includes 'Reduce operating costs', 'Increase profit', and 'Make better decisions'. A pricing section states '£49 a month for your first truck, £29 for each one after.' and includes a 'START 14 DAYS FREE' button and a 'Free calculator' button. A 'CONTROL ROOM' dashboard overlay is shown, displaying 'Jobs today: 4', 'Revenue today: £1,305', 'Cost per mile: £1.87', and a 'JOBS BOARD' with routes like 'Inverness → Glasgow', 'Edinburgh → Perth', 'Leeds → Hull', and 'Dover → Birmingham'. A mobile app interface is also visible, showing a 'WALK AWAY' screen with a 'LOSE THIS JOB' button.

truemile.co.uk — the front door. Everything in this guide starts from here.

First 10 minutes: add your truck (Dashboard → Trucks), type in its real costs — finance, insurance, fuel, tyres, wages — and TrueMile keeps your true cost per mile up to date from then on. Do this once and every quote you ever make is built on your real numbers.

2 • THE CONTROL ROOM — YOUR HOME SCREEN

Sign in and you land here: the whole yard on one screen. Windows can be dragged around your desk, closed, re-opened (**Add window**) and thrown full-screen by clicking their titles — set it up the way you think.

- **Jobs board** — today's work, who's on it, live profit. Flick between today / week / month.

- **Loads** — every truck as a lane along the day. Drag a job along the ruler to set its time, drag it to another truck to move it — drivers see changes instantly.
- **Live map** — who's where, right now, with speed and direction.
- **Quick quote** — two places and a rate; verdict in seconds.
- The **Overview visor** (top) — pull it down for the month's profit graph, what's owed and what needs you.

WEB

TM TRUEMILE Rival Transport Ltd FLEET DRIVING Sign out

Control Room TODAY'S NUMBERS TODAY - WED 29 + NEW JOB

Your operations at a glance - Today Wednesday 29 July

- Scania R450 - MOT due soon
- 6 jobs declined - needs reassigning
- £4,200 owed to you across 11 invoices
- 7 jobs waiting on a driver to accept

JOBS DRIVERS TRUCKS search jobs... 0 jobs

TODAY WEEK MONTH YEAR ALL TIME

Status Route Customer Driver Truck PF

Nothing on for this day yet - quote something on the right.

LIVE MAP 1 on shift

find driver... NIGHT SAFETY FUEL

Matthew

QUICK QUOTE + NEW JOB

DAF CF 260 - RV23 LTD

FROM Inverness

TO Glasgow

LOADED MILES 180 RATE OFFERED £ 825

QUOTE CHECK Enter the loaded miles

DRIVER TIMELINE Wed 29 Jul - drag along the ruler to set times

	00:00	06:00	12:00	18:00	23:59
DAF CF 260	free				
Scania R450	free				
Volvo FH	free				

NEXT UP 0 to run

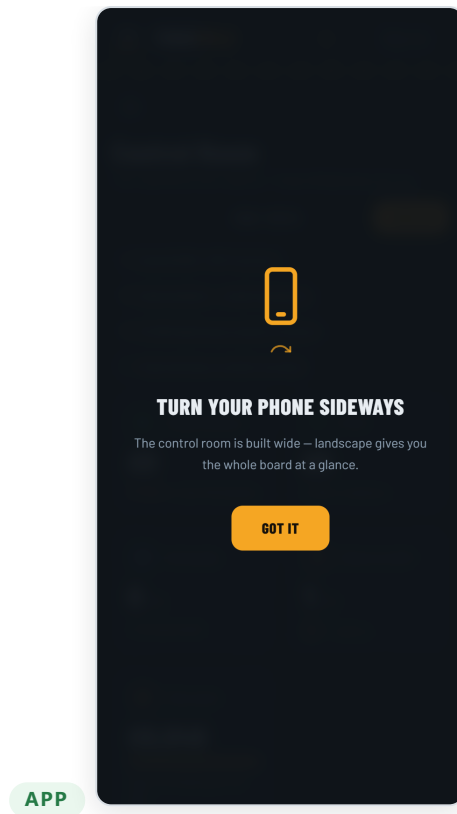
Nothing left to run today - all clear.

ACTIVITY Live

- Matthew clocked off 5d ago
- Matthew clocked on 6d ago
- Matthew clocked off 6d ago
- Matthew clocked on 7d ago
- Matthew clocked off 22 Jul

Need a hand?

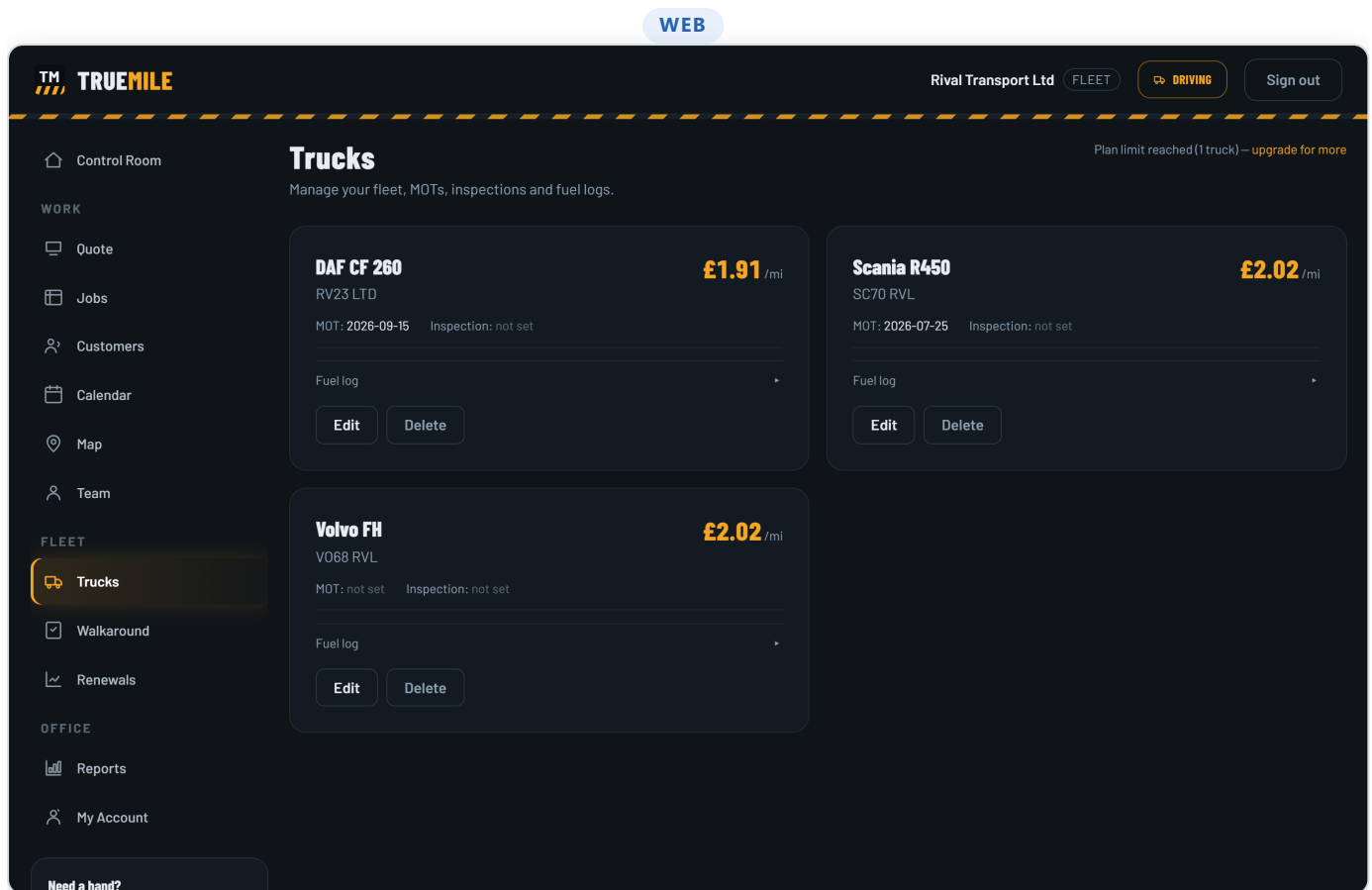
The control room on a laptop — quote, jobs, loads and the live map on one desk.



On the phone it stacks — and turning the phone sideways shows the full desk.

3 • YOUR TRUE COST PER MILE

Most hauliers price on a hunch. TrueMile adds up what your truck really costs to move — standing costs (finance, insurance, tax) plus running costs (diesel at today's price, tyres, maintenance, wages) — and turns it into one number: **your cost per mile**. Every job is judged against it.



Trucks — each truck's real figures live here. MOT and inspection dates too.

The fuel log — and the theft flag

Every truck card has a  **Fuel** line. Fill-ups go in from receipts or the fuel-card statement — or drivers log them from the cab with a photo of the receipt (section 7). Once there's a month of fills, the truck shows its **real pence-per-mile**, and if a month costs **25%+ more per mile than the month before**, the truck gets a red warning. Diesel prices don't move like that on their own — that's how fuel-card skimming, siphoning and ghost fill-ups get caught. Each fill shows a  **receipt** link when the driver snapped one — and "no receipt" when they didn't, which tells its own story.

Diesel moves, so does your number. TrueMile tracks the UK diesel price and nudges your fuel cost when it drifts, so your cost per mile never quietly goes stale.

4 • QUOTING A JOB IN TEN SECONDS

1. Open **Quote** (or the Quick quote box in the control room).
2. Type where from, where to — road miles fill in automatically.
3. Type the rate you've been offered.

You get an instant verdict: **TAKE IT, TOO THIN** or **WALK AWAY** — with the profit in pounds, the margin, and the price you *should* be quoting instead. Say that number with a straight face.

WEB

The quote page on a laptop.

APP

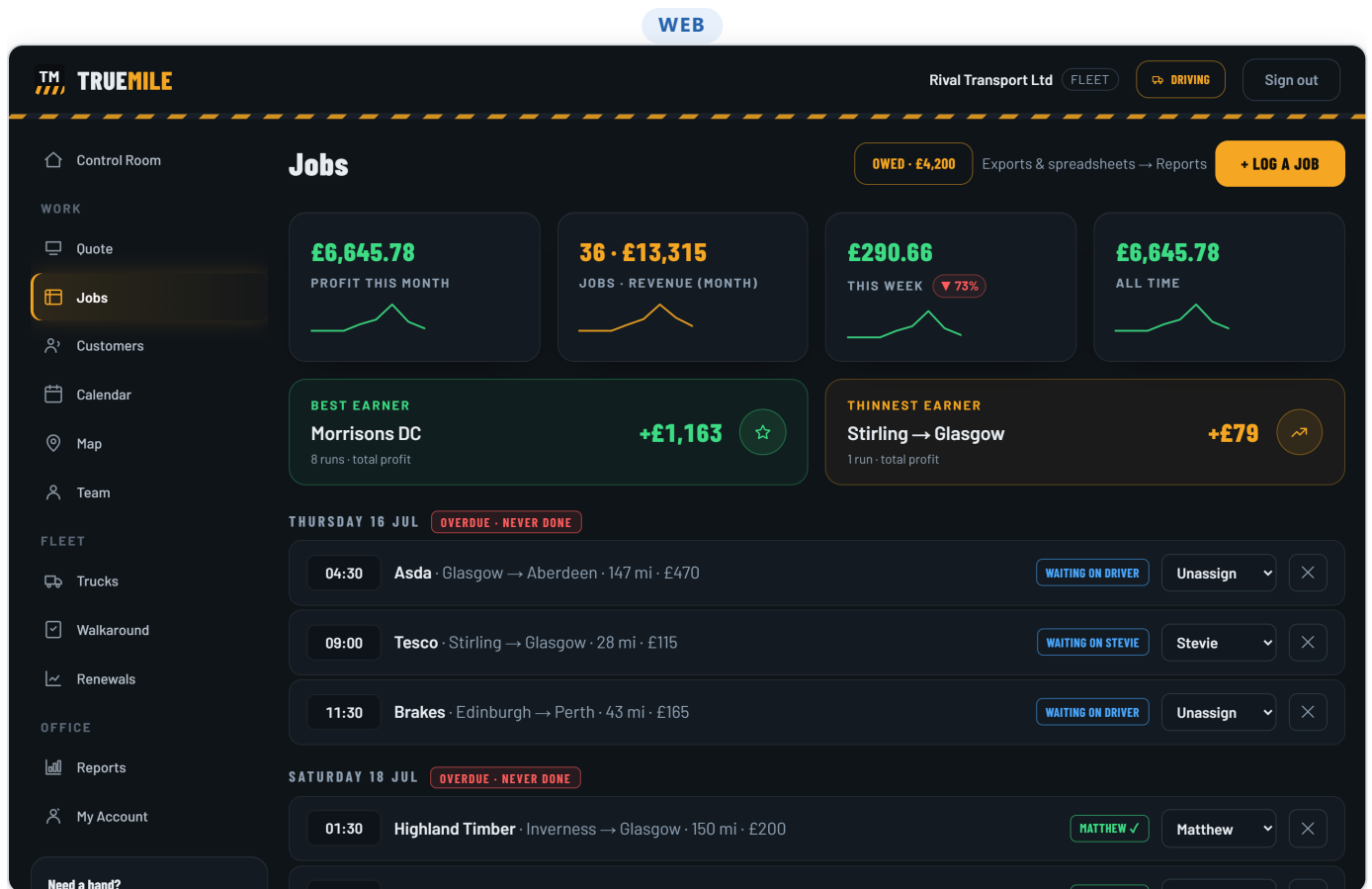
Same thing in the cab.

Like the job? Press **LOG THIS JOB** and it lands straight on your jobs board — nothing typed twice.

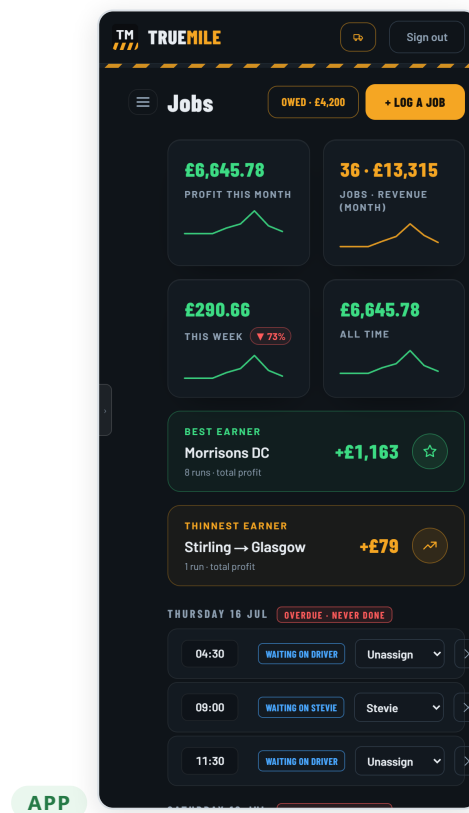
5 • THE JOBS PAGE

Three sections, top to bottom, in the order you care about them:

- **Schedule** — what's booked, grouped by day (Today, Tomorrow, then the rest). Repeating jobs fold into one line — press **show all** ▼ to open them out. A red ⚠ **Overdue** — **never done** tag means a booked job's date has passed without being finished.
- **Owed** — finished jobs that haven't paid you yet. One line each: date, customer, route, money. This is your chasing list (next section).
- **Finished** — everything done and paid, newest first.



The jobs page — schedule on top, owed money in the middle, finished below.



The same page on a phone.

6 • GETTING PAID — INVOICES & CHASE-UPS

Send an invoice

1. Put your bank details in once: **My Account** → **Getting paid** (bank name, sort code, account number). Every invoice prints them automatically.
2. On a finished job, press **INVOICE**. Check the amount, tick VAT if it applies, press send — a branded PDF invoice emails straight to your customer.
3. The job's row now shows **✉ sent** with the date, so you always know what's gone out.

Chase the slow payers

1. When a job's been owed too long, press **CHASE** — a polite payment reminder goes out with the invoice attached.
2. Each reminder is counted: 📞 **chased**, then 📞 **x2**, 📞 **x3**... and the marker turns **red** at three. Red means: pick up the phone.
3. Money landed? Press **MARK PAID** and the job moves to Finished.

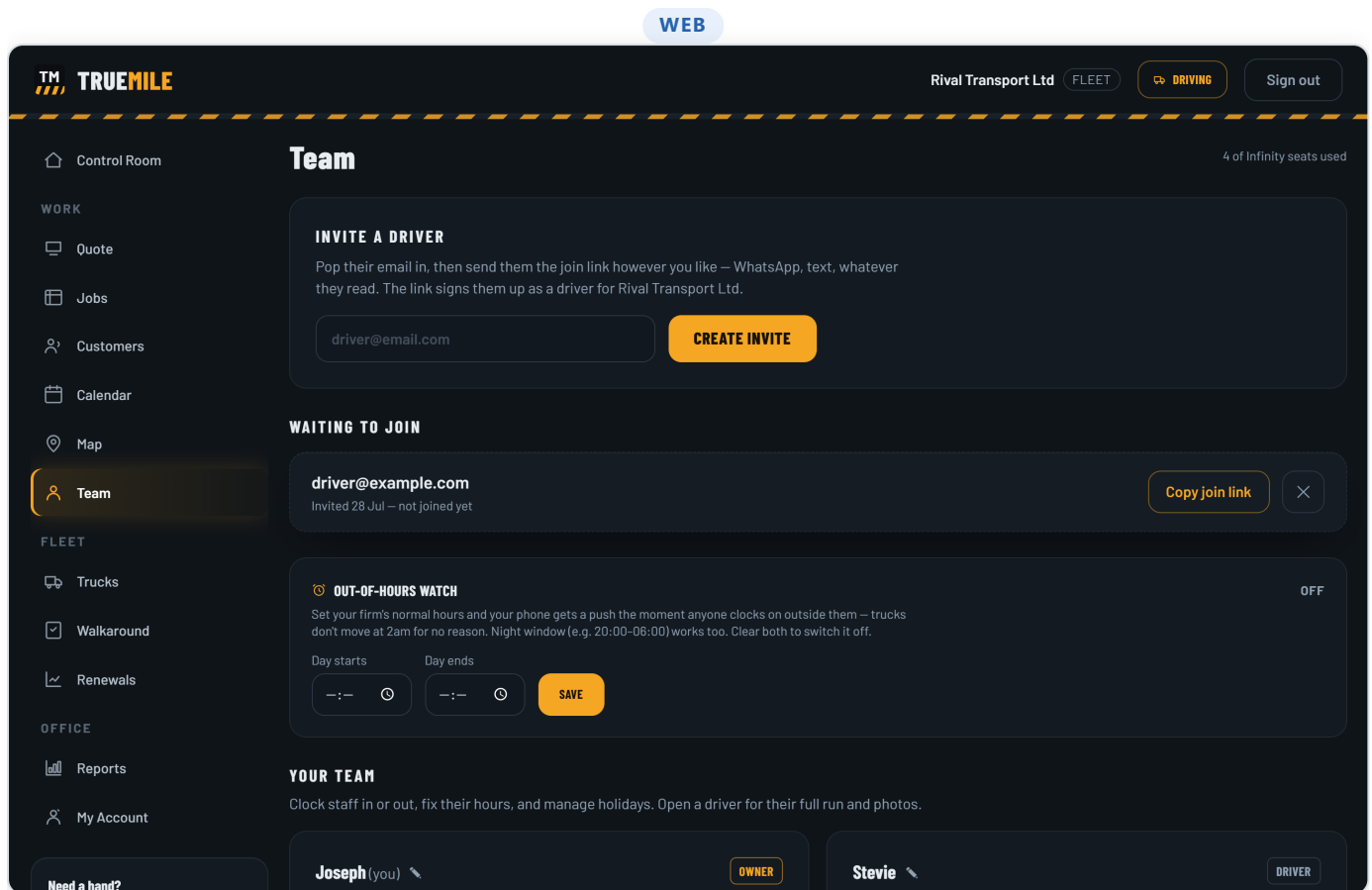
Bulk invoicing: select several jobs for the same customer and send one email — fresh invoices and reminders are sorted automatically (it even tells you "reminder #2" before you send).

Late-payment fees: tick the late-fee line in My Account and every invoice reserves your legal right to interest under the Late Payment of Commercial Debts Act — it genuinely makes people pay faster.

7 • YOUR DRIVERS & THE PHONE APP

Get a driver on board

1. **Dashboard** → **Drivers** → **+ Add** — send them the invite link.
2. They install the TrueMile app on their phone and sign in.
3. That's it. They see *their* jobs and *their* day — never your rates or profit.



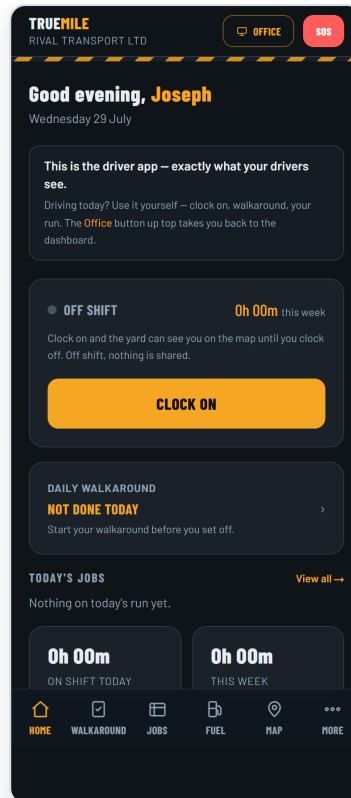
Your team — invites, roles and each driver's details.

A driver's day

- **Clock on** — the yard can see them on the map from now until they clock off. Off shift, nothing is shared. The app says so, right on the button.
- **Walkaround** — daily checks in the app; defects land on your desk.
- **Jobs** — new jobs buzz their phone; they accept or decline (with a reason). Photos and a signature at the drop.
- **Their order** — drivers can drag today's jobs into the order that suits the day (collection not ready? slide it down the list).
- **Fill-ups** — one tap: litres, what it cost, and a photo of the receipt before the fuel cap's back on. It lands in your fuel log with the receipt attached, and your phone gets a ping.
- **SOS** — one press alerts you with their live location.

The out-of-hours watch

On the Team page, set your firm's normal hours (night windows like 20:00–06:00 work too). If anyone clocks on outside them, your phone gets a push straight away — "🔔 Stevie clocked on at 02:14". Trucks don't move at 2am for no reason. Clear both times to switch it off.



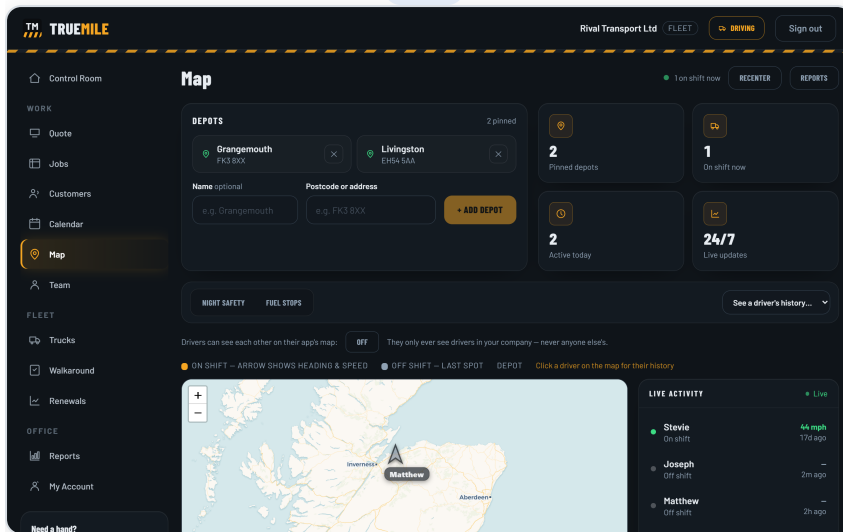
APP

The driver's app — clock on, jobs, walkaround, SOS. No money numbers, ever.

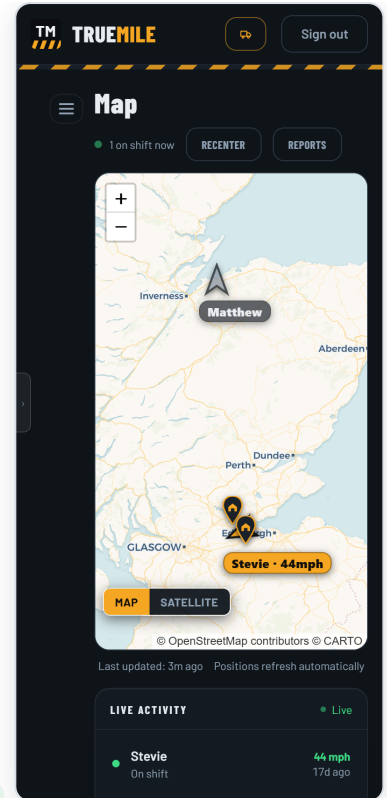
8 • THE LIVE MAP

- **Live drivers** — every clocked-on driver with speed and direction, updating as they drive.
- **Where they've been** — tap a driver (or pick from the list) and choose a day: their real route draws on the map. Solid line = tracked; dashed = the app wasn't recording that stretch.
- **🕒 Night safety** — roadside crime from official police data, redder = more of it last month. Tap anywhere for the breakdown. Use it to pick the quieter layby.
- **🛢 Fuel** — stations filtered by the fuel cards you actually hold; amber squares take HGVs and artics.
- **🏠 Depots** — pin your yards and regular drops.
- **📄 Evidence pack** — pick a driver and a day, press one button, and out comes a PDF: clock on/off times, the day's jobs, distance covered and every stop of 10+ minutes with times and a map link. Ready to hand to police, an insurer or a tribunal exactly as it comes out.

WEB



The map on a big screen.

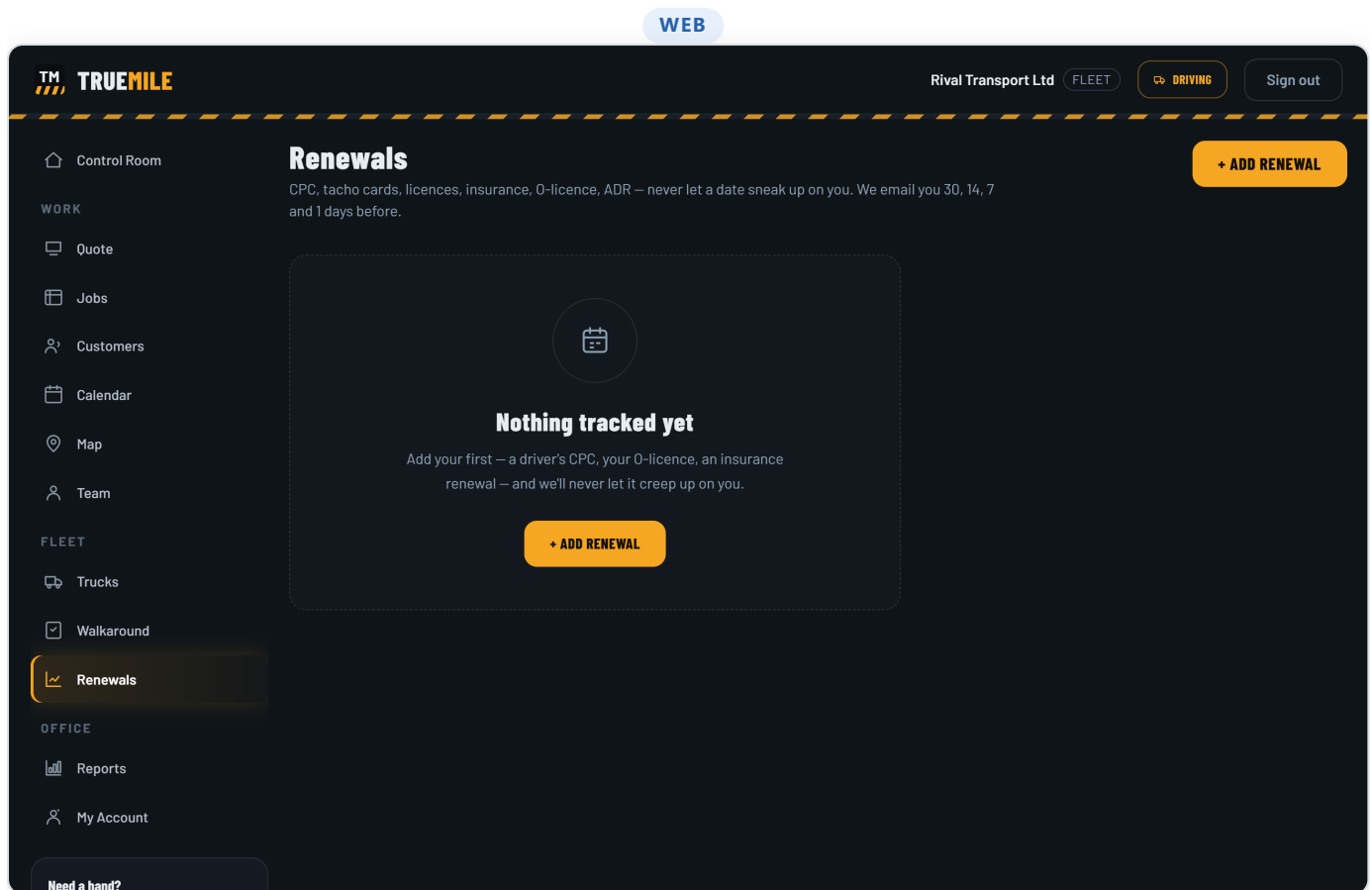


APP

On the phone, tap a driver and their history panel jumps to the top.

9 • RENEWALS — NOTHING SNEAKS UP ON YOU

MOTs, inspections, insurance, O-licence, CPC, tacho calibration — put the dates in once and TrueMile reminds you before they bite. Due-soon items also surface in the control room so they're impossible to miss.



Every date in one place, colour-coded by how soon it bites.

10 • MY ACCOUNT

- **Getting paid** — your bank details and the late-fee line; printed on every invoice (change them here, never on the job).
- **Security** — add **fingerprint / face sign-in** for the app, turn the **app lock** on or off, and manage push notifications (the 🛎 bell).
- **Your plan** — what you're on, extra trucks, and your invoices from us.

WEB

TM TRUEMILE

Rival Transport Ltd FLEET DRIVING Sign out

Control Room

WORK

Quote

Jobs

Customers

Calendar

Map

Team

FLEET

Trucks

Walkaround

Renewals

OFFICE

Reports

My Account

Need a hand?

My Account

Manage your **details**, **security** and **subscription**.
Rival Transport Ltd is on the **FLEET** plan — active.

YOUR DETAILS

These show on your quotes and invoices — keep them up to date.

Company / trading name

Phone

Rival Transport Ltd

07700 900123

Business address

Unit 4, Depot Lane
Falkirk FK3 8XX

VAT number (optional)

Company number (optional)

GB123456789

SC123456

GETTING PAID — SHOWN ON EVERY INVOICE

Bank account name

Sort code

Account number

Rival Transport Ltd

123456

12345678

☒ Add the late-payment fees line to invoices

SAVE DETAILS

LOGIN EMAIL

My Account — bank details, security and your plan.

Fingerprint sign-in (app): sign in once with your password, then My Account → Security → **Add fingerprint / face**. Next time, one tap on the fingerprint button and you're in. Password sign-in always keeps working — handy when another boss shares the account.

11 • TROUBLESHOOTING

Driver tracking & GPS

PROBLEM	FIX
Driver isn't on the map	Are they clocked on ? Off shift, nothing is shared — that's by design. Then check the phone's location permission (below).
Android never offered "Allow all the time"	That's Android's rule for every app — the popup can only offer "While using the app". The full setting lives in Settings → Apps → TrueMile → Location → Allow all the time , and make sure Use precise location is ON.
Tracking stops when the screen's been off a while (Samsung especially)	Settings → Apps → TrueMile → Battery → Unrestricted . Phone makers quietly strangle background apps to save battery; this tells them to leave TrueMile alone.
The trail has dashed gaps	Dashed = the app wasn't recording that stretch (phone killed it, or permission was "while using" with the screen off). Fix the two settings above.
A truck shows a red ⚠ on its fuel line	Its fuel cost more per mile this month than last by 25% or more. Not an accusation — a prompt: check the fills listed against the receipts and the fuel-card statement. Fills with "no receipt" are the first ones to ask about.
Driver shown miles from where they really are	Old positions from before a fix, or the phone hadn't found satellites yet. TrueMile now bins rough "phone-mast guesses" automatically — force-close and reopen the app, and it sorts itself with the next real fix.

The app & signing in

PROBLEM	FIX
App looks out of date / a fix hasn't appeared	Force-close the app and reopen it. On the website: hold Ctrl and press F5 . The app holds onto old code until restarted.
Forgotten password	Sign-in page → type your email → Forgotten your password? → check your inbox (and junk).
Fingerprint button says nothing saved here	Sign in with your password once, then add it: My Account → Security → Add fingerprint / face.
Push notifications don't arrive	Check the 🔔 bell isn't muted (My Account → Security), and the phone allows TrueMile notifications. One phone = one account for pushes: whoever registered last on that phone gets them.

Invoices & money

PROBLEM	FIX
Customer says no invoice arrived	Ask them to check junk/spam first. The job row shows  sent with the date if it left. Press Chase to resend with a reminder on top.
Invoice shows no bank details	My Account → Getting paid — fill them in once; every invoice after that carries them.
Pressed the wrong thing on paid / not paid	Press the button again — Mark paid and its undo flip the same switch. Nothing is ever deleted.

Still stuck? Email support@truemile.co.uk — a screenshot of what you're seeing gets it solved fastest.