

Remove Duplicate Truck - Web App

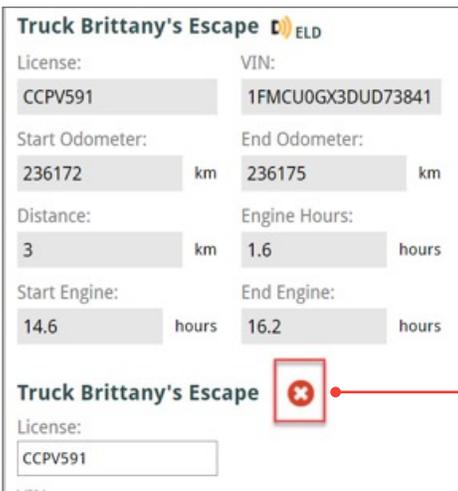
When to Remove Duplicate Trucks

If you notice your drivers' total distance for the day being duplicated, please follow the steps below to verify that a duplicate truck has been added in error to the log header and remove it. Removing the duplicate will correct the total distance driven for the day. **Note:** All log editing requirements still apply.



1 From the Drivers Log page of the BigRoad Web App, verify you see two trucks – one with the DashLink ELD symbol and one without.

2 At the top of the Daily Log, click **Edit Log**.



3 Scroll down to the trucks and click the circled 'X' beside the truck that does not show the DashLink ELD symbol.



4 Click **Send Suggestions** at the top of the Edit Daily Log section.



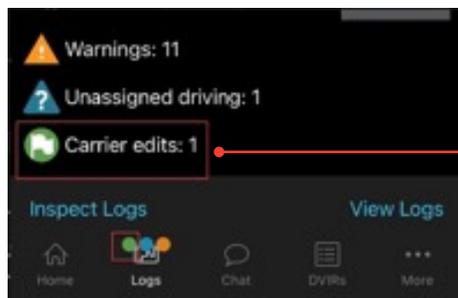
5

Enter a note explaining why the change needs to be made. Click **Send Suggestions**.



6

The log will now show a remark saying: **'This log has suggested changes awaiting driver review'**. Once the driver accepts these changes, the total distance for the day will be updated and the duplicate truck will be removed.



7

Note: The driver will see a green dot on the **Logs** button in the BigRoad Mobile App. After clicking Logs then **Carrier edits**, they will follow the prompts to accept the suggested changes.

Need help?

Contact Fleet Complete Support if you need further assistance at:
1-800-220-0779 or support@fleetcomplete.com