

Kinxso FleetOS

Vehicles, drivers, trips and billing for fleets of every kind.

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1. Getting started

Set up in this order

1. **Organisation details** - your business, and the industry you operate in.
2. **Users** - your team, each with a role.
3. **Vehicles** - what you run.
4. **Drivers** - who drives them.
5. **Customers** - who you bill, if you carry for others.

Then start recording trips. Everything else - fuel, maintenance, invoicing, reporting - builds on vehicles, drivers and trips being accurate.

Your industry matters

FleetOS adapts to what you actually do. A courier company, a bus operator, an ambulance service, a school transport fleet and a rental business all need different screens and different numbers, and the industry you choose decides which you see.

Set it correctly at the start. It changes the dashboard, the reports and which modules appear.

Agencies

Many fleets are run as a group of businesses rather than one. **Agencies** keeps them separate - each with its own vehicles, drivers and trips - and you switch between them rather than filtering.

One subscription covers every agency you run. Billing is per account, not per agency, and plan limits pool across the whole account. Adding an agency does not mean paying again, and it does not quietly multiply your vehicle allowance either.

Users and roles

Give each person the narrowest role that fits. Drivers in particular should have the driver role - it is scoped to their own trips and their own vehicle, and nothing else.

2. Vehicles and drivers

Vehicles

Vehicles - New. Record the registration, make, model, type and current odometer reading.

Also record the documents that expire: registration, fitness, insurance, permits. FleetOS warns you before they lapse, which is the difference between renewing a certificate and arguing with a traffic officer about a vehicle you cannot legally move.

Odometer readings

Keep odometer readings current. Nearly everything useful is calculated from distance:

- Fuel efficiency
- Service intervals
- Cost per kilometre
- What to charge on distance-based work

A fleet with stale odometer readings has a maintenance schedule that is guesswork.

Drivers

Drivers - New. Record their licence, its expiry, their contact details and which vehicle they usually take.

Licence expiry is tracked the same way as vehicle documents. A driver on an expired licence is a problem you want to hear about from the system, in advance.

KYC

Where your work requires verified identity - passenger transport, valuable cargo - **KYC** holds the documents and their verification status, so you can answer the question when it is asked rather than going through a filing cabinet.

The driver app

Drivers have their own app, including a native Android build. From it they can:

- See their assigned trips
- Start and complete trips
- Log fuel and costs
- Capture proof of delivery
- Record their duty status

It works offline and syncs when signal returns, which matters because the places drivers lose signal are exactly the places they are working.

Drivers entering their own data is the single biggest improvement most fleets make. The alternative is an office re-typing paper logs days later, with every error that implies.

3. Trips and daily operations

Trips

Trips - New is the core record: a vehicle, a driver, a start and end, and what was carried or collected. Add waypoints where a route has stops.

A trip is what connects a vehicle, a driver, a customer and a cost, so almost every report depends on trips being recorded properly.

The map

Map shows your fleet's positions and lets you plan routes with turn guidance. Where geofences are set, you also see when a vehicle enters or leaves an area it should not.

Geofences

Geofences are areas that matter - a depot, a customer site, a restricted zone. Crossing one raises an alert, which is how you find out about an unauthorised detour while it is happening rather than from a fuel bill at month end.

Fuel

Fleet - Fuel records every fill: vehicle, litres, cost, odometer. With odometer readings kept current, this gives real consumption per vehicle.

Consumption is where fleets find money. A vehicle drifting worse over months is telling you about a mechanical problem, a driving habit, or fuel leaving the tank somewhere other than the engine.

Maintenance

Fleet - Maintenance records services and repairs - what was done, when, at what cost, at what odometer. Scheduled servicing is cheaper than unscheduled recovery, and the history is what tells you when a vehicle has become more expensive to keep than to replace.

Modules for your industry

Depending on your industry you will also see:

- **Parcels and delivery orders** - courier work, with proof of delivery and customer tracking links
- **Bus** - routes, seat maps and passenger records
- **Students** - school pickup rounds
- **Cases** - ambulance dispatch
- **Rentals** - vehicle hire, with condition photos at handover and return
- **Warehouse** - stock and purchase orders

Each is built around how that work actually runs, which is why setting your industry correctly at the start matters.

4. Customers, invoicing and costs

Customers

Customers holds whoever you carry for - their details, terms and rates.

Invoices

Invoices - New bills work done. Raise invoices from trips rather than from a separate note of what was carried: the trip already knows the vehicle, the distance and the customer, and re-entering it is how a customer gets billed for the wrong job.

Part payments are recorded as they arrive and the invoice stays open for the balance.

Driver settlements

Driver settlements handles what you owe drivers, or what they owe you - earnings, advances, deductions and expenses they incurred on the road. Settling from recorded trips and logged costs keeps the conversation factual.

Expenses

Expenses records what the fleet spends beyond fuel and maintenance - tolls, fines, permits, parking.

The number that matters: cost per kilometre

Fuel, maintenance, driver cost and expenses against distance give you cost per kilometre, per vehicle.

This is the figure that answers the questions fleets actually have:

- Is this vehicle earning its keep?
- Is this contract priced above what it costs to serve?
- Which vehicle should be replaced next?

It only works if fuel, maintenance, expenses and odometer readings are all being recorded. Any one of them missing and the figure flatters the fleet.

Accounting

A ledger sits behind all of this - chart of accounts, journals, and the standard statements. Invoices and expenses post to it, so the financial position is available without re-keying operational figures into separate books.

Subscription

Subscription shows your plan and usage. One subscription covers every agency on the account, and plan limits pool across them - so the question is what the whole account uses, not what any one agency does.

5. Reports and troubleshooting

Reports

Reports adapt to your industry, but the questions are usually the same: which vehicles earn, which cost, which drivers are efficient, and where the fuel goes.

Audit records who changed what and when - useful when a figure is disputed, and necessary when somebody asks how a record came to say what it says.

Troubleshooting

"Fuel efficiency looks impossible." Almost always an odometer reading - a digit mistyped, or a reading entered lower than the previous one. Check the fuel entries around the date.

"A vehicle shows no cost per kilometre." Its odometer readings are not moving, so there is no distance to divide by. Costs without distance give no rate.

"A driver cannot see their trips." Trips are assigned to a driver. If none are assigned, the app has nothing to show. Check the trip's driver rather than the driver's account.

"The map shows nothing." Positions come from the driver app, so a driver who is not signed in, or has location turned off, does not appear. The map reports what it is told.

"A geofence alert never fired." Check the geofence is active and its area actually covers the point, and that the vehicle was being tracked at the time. No tracking, no crossing.

"Document expiry warnings never appeared." The expiry date was not recorded. The warning is generated from the date on the vehicle or driver record.

"An invoice is for the wrong amount." Check the trips it was raised from. Invoices built from trips inherit distance and rate; invoices typed by hand inherit whatever was typed.

"I was asked to pay again after switching agency." This should not happen - one subscription covers every agency on the account. If it does, raise it: the account's billing agency is not resolving correctly and it is a bug, not a charge you owe.

"A driver's settlement does not match their claim." Settlements are built from recorded trips and logged costs. If the driver logged costs in the app and they are missing, check the sync - the app holds data offline until it has signal.

Before contacting support

Note the vehicle registration, the driver, the trip reference and the date. The audit trail will usually show how a record came to be what it is.