



WELCOME TO OVERHAULOS

This guide takes your transport company from a signed credit application to a fully protected fleet. Most companies complete onboarding in under a week. Your OverhaulOS onboarding contact will assist at every step.

BEFORE YOU START, HAVE READY:

- ▶ Your approved Credit Application (form ROS-CA-01).
- ▶ A list of trucks and trailers: registration numbers, makes, models.
- ▶ A list of drivers: full names and mobile numbers (used for app login by OTP).
- ▶ The people who will act as Ambassador, Controllers and Accounts staff.
- ▶ Your company logo (optional – appears on your portal).

TIP: appoint at least two Controllers so your fleet is monitored around the clock, including weekends and public holidays.



1 UNDERSTAND THE THREE ROLES

Your company portal has three permission levels. Every person gets their own login — never share passwords.

- ▶ **AMBASSADOR** — the company owner or senior manager. Sees everything: fleet, jobs, invoices, staff. Creates and manages the other accounts. One per company.
- ▶ **CONTROLLER** — runs the fleet day to day. Sees the live map, receives breakdown and SOS alerts, approves recoveries and can assign mechanics manually. Add as many as you need.
- ▶ **ACCOUNTS** — approves invoices, manages the prepaid balance and top-ups, and raises any disputes within 30 days.

SECURITY: the portal keeps an audit log of who did what. Controllers only ever see your own fleet — never other companies'.



2 ADD YOUR TRUCKS & TRAILERS

In the portal go to Fleet Add Unit. Add every truck, trailer and dolly as its own unit, then combine them into combinations.

- ▶ Use the registration number as the unit name – it's what drivers and mechanics see.
- ▶ Build combinations (e.g. horse + two trailers) with the combination builder. When a breakdown is reported, the driver picks exactly which unit is affected.
- ▶ On arrival the mechanic enters a 6-digit code shown on the driver's phone – proof the right mechanic met the right truck (your controller can read it out if the phone is dead).
- ▶ Update the fleet whenever units are bought, sold or re-registered – it takes seconds.



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ADD YOUR DRIVERS

Drivers use the OverhaulOS mobile app (Android & iOS). They log in with their phone number – no passwords to forget.

- ▶ Add each driver under Fleet Drivers with full name and mobile number.
- ▶ The driver receives an SMS invitation with the download link and a one-time PIN.
- ▶ Drivers can store their documents (licence, PDP, passport) in the app for roadside checks.
- ▶ The app works offline: a breakdown reported without signal is sent the moment coverage returns.
- ▶ Welfare checks ping the driver every 15 minutes while they wait at a breakdown; no response alerts the Controller.

TRAINING: the one-page Driver Quick-Start Card (ROS-DQ-01) is designed to be printed, laminated and kept in every cab.



4 WHAT HAPPENS IN A BREAKDOWN

From the driver's tap to the invoice, everything is tracked. A typical recovery:

- ▶ 1. Driver taps BREAKDOWN, picks the affected unit and the fault type. GPS pins the location.
- ▶ 2. Your Controller is alerted instantly (web + mobile) and approves the recovery.
- ▶ 3. Nearby verified mechanics with the matching specialty are notified; the nearest accepts.
- ▶ 4. Driver and Controller track the mechanic live; ETA counts down on both screens.
- ▶ 5. Mechanic confirms arrival with the 6-digit code, repairs, and closes with a mandatory photo.
- ▶ 6. The invoice is generated automatically and appears in your portal the same day.

OVERRIDE: Controllers can log a breakdown on behalf of a driver (e.g. phone lost) and can assign a specific mechanic manually at any time.



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INVOICES & PAYMENTS

No cash ever changes hands at the roadside. OverhaulOS is the single, trusted paymaster.

- ▶ Every job appears in your portal with photos, timestamps, the mechanic's invoice and the 5% platform fee.
- ▶ Your company loads credit up front; each accepted job holds its estimate, and completion draws the real cost down.
- ▶ Accounts staff approve each invoice and can dispute within 30 days; disputed invoices freeze until resolved.
- ▶ When the balance runs low, top up by EFT — if a job can't be covered, new jobs pause until you do.
- ▶ OverhaulOS pays every mechanic — your company never negotiates roadside prices again.



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CROSS-BORDER TRIPS

OverhaulOS follows your trucks across borders automatically — no setup per trip.

- ▶ When a truck crosses into another operating country, your Controller is notified.
- ▶ A breakdown there is dispatched to a local verified mechanic by the local OverhaulOS network.
- ▶ The driver's app works identically; language and currency are handled locally.
- ▶ The job draws from the same prepaid balance, priced on that country's fixed price list — no FX inside a job.
- ▶ Live countries and launch dates are shown at overhaulos.com — activating a new country needs nothing from your side.



GO-LIVE CHECKLIST

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|---|--|
| ☐ Credit application approved | ☐ Ambassador account activated |
| ☐ At least 2 Controllers added | ☐ Accounts contact added |
| ☐ All trucks & trailers loaded | ☐ Combinations built |
| ☐ Prepaid balance loaded | ☐ All drivers invited & logged in |
| ☐ Quick-Start Cards printed for cabs | ☐ Test breakdown completed |

SUPPORT

- ▶ 24/7 breakdown support line: +264 00 000 0000 (call or WhatsApp).
- ▶ Onboarding & account queries: fleets@overhaulos.com.
- ▶ Web portal: company.overhaulos.com · Website: overhaulos.com.

WELCOME ABOARD – A BRAND BEHIND YOU.