

USER MANUAL · VERSION 2026.04.16

**ACUINT · Accurate Intelligence**

# ACUINT VMS

End-to-end Vehicle Monitoring System — daily operations guide

A division of Sahasranvi Private Limited

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# Welcome

ACUINT VMS is a complete fleet-operations platform for transporters and logistics companies. This manual walks you through every daily, weekly, and monthly task — organised by the actual business scenario your team will face, not by feature.

## Read this first

- **Admin / Owner:** jump to Section 2 (Setup), then Owner's daily routine (§8)
- **Dispatcher / Operations:** Dispatcher's daily workflow (§8)
- **Accountant:** Money flow (§8)
- **Driver:** Driver mobile app (§5)
- **Customer:** Customer self-serve portal (§6)

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## 1. Logging in & navigating

### 1.1 First login

1. Open a browser and go to `https://vms.acuint.com/login`.
2. Enter the email and password given by your administrator.
3. You'll land on the **Dashboard** — the home base showing today's fleet status.
4. If prompted for a 6-digit code, open your authenticator app and enter the code.

**Tip:** Set up 2FA from [Account ? My Profile ? Two-Factor](#). It protects your login with a rotating 6-digit code.

### 1.2 Sidebar sections

- **Overview:** Dashboard, Executive View
- **Masters:** Vehicles, Drivers, Customers, Vendors, Brokers
- **Bookings & Freight:** Dispatch, Trips, Quotations, LRs, Contracts, Sub-Contracts
- **Fleet Services:** Fuel, Maintenance, Tyres, Documents, DVIR, Scorecards
- **Tracking:** Live Map, History, Geofences
- **HR & Payroll:** Attendance, Leaves, Betas, Payroll, Roster
- **Accounts:** Income/Expenses, Receivables, Loans, TCO, Tally, FASTag
- **Analytics & Reports:** Reports & builder, Notification templates
- **Settings:** Integrations, branding, SMTP, Traccar

- **Administration:** Branches, Users, API Keys, Audit, Backups, Bulk Import

## 2. One-time setup checklist

**Important:** The system enforces Company Profile setup first. Until the Company Profile form is filled, access to other admin pages is blocked — you'll be redirected to Settings → Company Profile automatically.

### 2.1 Company Profile — the foundation (mandatory)

[Settings ? Company Profile](#)

This is the legal entity every invoice, LR, e-way bill, receipt and voucher references. Fill it **before** anything else.

- **Legal Entity:** Trade Name, Legal Name (as per GST cert), CIN, PAN, TAN, Primary GSTIN, State Code (36=TG, 29=KA, 33=TN, 27=MH, 07=DL). State code drives CGST/SGST vs IGST split.
- **Registered Address:** Line 1, Line 2, City, State, Pincode, Country — printed on every document header
- **Contact:** Primary phone, alternate, email, website
- **Brand Assets:** Company logo (PNG/SVG, ~200×50 px), Authorised Signature image, Letterhead (optional)
- **Bank Details:** Bank name, branch, account #, IFSC, UPI — printed on invoices so customers know where to pay
- **Authorised Signatory:** Name + designation (Director / Partner / Proprietor)
- **Invoicing Defaults:** Invoice prefix (e.g. INV/SF), currency symbol, FY start month (India = April), default invoice Terms & Conditions

**Auto-cascade on save:** sidebar brand + logo update, HQ branch's GSTIN/phone/email/address auto-populate (no duplicate entry), bank + signatory become available to every invoice/receipt.

**Tip:** Keep GST certificate, PAN card, and a cancelled cheque handy — the numbers are all there.

### 2.2 Brand the app (optional)

[Settings ? Branding & Frontend](#) — override the short-name badge, hero copy, or theme colours. Logo is already set from Company Profile.

### 2.3 Register additional branches

[Administration ? Branches](#) — HQ is auto-populated from Company Profile. Add more branches only if you operate from multiple cities (each has its own GSTIN).

### 2.4 Configure integrations

[Settings ? Integrations](#)

- **Razorpay** for payment links
- **GST E-Invoice** (ClearTax / IRIS / any GSP) for IRN generation
- **MSG91 SMS** for driver OTPs + expiry alerts
- **WhatsApp Business** for customer status updates
- **ERPNext** for accounting push (optional)
- **Traccar GPS** at [Settings ? Traccar GPS](#)
- **SMTP** at [Settings ? SMTP / Email](#)

### 2.5 Create user accounts

[Administration ? Users ? + Add User](#)

- Super Admin / Admin / Fleet Manager / Accountant / Operator — pick the right role
- Give temporary password; user changes on first login

## 2.6 Freight rate slabs (optional)

[Bookings & Freight ? Freight Rate Slabs](#) — per-KM, per-Ton, per-Trip rates per customer / route / vehicle type. Makes quotations one-click.

## 2.7 Maintenance rules

[Fleet Services ? Maintenance Rules](#) — 10 standard rules pre-seeded. A scheduled command creates Scheduled work orders daily at 6 AM when km / time intervals hit.

# 3. Building your masters

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## 3.1 Vehicles

[Masters ? Vehicles ? + Add](#) — registration #, model, fuel type, mileage, purchase cost + depreciation %, max speed, Traccar device link.

## 3.2 Vehicle documents (RC, Insurance, PUC...)

[Fleet Services ? Vehicle Documents ? + Upload](#) — doc type, number, expiry. Auto-alerts via WhatsApp + SMS + Email at T-60, T-30, T-7, T-1 days before expiry.

## 3.3 Drivers

[Masters ? Drivers ? + Add](#) — name, mobile (unique, OTP login), license, joining date, salary, beta treatment.

## 3.4 Driver documents

[Fleet Services ? Driver Documents](#) — License / Medical / Aadhaar / PAN. Same auto-reminder ladder.

## 3.5 Customers

[Masters ? Customers ? + Add](#) — GSTIN (drives CGST/SGST/IGST split), detention config (free hours + rate per hour), portal password.

## 3.6 Vendors, Brokers, Tyres

- Vendors: Masters → Vendors — fuel, parts, service centres
- Brokers: Masters → Brokers / Agents — default commission %
- Tyres: Fleet Services → Tyres — serial-numbered, fit to vehicle + position (FL/FR/RL/RR), km-wear tracked per fitment

**Bulk import:** For 50+ masters, use [Administration ? Bulk Import](#). Download CSV template, fill, upload.

# 4. Daily operations flow

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## 4.1 A new customer calls for a quote

1. [Bookings & Freight ? Quotations ? + New Quote](#)
2. Pick customer, fill From/To + valid-until date
3. Add line items with qty + rate + GST — live total calculator
4. Click Create. On the show page, ↓ PDF → email to customer OR Mark Sent
5. Customer accepts → change status to Accepted → click → **Convert to Trip**

## 4.2 Dispatching a trip

1. [Bookings & Freight ? Dispatch Board](#) — Kanban view
2. Open the Scheduled trip card → Edit → assign Vehicle + Driver → save
3. Scroll to Consignments → + Attach LR → fill consignor, consignee, goods, weight, freight → save
4. From LR detail: [Generate E-way Bill](#) (for >₹50,000), then ↓ LR PDF (3-copy)
5. Hand printed LR + customer invoice copies to the driver
6. Drag card Scheduled → In Progress when truck leaves

**Multi-consignment:** One trip, multiple LRs — common for LTL. Each LR gets its own e-way bill and invoice.

## 4.3 During the trip

- Tracking → Live Status — every vehicle on Google Maps, auto-refresh 15s
- Tracking → History — pick vehicle + date → speed-heatmap replay
- Overspeed/deviation events auto-logged → Fleet Services → Driver Scorecards

## 4.4 Completion, POD & invoice

1. Driver marks Delivered from the mobile app
2. Admin: update LR status to POD Received, fill POD book number
3. Trip flips to Completed → IRN auto-generates, ERPNext auto-push, WhatsApp to customer
4. Trip → Invoice → ↓ Download PDF → email to customer

## 4.5 Collecting payment

**Option A (Razorpay):** On invoice → [Send Payment Link](#) → customer pays → webhook auto-reconciles.

**Option B (manual):** Trip → Payments section → Record Payment → ↓ Receipt PDF.

## 4.6 Sub-contracting when fleet is full

1. Create trip + LR as normal
2. [Bookings ? Sub-Contracts ? + New](#) — link trip + LR, fill transporter, vehicle, driver, hire amount
3. Record advance paid now, balance paid later — system tracks dues
4. ↓ Voucher PDF — transporter signs as receipt

## 4.7 Handling an accident / incident

1. Driver taps [SOS](#) on mobile — auto-creates incident with GPS + WhatsApp alert to dispatcher
2. Admin: [Fleet Services ? Incidents](#) → Edit the new entry
3. Fill FIR#, claim#, downtime days, cost, status (Investigating → Resolved → Closed)
4. Cost auto-flows into Vehicle TCO

## 5. Driver mobile app (PWA)

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### 5.1 Install

1. Driver opens <https://vms.acuint.com/driver>
2. Browser menu → Add to Home Screen
3. Tap icon → full-screen standalone mode

### 5.2 Daily workflow

1. Login via 10-digit mobile → SMS OTP → 30-day session
2. Home screen — today's trips
3. Pre-trip DVIR — checklist + photos for defects
4. Open trip →  Start → enter odometer
5. During trip — expenses with photo of bill
6. At destination —  Complete → end odometer →  Submit ePOD (signature + photo)
7.  SOS for emergencies — dispatcher gets GPS within 10s

**Offline mode:** All actions work without network. Auto-sync when back online.

## 6. Customer self-serve portal

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Customer login at <https://vms.acuint.com/customer/login>. They can:

- See all past/upcoming trips + outstanding dues + payment history
- + New Booking — 4-step wizard with instant quote from rate cards
- Track trip — live Google Maps, auto-refresh
- Rate & review — post-trip email prompts 1-5 star + NPS + feedback
- WhatsApp updates at each status change

## 7. End-of-month run

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### 7.1 Payroll (1st of month)

1. Verify Attendance → Monthly for every driver
2. Approve pending Leaves
3. Verify Driver Betas entries
4. Payroll → each driver's Breakdown → Record Payment → ↓ Payslip PDF
5. For full month + trip detail: ↓ Settlement Statement

### 7.2 Following up on dues

1. [Accounts ? Receivables Aging](#) — 4 buckets
2. Start with 90+ bucket — download customer Ledger PDF and share

3. ↓ Export CSV → share with recovery team

## 7.3 Hand over to accounting

- **Tally:** `Accounts ? Tally Export` → pick dates → ↓ XML → Tally Gateway → Import → XML
- **ERPNext:** every completed trip auto-pushes if integration enabled — no manual work

## 7.4 Monthly reviews

- Overview → Executive View — MTD/YTD revenue, utilization, top/bottom vehicles
- Accounts → Cost per KM / TCO — which vehicles are losing money?
- Fleet Services → Driver Scorecards — reward A-grade, counsel D-grade

## 8. Role-based quick guides

### Owner / Admin — daily 5 minutes

1. Overview → Executive View — today vs MTD pace
2. Fleet Services → Incidents — any new?
3. Accounts → Receivables Aging — 90+ trend
4. Administration → Audit Log — anything unusual

**First week only:** confirm Settings → Company Profile is 100% filled (bank details, signatory, GSTIN, PAN). Everything downstream depends on it.

### Dispatcher — daily workflow

1. 7 AM: Dispatch Board — all today's trips queued?
2. Assign vehicles + drivers, create LRs, print, generate e-way bills
3. Drag cards through the Kanban as trips move
4. Monitor Live Status, intervene on alerts
5. End of day: close completed, verify POD on in-transit

### Accountant — money flow

1. Enter payments received against trips
2. Review completed trips — verify IRN, email invoice
3. Approve fuel / trip / vehicle expenses
4. Pay sub-contractors (balance), brokers (commission), vendors
5. End of month: Tally export + ledger statements + aging follow-up

### Fleet Manager — maintenance & safety

1. Fleet Services → Maintenance — Scheduled work orders from PM rules
2. Fleet Services → DVIR — flag "Needs Attention" for service bay
3. Tyres — rotate/recap when km-wear thresholds hit
4. Driver Scorecards — monthly A/B/C/D reviews
5. Watch Vehicle Documents for upcoming expiries

## 9. Troubleshooting & FAQ

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### Forgot my password

Login page → Forgot password? → email the reset link. If email fails, SMTP isn't configured.

### 2FA not working

Phone clock out of sync — Google Authenticator → Settings → Time correction for codes → Sync now. Lost phone? Use a recovery code from setup. Lost those? Admin disables 2FA in Administration → Users.

### Customer not receiving payment link

(1) SMTP configured and test green? (2) Razorpay enabled and test green? (3) Customer profile has valid email?

### E-way bill failed

Check GSP URL (sandbox vs production), GSTIN match, consignor/consignee pincode filled on LR.

### Driver can't log in

Mobile number in Masters → Drivers must match exactly. MSG91 enabled + DLT sender ID registered.

### Geofence events not recording

(1) Traccar sync running? (2) Vehicle linked to Traccar device? (3) Geofence Active?

### Deleted something by mistake

Administration → Audit Log shows previous values. Restore from daily DB backup at Administration → DB Backups (14-day retention).

### Dashboard blank / wrong numbers

Branch filter may be excluding data. Switch branch from top-right selector, or Super Admin disables multi\_branch feature flag.

## 10. Glossary

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- **LR (Lorry Receipt / Bilty)** — legal goods-in-transit document, 3-copy format
- **E-way bill** — GST-mandated electronic way bill for consignments > ₹50,000
- **IRN** — Invoice Reference Number for GST e-invoice (turnover ≥ ₹5 Cr)
- **HSN** — Harmonized Code. 998399 = Goods Transport Agency services
- **POD** — Proof of Delivery
- **DVIR** — Driver Vehicle Inspection Report
- **PM** — Preventive Maintenance
- **Beta** — driver tip/incentive per trip, separate from salary
- **Sub-contract** — hired truck from another transporter
- **Broker / Agent** — third party bringing loads (2-5% commission)
- **TCO** — Total Cost of Ownership
- **Detention** — charges for truck held beyond free-time at loading/unloading
- **Aging bucket** — receivables by how long outstanding (0-30/31-60/61-90/90+)
- **Traccar** — open-source GPS platform, 200+ device support
- **PWA** — Progressive Web App, installable like native app