

02 NETWORK MEMBERS

B2B Exchange member manual

Load posters · Owner drivers · Carriers · Transport companies

Version 1.0 | 29 September 2026 | Member edition

Use this manual to set up a business, request transport, quote for work, manage an awarded job and maintain operational records in [Freivio Exchange](#). It covers both the company buying transport and the company providing it. Individual drivers should also use the separate Driver Manual.

The Exchange is a pilot operating system. In-app records and workflows exist, but paid membership collection, marketplace card payments, automatic payouts, SMS, push notifications and live GPS are not active services in this edition. Automated booking email remains disabled. A payment status is a record, not evidence that the platform moved money.

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1 Choose your role and workspace

Role or purpose	Where to start	What you do
New operator or commercial load poster	Join the network, then Member exchange	Apply, create business identity and complete admission
Load poster	Dashboard Find loads, Post a load, Business accounts	Describe work, receive quotes and award a provider
Carrier or owner driver	Find loads, Operator network, Return loads	Maintain evidence and capacity, quote and fulfil jobs
Company colleague	Business accounts invitation	Work within the role granted by your company owner
Individually allocated driver	Freivio Driver at /driver	Acknowledge assigned jobs, update progress and upload evidence
Freivio employee	Separately granted Employee dashboard	Group administration; covered in the internal companion

Being a business customer on Movivio, Freivio Freight, Courivio or Man And Van does not automatically create an Exchange membership. A company owner, company manager, driver and Freivio network employee are different permissions.

2 The two main job workflows

Member-posted work: verified business posts a load; eligible carriers quote; the poster awards one quotation; the carrier allocates resources and carries out the job; delivery evidence is uploaded; the poster approves completion; actual external payment is recorded.

Customer-brand work: a retail customer accepts and confirms a brand booking; Freivio staff prepare a private Exchange handover; selected eligible operators receive an invitation; an operator quotes and accepts the offered terms; staff or approved automatic rules award one operator; the operator opens the private job pack and fulfils the work. Customer price and internal margin are not part of the operator's invitation.

In both cases, a quotation or invitation is not an assignment. Check for Awarded and a current job pack before dispatch. A driver suggestion, availability entry or return-load match does not reserve a job or a vehicle.

3 Apply and sign in

Open Join the network and choose the relevant route, such as owner driver or transport company. Read Membership & verification and the founding-partner information. Use Apply or Book a demonstration as appropriate and keep any resulting reference. A demonstration request does not grant trading access.

Open Member exchange and Sign in with ChatGPT. Use your own account and the email you intend to use for business invitations. The reviewed release does not provide a separate public email/password or Apple sign-in system.

On the first visit, choose Set up profile or Business identity. Enter the registered or trading name, business telephone, operating base postcode and registered business address. Select the correct business role: carrier, owner driver, transport company, freight forwarder or commercial shipper. Save identity.

Complete Compliance with the company, VAT, operator-licence and website details that apply. Follow the form's validation. A form field or platform admission decision does not establish a legal exemption or licence entitlement; ask the team if the form does not fit your business rather than entering invented numbers.

4 Complete verification and evidence

The onboarding screen shows Business identity, Compliance, Evidence and Membership. Save each section and return as needed. In Verification, use Upload evidence and choose the document type requested for your role. Enter the expiry where required and upload the actual current document.

Supported evidence categories include company evidence, goods-in-transit insurance, public liability, operator licence and vehicle insurance. The required set depends on the business role; follow the checklist rather than assuming every category applies. The verification upload supports PDF, PNG and JPEG, up to 8 MB per file. Confirm the saved file and review status after upload.

Review all four sections, read the member terms and marketplace rules, confirm that your information and evidence are accurate, then select Submit for verification. A submitted application moves into review; submission is not approval. If changes are requested, read the note, correct the relevant record or upload replacement evidence and follow the review process.

Use Verification history to see decisions. Operator network also shows current evidence and renewal warnings at 30, 14 and 7 days and when overdue. A document remains valid through its recorded expiry date. A newer pending upload does not replace the currently approved evidence until reviewed.

Trading requires the appropriate verified business and active membership state. Return-load matching additionally checks current required evidence. If trading is blocked, review the precise message, membership period and document status. Never try to bypass the gate by changing role or using another person's account.

5 Membership and access periods

Open Membership to inspect the selected plan, status and access-period end. The screen offers monthly and annual selections; the current annual display uses ten monthly charges for a year. Read the displayed offer before selecting it.

Plan displayed in the reviewed release	Monthly display	Purpose described on the screen
Freivio Founding	£0	Six months of founding access for approved early members
Driver Essential	£24.99	Loads, quotations and transport records
Driver Pro	£59.99	Driver tools and return-load intelligence
Fleet	£149.00	Multi-vehicle transport companies
Transport Company	£199.00	Posting work and managing carrier delivery

These are pilot screen selections, not confirmation of a live paid billing contract, tax treatment or plan-specific entitlement enforcement. Paid selection is saved for payment setup; no card is charged in this build. Confirm the actual commercial offer with Freivio before committing to a paid plan.

Where available, Cancel at period end records the cancellation request. Check the displayed end date and cancellation state. It does not cancel an operational job or send a refund. Verification, membership access, customer job payments and supplier settlements remain separate records.

6 Navigate the member dashboard

Area	Use
Overview	Onboarding, open opportunities, active jobs, quote and notification counts
Find loads	Search current member-posted opportunities and submit quotations
Courivio & Movivio	Post timed courier work or a detailed commercial move
Quotes and Messages	Review sent or received offers and their conversations
Operations	Open work you posted or work awarded to your company
Availability and Operator network	Maintain vehicles, capabilities, evidence and available windows
Business accounts	Company team roles, locations, templates, approvals and statements
Bookings & dispatch	Operational booking tools, assignment and reports
Action centre	Notifications, exceptions, agreed changes and limited status links
Pilot workspace and Pilot hub	Onboarding, preferences, preferred providers, stops, surveys, budgets, feedback and pilot tools

Area	Use
Payments	Pilot job-payment ledger
Cases and Exchange support	Operational disputes or general service requests
Driver mobile	Opens the dedicated Driver web app

Return loads, Job calendar and Bookings & assignments also have direct links. Some areas appear only for a company or permitted role. Administrator reporting, recruitment, investor approval and verification administration are not ordinary member tools.

Overview or load tables can show rows labelled Demo when there is no real work. Demo rows cannot be quoted. Counts based on those screens are not proof of a trading volume. Use actual job records for decisions.

7 Post a freight load

Before posting, confirm that you are authorised to purchase the service and have a realistic description of the work. From the dashboard choose Post a load. Enter collection town and postcode, delivery town and postcode, collection date and time, goods description, weight in kilograms, estimated mileage, target price, required vehicle and any purchase order or cost centre.

Review the units, time and scope, then select Publish live load. Posting asks for quotations; it does not award the transport. Your target price is a request, not a carrier commitment. Follow the screen's tax wording and make any ambiguity clear in the conversation and accepted terms.

Keep contact names, telephone numbers, full private addresses, access codes and identifying customer notes out of open descriptions and messages to unassigned bidders. Ordinary member forms have not been established as a universal automatic redaction system. If work requires private disclosure, arrange the appropriate controlled route with the team. Customer-brand handovers use a separate private invitation and job-pack process.

After posting, open your record under Operations or the relevant company Jobs view. Review incoming quotes, answer questions and keep changes in the record. If the work is materially wrong, resolve it before an award; do not rely on a message to silently overwrite an accepted contract.

8 Post courier or commercial removal work

Choose Courivio & Movivio. Post a timed delivery opens the courier form; Plan a business move opens the commercial removal form.

Courier: enter the requested service level, collection and delivery details, time window or deadline, consignment count, dimensions, weight, extra stops and handling instructions. State urgency explicitly. After a booking exists, use Pilot workspace to add every delivery stop, including the final destination, in the required sequence. Stop order is manual.

Commercial move: enter the premises, route, dates, inventory, room or workstation counts, crew need, access, packing, dismantling and special handling. Where a survey is needed, record and

agree it through the survey workflow. Attach only relevant permitted evidence and confirm authority to share it.

Submit the service request, then follow the same quote and award process as freight. Selecting packing, a crew size or a survey records a requirement; it is not proof that a supplier has agreed or allocated the resources.

In Pilot workspace, Movivio survey and inventory submissions retain revisions. The inventory format shown is room | item | quantity | notes, one item per line. Check the latest revision before agreeing scope. Scope agreement does not change the accepted price; use the separate commercial change process where needed.

9 Find suitable work and submit a quote

1. Open Find loads. Search by town, postcode or goods and filter by vehicle. A job number can be located with the supported number search where offered.
2. Read the route, service, weight, date, deadline, vehicle and available scope. Check your real vehicle fit, equipment, crew, route and workload.
3. Select Quote on a real available job. Enter your price and a clear message explaining availability, inclusions, exclusions and any assumptions requiring agreement.
4. Submit quotation. Check Quotes for the saved offer and its status.
5. Use Messages for clarifications tied to that quotation. Do not start work merely because a message sounds positive.

The ordinary board says rates exclude VAT unless stated. The private customer-brand invitation asks for the operator's total including applicable taxes. Read the label in the specific workflow; do not transfer a price between the two without checking its basis.

If the scope, price or availability changes, tell the poster or staff before award. Do not treat a second message as an automatic quote revision. If the screen has no suitable amendment action, request a reviewed replacement or resolution through the relevant team.

10 Compare quotations and award a carrier

As the load poster, open Quotes or Business accounts > Jobs and select the relevant request. Compare the total, tax basis, service, timing, handling, qualifications and stated assumptions. Ask questions in the quotation's message thread before accepting.

Choose the appropriate quotation and review Award transport order. Confirm award only when the complete work and price are agreed. The action creates the transport order and payment record and closes the other quotes. It does not debit a bank account, pay a carrier or automatically register an individual driver.

In a company workspace, booking staff may approve only within the configured limit, and an unknown estimate or a higher amount needs an owner or manager. Department budgets can apply by exact cost-centre name and collection month. Do not split or relabel a job to evade an approval limit.

Successful result: the job is Awarded to the chosen provider and appears in the relevant operational view. Refresh after an uncertain response before trying again, because another authorised user may already have completed the award.

11 Respond to private customer booking invitations

Open Bookings & assignments or [Operations hub](#). As an operator, Your operator invitations shows work made available to you. Review route information, proposed scope, vehicle, weight, timing, offered payment, payment terms and response expiry.

Choose a quoted or declined response. For a quote, enter your total charge including applicable taxes and an explanation of availability and inclusions. Select the terms confirmation only if you accept the offered scope and payment terms without changes. If you need different terms, request clarification before agreeing.

Select Send response. It may assign the job immediately if staff have enabled an automatic-award policy and your response meets its rules; otherwise it goes to staff review. Only Awarded confirms the assignment. An expired offer needs a fresh valid invitation and response.

After award, choose Open private job pack and read the full operational instructions. Customer details are supplied for fulfilment, not marketing or onward distribution. Staff explicitly choose shared customer files. Do not expect the customer's retail price, internal margin, invoices or every original photo to be included.

If a release request appears before collection, read the reason and record accept or decline with your explanation and any separate settlement requirements. An accepted release ends that assignment; it does not waive charges, amend the customer's booking or transfer money. After collection, escalate through the issue process rather than assuming a simple release is available.

12 Vehicles capabilities and availability

In Verification or Operator network, add vehicles with the correct registration, vehicle type and usable payload. In Operator network, maintain usable load-space dimensions, pallet capacity, equipment, service areas and operating restrictions where fields are offered. Account for equipment and crew when stating spare payload.

Add available windows against the correct vehicle. Enter times in the timezone requested by the form; Operator network takes device-local input and displays saved windows in UK time. Remove or update availability when your commitments change. Availability is a declaration, not live vehicle telemetry or a reservation.

The original Availability board provides vehicle availability and matching within the dashboard. Operator network is the more detailed evidence and capability workspace. Check both the actual job's requirements and your current vehicle record before quoting.

A matching vehicle type and capacity do not establish access, safe handling, special equipment or achievable travel time. Confirm these before acceptance. If a vehicle is missing from a selector, check ownership, availability, registered type and payload instead of substituting an unsuitable vehicle.

13 Dispatch and allocate people

Open Dispatch desk through Operations hub. Use the date, Day or Seven days view, brand filter and needs-attention list to identify unallocated or overdue work. Select the awarded Exchange job.

Under Vehicle, driver & crew, select a registered vehicle, named driver and any additional crew. Set the planned job window and travel allowance. Save the allocation and review its result. The current controls check vehicle type, payload and overlapping vehicle or person allocations; they do not calculate road travel or certify all equipment.

Register people in Fleet & crew where your role allows it. A typed driver name or additional crew allocation alone does not grant app access. The company owner must invite an individual driver's exact signed-in account through Freivio Driver, the driver must accept, and that person must be allocated to the job.

An older Business accounts assignment form can record a driver or crew-lead label and vehicle. Use registered people and the current Driver access workflow when a driver needs their own login. Recheck the job after any allocation change, especially if a driver has downloaded an offline copy.

14 Carry out a job and record proof

Open the awarded job from Operations or use Freivio Driver for an allocated individual. Read the latest scope, dates, addresses, stops, access, handling, shared files and open issues before starting. Contact the poster or service team if the actual work differs.

The main operational sequence is Awarded > En route > Collected > Delivered > POD approved > Paid. Commercial removal labels can read Crew en route, Move started, Move completed and Completion approved. These are workflow stages, not a substitute for the actual agreed job requirements.

Record each stage only after it happens. Complete the collection and delivery checklists where offered, noting condition and discrepancies. For multi-stop courier work, update each stop and record recipient and evidence as required; complete all required stops before overall delivery.

After delivery, upload proof in the permitted image or PDF format. A driver can also capture a recipient's printed name and drawn signature in the Driver app. Wait for the upload acknowledgement. Queued offline evidence is not yet on the server.

The poster reviews the actual POD and approves it only if it supports completion. If there is a discrepancy, preserve the original evidence and open an issue or case. After actual off-platform payment, the authorised poster can use Confirm payment made; this changes a record only.

15 Messages notifications and service issues

Use Messages to keep quotation and job discussions together. Select the relevant conversation, identify the job and be specific about decisions. The notification bell and Action centre show in-app events; Mark read removes unread state but does not resolve the underlying job exception.

Dispatch desk includes Your Exchange inbox and read acknowledgements. Future-email preferences apply to eligible new events when email delivery is connected. At this edition email is disabled, so do not rely on it to deliver offers or urgent instructions. SMS and push are also inactive.

For operational disruption, record a Service issue with the job, priority, factual description, responsible person, next action and deadline where your role permits. Record the resolution when agreed. An issue does not automatically release an operator, waive charges, change the customer contract or pay a refund.

For immediate safety or time-critical problems, use the job's agreed direct contact as well as recording the issue. Check replies in the app. The system does not promise a monitored emergency response or automatic escalation by text.

16 Changes cancellations and limited status links

In Action centre > Changes, authorised users can propose supported changes after award and before collection: reschedule, revise agreed price or request cancellation. Enter the new values and a reason. The counterparty's owner or manager reviews and chooses Agree & apply change or Reject proposal.

Until the change is agreed and applied, the existing booking remains authoritative. Repricing can be blocked by an issued invoice record. Cancellation does not process refunds or settle cancellation charges. Use the separate finance and case process for those outcomes.

Customer-brand-linked jobs have additional controls. General Exchange repricing is blocked for them; customer changes, operator release and revised commercial approval must be coordinated by Freivio staff. Do not promise a customer a new price from a driver or carrier screen.

In Status links, an authorised customer-side owner or manager can create a limited tracking link for 1 hour, 24 hours, 3 days or 7 days. Confirm the sharing permission and copy it immediately. It reveals reference, brand, booking status and planned times, not full addresses, prices, files or driver details. Anyone with the link can see those limited details until expiry or revocation. Revoke it when no longer needed. It is not a live GPS link.

17 Return loads and cost assessment

1. Open Return loads. Complete the operator profile and current evidence first; select an available registered vehicle.
2. Enter where it becomes available, return destination, availability start and return-by time, service type, remaining payload, pallet spaces and usable space dimensions.
3. Save the journey. Review or close it when the plan changes. The current limit is ten active future journeys.
4. Inspect Suggested return loads. Matches use postcode areas, exact vehicle type, service, known weight and timing. They do not calculate road distance, detours or arrival estimates.
5. Open Checks before quoting and the route, cost and suitability assessment. Record real assumptions about detour, loading time, fuel and other incremental costs. Mark suitability and reason where offered.
6. If suitable, open the actual Exchange job and quote through the normal process. The assessment alone does not submit an offer or accept work.

The page refreshes while visible and can create in-app return-match notifications. Enable or disable these under Match notifications. Email and push are not active. An unsuitable assessment suppresses further in-app alerts for that journey and load pair.

No result may mean there are no qualifying jobs or that evidence, timing, weight or vehicle data does not qualify. The view is bounded to the top 100 suggestions from up to 1,000 upcoming candidates. A suggested additional contribution is an estimate, not whole-trip profit or guaranteed work.

18 Business accounts and company roles

Select Business accounts and the correct company. The company owner can invite an existing registered account through Team; the colleague must first sign in to the Exchange, then accept the in-app invitation. No email invitation is sent. Revoke access when a person leaves or no longer needs it.

Company role	Planning	Approval	Dispatch	Team and policy
Owner	Yes	All values within applicable controls	Yes	Owner controls
Manager	Yes	All values within applicable controls	Yes	No owner-only team controls
Booking staff	Yes	Within configured limit; known estimate required	Not a dispatcher grant	No
Dispatcher	Locations and operational assignments	No purchasing approval	Yes	No
Finance	Read-only jobs and statements	No operational approval	No	No

These roles apply to the selected company workspace. They do not give a colleague ownership of another company, a driver grant or Freivio employee access.

In Locations, save depots or branches with addresses, postcodes, contact instructions and cost centres. In Jobs, inspect posted and awarded work, purchase orders, costs centres, progress and available quotation decisions. Follow the on-screen permission if a control is absent.

19 Templates repeat work and budgets

In Business accounts > Templates, choose an existing company request, name the template, choose Manual only, Daily, Monday-Friday, Weekly or Monthly, and set the first date, collection time, purchase order and cost centre. These schedule times are UTC. Review daylight-saving effects explicitly; UK local time and UTC differ during summer time.

Use Create draft for a one-off date or Drafts > Prepare next 7 days for active schedules. Generation is on demand. It creates drafts, not published jobs, accepted quotes or payments. Pause or resume a template when needed; changes affect future drafts and do not silently rewrite existing ones.

Open each draft, inspect copied scope, route and dates, set a credible estimate and replace saved locations if appropriate. Save draft changes. An authorised user selects Approve & post for quotations. Discard a draft that should not be used. Prior documents, survey appointments, quotations and payments are not copied as new evidence or approvals.

The owner sets the booking-staff approval limit in Team. Pilot workspace can record department budgets against the exact cost-centre name and planned collection month. These are commitment limits for accepted quotes, excluding cancelled jobs, not bank balances or revenue. Both the draft estimate and the eventual accepted quotation require the relevant approval.

Freivio staff also have a separate customer-brand recurring-request process with weekly, fortnightly or four-weekly dates. It releases a fresh enquiry for quotation and acceptance. It is not the same as your Exchange company template schedule.

20 Preferred providers and pilot tools

In Pilot workspace, select the correct business and use the available service-preference and preferred-provider controls. Preferred providers must accept the invitation before receiving preferred-first requests. A request released to the wider marketplace becomes visible more broadly. Changing the preference affects new requests, not existing awards.

Pilot hub has a separate founding-cohort application and activation checklist. If Freivio supplies a founding invitation code, enter it under Founding invitation and select Redeem code before completing the pilot application. Provide the requested participant, service-area and expected-work information, then monitor the recorded stage. Expected jobs are an estimate, not completed work. Redeeming a code or joining the pilot does not replace verification, membership or a job award.

Pilot referrals record the sponsoring business. A referral code does not waive the new member's verification or membership requirements. Share only the intended code, not an account login.

Courier delivery stops store manual stop order, addresses, deadlines, status, recipient and evidence. Use the planned-stop controls before execution and record actual outcomes afterwards. Failed delivery needs an explanation and resolution with dispatch; it must not be marked completed just to close the job.

Movivio survey and inventory records support survey evidence, retained scope revisions and agreement. Use the latest agreed revision when dispatching. Ask for a commercial review if it differs from the accepted priced work.

Customer feedback is available for approved completions where offered. Only the customer reviews the completion; provider responses and feedback are moderated before publication. A saved review is not necessarily already public.

Pilot reporting and operational exports cover the visible business records and have stated limits. Reliability and service-level figures use recorded events, not GPS verification. Small samples and missing timestamps should not be treated as guaranteed performance. Some network-wide pilot, conversion and launch controls are administrator-only.

21 Payments invoices and statements

Payments shows the Freivio Pay pilot ledger created from awards. It records job values and payment confirmations. Card collection, escrow-like services and carrier payouts are not active; do not represent the ledger as a guarantee of payment.

Bookings & dispatch > Reports can create or display an invoice record from accepted work where the provider is authorised. It is an operational record, not automatic tax-invoice validation. Use the business's approved invoicing and settlement process and agree the payment recipient and terms separately.

In Business accounts > Statements, choose the collection month in UTC and download the monthly CSV. It includes accepted transport values, purchase orders, cost centres and invoice references for the visible company data. It is bounded to up to 2,000 company jobs. Bookings & dispatch reports use their own displayed limit, currently up to 1,000 jobs.

Recorded paid totals are not bank-confirmed platform revenue. Membership income, customer booking receipts, operator job charges and the group's retained contribution are different figures. If an amount is wrong, preserve the original record and request an authorised correction with evidence rather than changing the operational status to disguise it.

22 Cases support and complaints

Use Cases for collection, delivery, damage, payment, conduct or technical disputes. Choose the related job or general account issue, category, priority, factual title and description. Explain when it happened and what outcome is sought. Open case, keep its reference and upload relevant evidence through the case controls.

Follow the recorded status and resolution. Case states include Open, Reviewing, Awaiting member, Resolved and Closed. The administrator records decisions; a case does not automatically amend a job, release an operator or transfer money. Do not assume evidence is confidential from every job participant; provide only material necessary for the dispute and ask the team about sensitive documents.

Use [Exchange support](#) for membership, verification, account access, exchange-job help, payment or refund queries, complaints and other support. Create a request with subject, reference and message, then return to read or add replies. Support replies appear in the portal. They are not live chat and are not emailed in this edition.

Keep customer-brand support separate: a retail customer's quote, deposit or booking issue normally belongs to the brand that issued the quotation. Refer operational consequences to dispatch using the linked job reference.

23 Calculators fuel and public resources

Cost calculators and transport guides support planning. Enter current figures for distance, fuel, time, crew and other costs in the relevant calculator, check its units and read the output as an estimate. The calculator does not create a quotation, book a service or verify a current market rate.

Fuel cards has personal and business interest pages, a privacy notice and a fuel/journey calculator. Submitting interest records demand for a pre-launch programme. No card, credit facility, live fuel price or guaranteed discount is issued by the current page.

The Trust Centre and membership pages describe the intended controls and pilot limitations. Investor material and simulations are for a separately approved audience; demo data is not a live transport order or financial result.

24 Troubleshooting and daily checklist

Problem	Action
Trading unavailable	Check business verification, active membership and current required evidence; read the exact restriction
Colleague sees no company	They must use the invited account, accept the invitation and select the correct company
Quote or award button missing	Check role, approval limit, budget, current job state and whether another user already awarded it
Private invitation expired	Ask staff for renewed terms; an expired response cannot be treated as an award
Customer details hidden	Open the current private pack only after award; do not seek retail details through public listings
Vehicle or driver cannot allocate	Check ownership, registration, payload, type, overlap and travel allowance
Driver sees no job	Check individual invitation acceptance and named allocation; a crew label alone gives no login access
Return-load suggestions absent	Check active journey, evidence, membership, known weight, vehicle and time window
Changes will not save	Refresh; the record may have changed. Review the latest version before submitting again
Delivered but not complete financially	POD approval and actual payment are separate stages
No email or push alert	Use the app inbox; external delivery is inactive
Report total looks incomplete	Check company, date basis, filters and stated data cap before drawing conclusions

Daily quick reference

Use this sequence with the detailed instructions above. Each company should identify who is responsible for posting, approval, dispatch, evidence review and payment reconciliation.

1. **Start of day.** Check business verification, membership and document expiry. Open Action centre and the app inbox; review outstanding offers, response deadlines and issues. Inspect today's awarded jobs and refresh vehicle availability. Resolve any missing access before a driver departs.
2. **Before quoting or buying.** Check scope, route, timing, vehicle capacity and handling needs. Read the price basis and agreed payment terms. A member-board quote and a private customer-brand invitation can use different tax wording. Check the company's approval limit and budget before awarding.
3. **Before dispatch.** Confirm the job is Awarded. Read the latest private pack where applicable, check outstanding changes, and allocate a registered vehicle and named driver. Confirm the driver has accepted access, can see the job and has acknowledged it. Prepare any permitted offline copy while online.
4. **During the job.** Record actual stages, complete collection and delivery checks, and update every required stop. Record issues with a factual description and job reference. Contact dispatch directly for urgent operational decisions. Do not treat a pending proposal, message or queued offline update as a completed server action.
5. **At completion.** Upload relevant proof, confirm the server received it, and obtain the poster's POD review. Resolve discrepancies while preserving original evidence. Check all driver queues have synced. Update or close availability that no longer reflects real capacity.
6. **Close the commercial record.** Reconcile actual payment through the agreed external process; only an authorised user should record payment confirmation. Check invoice references, cost centres and statement dates. A Delivered status, approved POD and a Paid record describe different events.

Escalation record: include the job or booking reference, the current stage, what happened, when it happened, the requested decision and relevant evidence. Keep customer-brand quote or deposit questions with that brand; route an operational consequence to dispatch using the linked job reference.

Before leaving the app: read unresolved replies, confirm the responsible person and next action for each open issue, and protect or lock any device holding job information. Email and background push are inactive in this edition, so returning to the app remains part of the daily routine.

This manual covers Freivio Exchange release 54 and its linked customer workflows as checked on 29 September 2026. Read the current screen labels and role restrictions. Full end-to-end production trading was not exercised for preparation of this manual; the separate internal companion identifies activation and assurance tasks.