

Driver Vehicle Inspection Checklist DSP Resource Guide

Last edited on 9/1/2021

Intended Audience: AMZL and AMXL DSPs

Purpose of this Guide

As part of our continued commitment to build the world's safest delivery network, we have developed the Driver Vehicle Inspection Checklist (DVIC): a vehicle inspection feature in the Amazon Delivery App to be used by your Delivery Associates (DAs) to report inspections for all vehicles. DVIC enables you to ensure that only vehicles that pass inspection by your DAs are used on routes. Additionally, vehicles will periodically go through the Vehicle Safety Audit (VSA) conducted by Amazon station teams to provide additional validation that vehicles are in safe operating condition.

There are two primary places where you and your DAs will interact to complete the full DVIC process: the **Amazon Delivery App** and the **Fleet Management tool** within the **Logistics Portal**. This Resource Guide is divided into two parts with **Part I** focusing on the **DVIC within the Amazon Delivery App** and **Part II** focusing on **DVIC within the Fleet Management tool**. Each part provides a high-level summary of the end-to-end DVIC process along with visual guides, common exceptions, and FAQs.



Part I: DVIC within the Amazon Delivery App



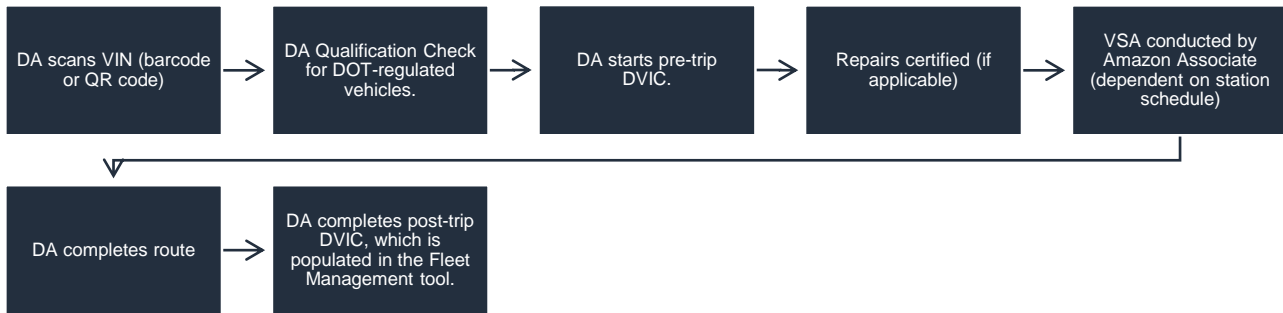
Part II: DVIC within the Fleet Management tool



Part I: DVIC within the Amazon Delivery App

OVERVIEW

Below is a high-level summary of the end-to-end DVIC process when inspection is submitted through the Amazon Delivery App.



SCAN THE VEHICLE

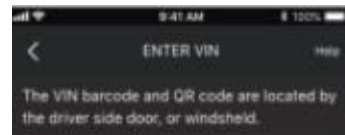
The DA will prompt the pre-trip DVIC by first scanning the VIN barcode or VIN QR code on the selected vehicle. The location of the code may vary depending on the selected vehicle, but it is usually found at the driver side door or on the windshield. You can also manually enter the VIN using the Help menu.



Scan your vehicle's VIN barcode or VIN QR Code

The location of the VIN barcode or VIN QR code may vary depending on the vehicle, but it is usually found at the driver side door or on the windshield.

You can also manually enter the VIN using the Help menu.



To ensure only DAs who are DOT-qualified are operating DOT-regulated vehicles, the Amazon Delivery App will check Driver Qualification before your DAs begin the DVIC. As they normally do when performing the DVIC, DAs will start the vehicle inspection by scanning the VIN barcode or QR code on their vehicle. If the DA is qualified to operate the scanned vehicle, they will proceed. If the DA is not DOT-qualified, they will receive a message stating they are not qualified to operate the vehicle. The DA will not be able to proceed further – they will need to find another vehicle that they are qualified to drive (e.g. a non DOT-regulated vehicle).



TROUBLESHOOTING STEPS

If you believe your DA is properly qualified to operate the selected vehicle, use the following steps to troubleshoot:

- **Check Log-in.** Ensure the DA is properly logged into the Amazon Delivery App and not using the credentials of any other DA or member of your team. Ask the DA to log out and log in a second time to confirm.
- **Check VIN.** If the Amazon Delivery App was linked to the vehicle through a bar code or QR code, ensure the VIN registered in the app matches the vehicle to be inspected.
- **Fleet Management tool. For non-branded vehicles,** an incorrect input make and model could result in incorrect categorization of the vehicle, prompting the DOT qualification check to be incorrectly triggered. You can correct any inaccuracies of the make and model by updating the Vehicle Details for the blocked vehicle in the Fleet Management tool. See instructions here: [Fleet Tool Guide](#). You can also consult the [National Highway Traffic Safety Administration](#) website, which provides a decoder where the make/model of your non-branded vehicle can be derived from the VIN.
- **DOT Qualification.** Ensure the DA attempting to execute the route does not have any deficiencies. If you believe your DA is qualified without deficiencies, make sure the DA has been qualified on JJ Keller's system.

Phone: 888-813-7267

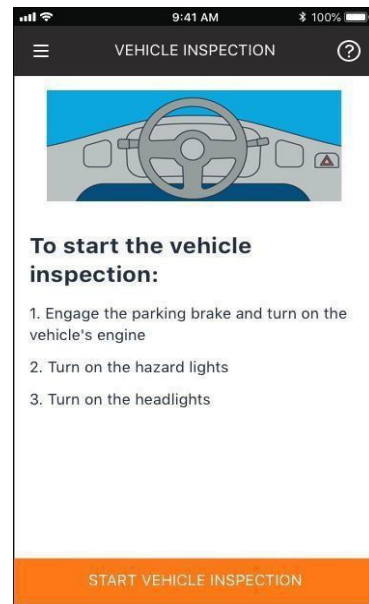
Email: DOThelp@JJKeller.com

- **NA DOT Compliance Team.** If JJK confirms DA qualification status, and the DA is still unable to be rostered and/or pass the qualification check in DVIC, their qualification status may be linked to the incorrect profile. Reach out to the DSP Onboarding Team to resolve this issue.

Email: dsp-na-dotcompliance@amazon.com

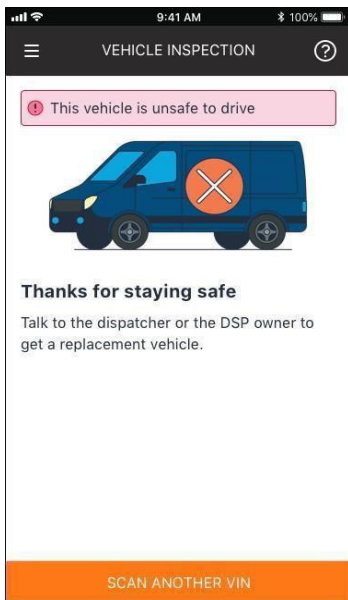
If after taking the above steps, the DA is still not qualified to operate the vehicle, the DA should contact the on-site dispatcher or DSP to request another non-DOT vehicle/route. For AMXL routes that require a Helper, unqualified DAs can still participate on the route as a Helper.

Before you start your vehicle inspection, make sure to engage the parking brake and turn on the vehicle's engine. Then, turn on the hazard lights and headlights. Select 'Start Vehicle Inspection' to begin.

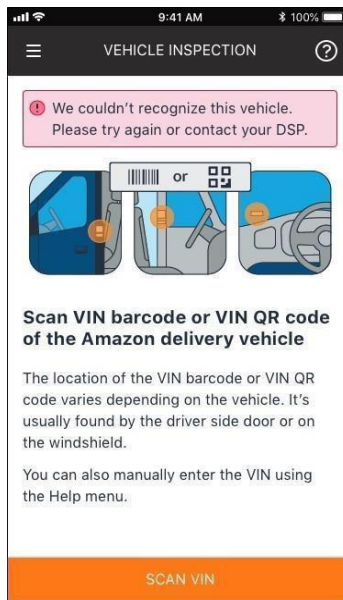


COMMON EXCEPTIONS

Sometimes you may encounter issues that prevent you from initially completing the inspection. Below are some of those reasons.



Unsafe to Drive: You may receive a notification that the vehicle is unsafe to drive. This happens for three reasons: (1)The vehicle failed a previous pre- or post-trip DVIC; (2) Amazon Auditor failed the vehicle or; (3) The DA selected a safety issue in your submitted vehicle inspection. The DA should obtain a replacement vehicle.



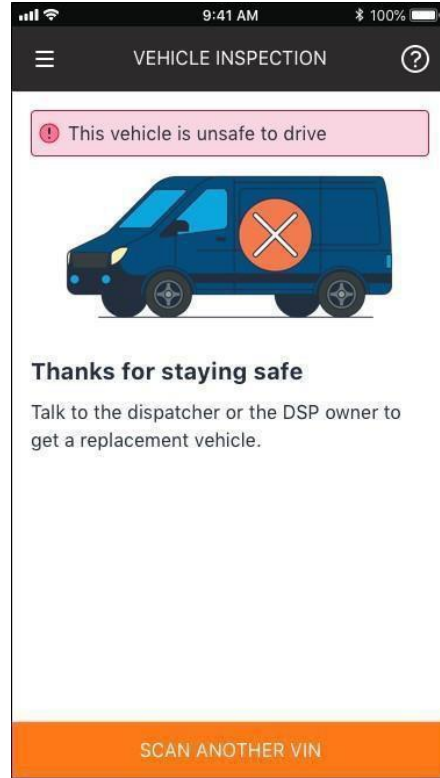
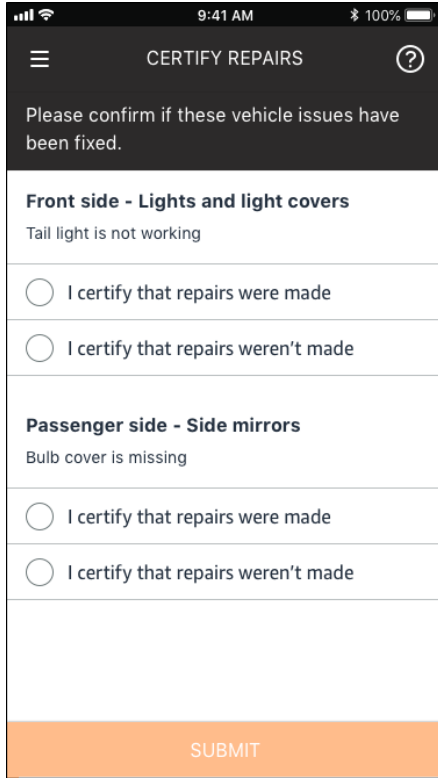
Vehicle is not registered in the Fleet Management tool: If a VIN Barcode or QR code is scanned and the system does not recognize the vehicle, the app will notify the DA that the vehicle was not recognized. The vehicle will need to be added to the Fleet Management tool.

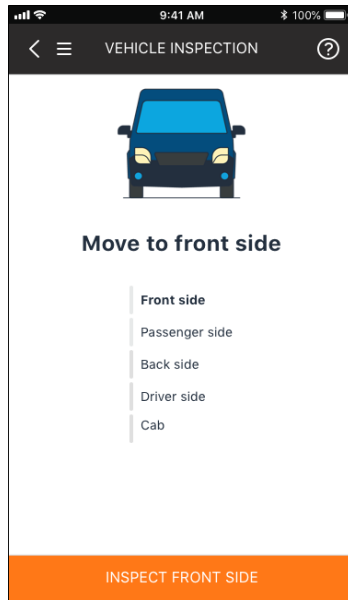


Vehicle is scanned or linked to another DA: If the DA scans a VIN Barcode or QR code and another DA has already scanned the vehicle, the App will notify them that the vehicle is linked to another DA. The DSP/Dispatcher will need to resolve the issue or issue another vehicle to the second DA.

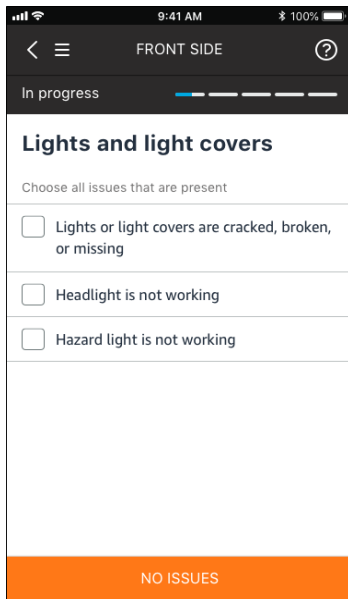


It's possible that the vehicle the DA scanned has failed a previous inspection and they need to confirm the issues reported have been repaired. When the DA scans the VIN Barcode or QR code, they will be automatically shown the screen to certify the repairs have been completed, if required. The App will specify which defects need to be inspected. If one or more issues were not repaired, the vehicle will not be able to go on-road. If the DA selects that all of the defects were repaired, they will be able to proceed to begin a new inspection.

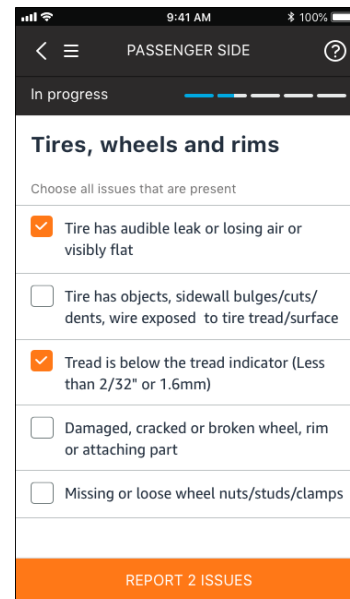




The App will guide the DA through the inspection walk-around process. They will start at front of the vehicle, then go to the passenger side, back side, driver side, and finish with an in-cab check. Select 'Inspect Front Side' to begin.

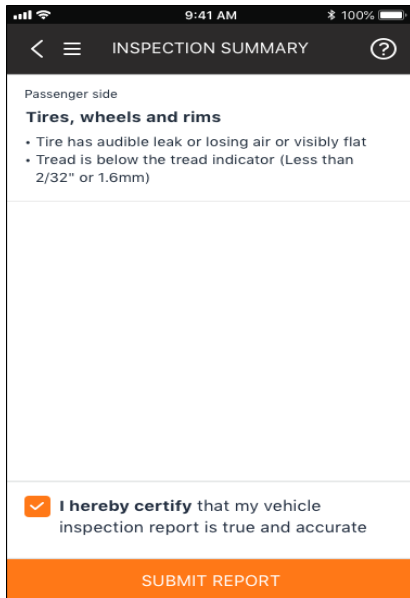


If the DA does not find damages or defects, tap 'No Issues.'

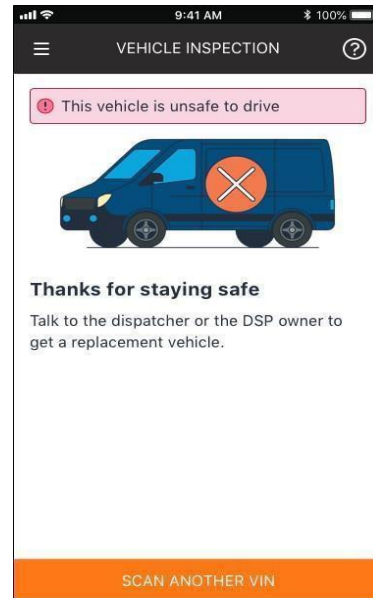


If the DA identifies any issues, check the box next to the damage and select 'Report Issues.'





At the end of the inspection, the DA will see a summary of issues reported. If no issues were reported, the summary page will state they didn't report any issues with the vehicle. When done, they will click the box to acknowledge that they have inspected the vehicle. Select 'Submit Report' to file your inspection. If the vehicle passes DVIC, a route will appear in the App. The DA can proceed to the loadout area to begin the package scanning and loading processes.

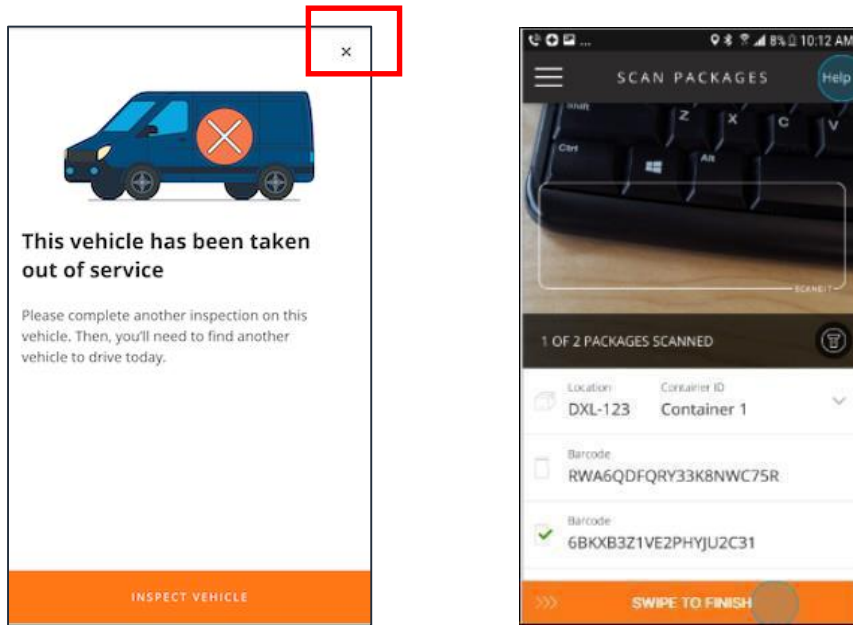


After filing your inspection, if the DA reported any safety-related issues, they will be provided with a notification that the vehicle is not safe and they will not be able to see your route. The DA should contact the DSP or Dispatcher to get a replacement vehicle. The DA will be required to scan the replacement vehicle to perform a vehicle inspection before seeing their route.

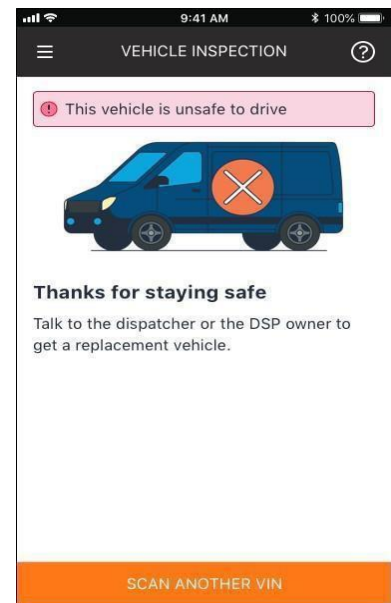
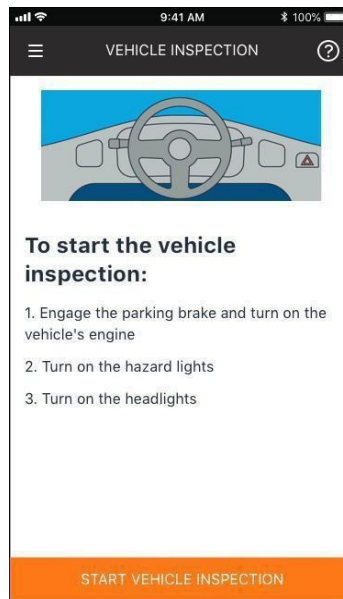
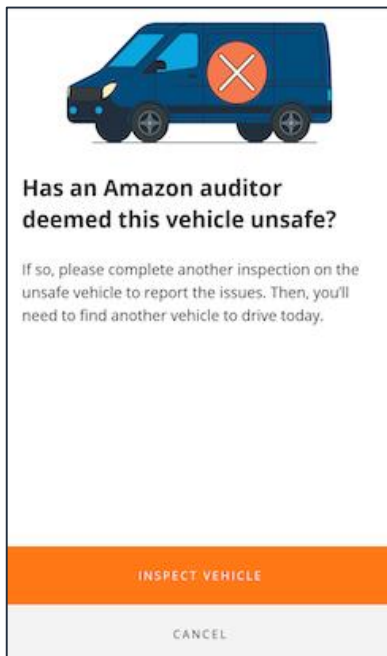
Do not operate any vehicle until the issue has been repaired.



Station teams may perform a VSA on your vehicle to ensure there are no safety issues.



If the station team finds an issue, your vehicle must be grounded immediately. DAs must conduct a post-trip vehicle inspection after scanning their packages and recording the issues noted in the VSA. Prior to conducting the post-trip inspection, your DA has the ability to scan more packages by selecting the x highlighted above in the red box. Once ready, your DA can prompt the post-trip inspection by selecting the “Help” option or Swipe to Finish.

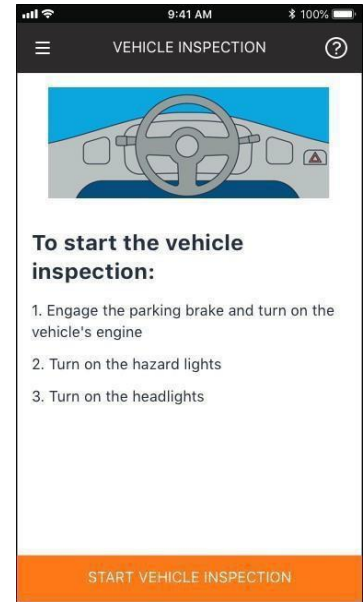
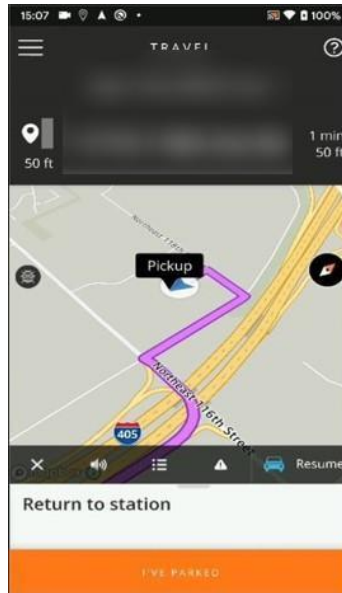
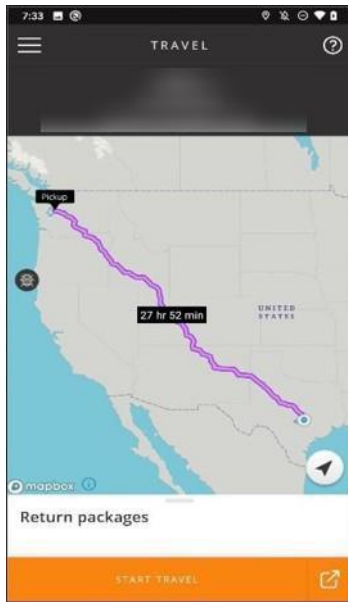


After completing the post-trip inspection and recording the same issues noted in the VSA, your DA will be prompted to scan another VIN but will not be required to rescan the packages prior to proceeding to the route.



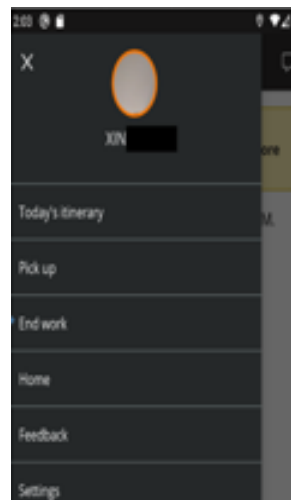
POST-TRIP DVIC (AFTER ROUTE)

At the end of their route when the vehicle is safely parked at its destination, the DA must complete a post-trip vehicle inspection. If the DA is close to the station, they will be prompted to follow the steps after they select 'I've arrived' or 'I've parked' when they return to station (whether or not they have packages to return).



PROMPTING A POST-TRIP DVIC

When a DA is not returning to station (i.e., an offsite lot), Hit '?' and click **GPS Override Functionality** to end work and start the post-trip inspection. The DA can also hit 'end work' from the top left menu and start post-trip.



NOTE

- Post-trip DVIC must be completed when a DA is done operating the vehicle for the day.
- Your DSP's DVIC compliance will be measured. All DAs are required to fill out the DVIC accurately. Falsifying the data may result in action against your DSP.



FAQs – DVIC in the Amazon Delivery App

<p>How/when do my DAs conduct DVIC?</p>	<p>Your DAs will be required to conduct a DVIC in the Amazon Delivery App before they can see their routes. They will be required to conduct a post-trip inspection at the end of the day's work or if the vehicle is grounded by the station in accordance with the VSA. A vehicle must not be driven to the station if there isn't a completed pre-trip DVIC. For their own safety DAs should never perform safety checks on a public road.</p>
<p>How do DAs scan the vehicle to begin pre-trip DVIC inspection?</p>	<p>DAs begin pre-trip inspection by scanning the vehicle's VIN Barcode or QR code. They can also manually enter the 17 digit VIN in the 'Help' menu.</p>
<p>Where is the VIN Barcode or QR code located?</p>	<p>The location of a VIN Barcode or QR code varies. It is typically a label that is placed on either the driver-side windshield, door, door-jamb, side window, or A-Pillar. Ensure all your vehicles have a scannable VIN Barcode or QR code.</p>
<p>When the DA scans the VIN Barcode or QR code on the vehicle, it will not scan. What should I do?</p>	<p>Your DA should make at least three attempts to ensure the scanner is correctly pointed at the label. If the issue occurs, check that the DA is scanning the correct VIN label and not any other label. If the issue still persists, the DA can manually enter the VIN number by going to the Help menu. As a DSP, ensure your DAs know the location of the VIN codes and there are no scratches or damage that exists on the VIN Barcode or QR code.</p>
<p>When do DAs complete a post-trip DVIC inspection?</p>	<p>DAs should perform their post-trip inspection when they are done operating the vehicle for the day (i.e. at the station) or if the vehicle is grounded by the station team during the daily vehicle audits. For their own safety DAs should never perform safety checks on a public road.</p>
<p>Why is the App asking my DAs to certify repairs?</p>	<p>When a vehicle has just returned from 'Out of Service' to 'Active' status in the Fleet Management tool, the DA will be required to confirm the repairs have been made before they can start a new pre-trip inspection on the vehicle.</p>
<p>Why is the App stating the vehicle has safety issues?</p>	<p>This can happen for three reasons: (1) the vehicle failed a previous pre- or post-trip DVIC that has not been marked as repaired in the Fleet Management tool; (2) the vehicle did not pass a VSA and it has not been marked as repaired in the Fleet Management tool and ungrounded by the station team; or (3) your DA has just selected an issue in their pre- or post-trip inspection that has flagged the vehicle for safety reasons.</p>

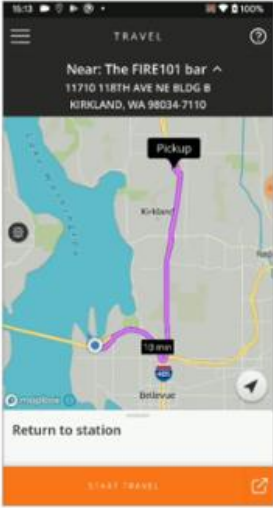
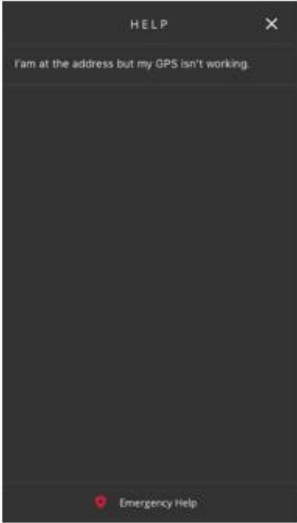


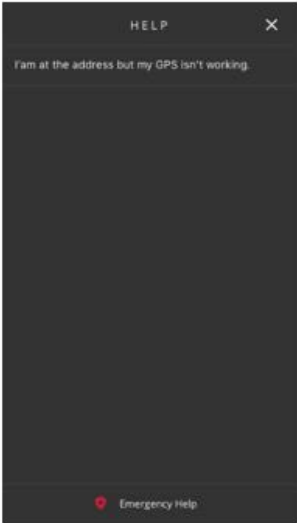
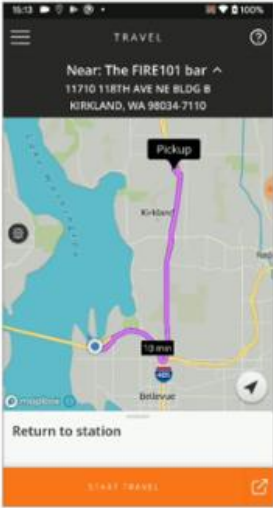
FAQs – DVIC in the Amazon Delivery App

<p>Why is the App stating the vehicle is linked to another DA?</p>	<p>Two DAs cannot be linked to the same vehicle at the same time. If the first DA has started their DVIC on a vehicle, the second DA will need to wait 30 minutes to unlock the link. If the first DA only scanned the vehicle but did not start the DVIC, the second DA will need to wait 5 minutes to unlock. You can also provide an alternate vehicle to the second DA.</p>
<p>How do I know which DA is linked to which vehicle?</p>	<p>There is not currently a way to know which DA is linked to a vehicle or to override the functionality. If the previous DA (who is linked to the vehicle) conducted an inspection then you will be able to see the DA in the Fleet Management tool.</p>
<p>Is it possible that the DA is unable to link to the vehicle because they did not log out from the App or complete a post-trip the previous night?</p>	<p>The only reason why another DA cannot link against the vehicle is because another DA in the past 30 minutes has linked to the vehicle to complete an inspection. Not logging out from the previous day or failing to complete a post-trip the prior day will not prevent the next DA from scanning the vehicle or completing a pre-trip inspection.</p>
<p>Does a DA operating a standard vehicle need to perform a DVCR on the Mentor App?</p>	<p>DAs do not need to complete DVCR in the Mentor App. However, we still need to collect FICO® data. A DA operating a standard vehicle will need to still log into their Mentor App and select 'Begin Route,' which requires them to scan the vehicle's VIN Barcode or QR code. Once this is done, they are set and DVCR will not be triggered. DAs should remember to select 'End Route' in the Mentor App at the end of their workday.</p> <p>All Amazon Delivery Apps must be running the most up-to-date version of Mentor (Android v2.12, iOS v2.32). If a DA is still being asked within Mentor to complete a DVCR, then the version of Mentor is not current.</p> <p>Instructions for checking app version:</p> <p>Android – (1) Open the Settings app and select Apps & Notifications. This will provide a list of the installed apps on the device. Tap the app (Mentor) whose version number you are looking for. You will be taken to the App Info page.</p> <p>iOS – Open the Settings app on your iPhone, iPad, or iPod Touch. Select General > iPhone Storage. Wait a moment, and the screen will populate with storage stats for each of your installed apps. Tap the app you want to see the version number for.</p>
<p>How can I view which DAs have logged into Mentor?</p>	<p>Mentor has created a new tab for you to confirm your DAs have logged in and are tracking FICO. You can view the list of DAs under the 'Shifts' tab.</p>



FAQs – DVIC in the Amazon Delivery App

<p>Does a DA operating a DOT-regulated vehicle need to perform a DVIR on Encompass ELD App?</p>	<p>DAs operating a step van will not need to complete DVIR in the ELD Encompass App. However, a DA operating a DOT-regulated rental vehicle will need to still log into their Encompass ELD App and pair their delivery device to the ELD. They will do this at the beginning of their route before the engine is started and at the end of their route before the engine is turned off for the day. A DA operating a step van is not required to log into the Encompass ELD App.</p>
<p>Is DVIC required for DSP 1.0s?</p>	<p>DVIC will not be triggered for DSP 1.0 DAs in their Amazon Delivery App after they scan the vehicle's VIN Barcode or QR code.</p>
<p>Will DVIC training be offered to new DA?</p>	<p>During DA onboarding, new DAs will be offered the DVIC as part of the training curriculum with their driver trainers.</p>
<p>Why are post-trip inspections not being prompted?</p>	<p>If the DA is close to the station, they will be prompted to follow the steps after they select 'I've arrived' or 'I've parked' when they return to station (whether or not they have packages to return) as below:</p> <div style="display: flex; justify-content: space-around;">   </div>

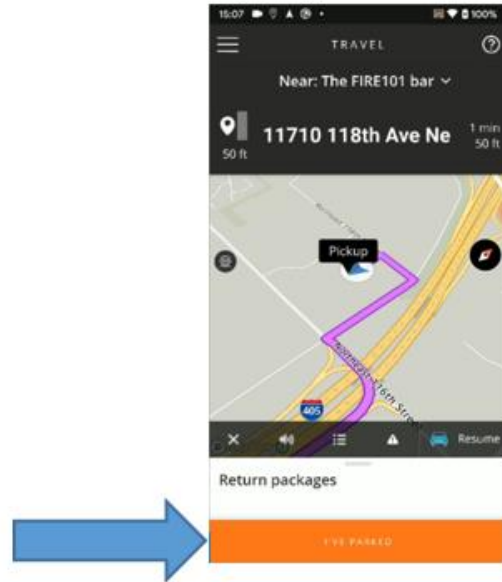


FAQs – DVIC in the Amazon Delivery App

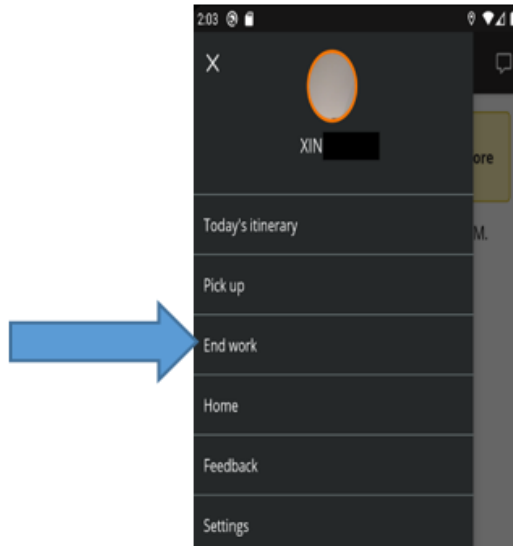
How can DAs trigger a post-trip inspection if they need to switch vehicles mid-route?

We recommend that the DAs work with you if they need to switch vehicles in the middle of a route. If they do switch, they need to submit a post-trip inspection. To switch vehicles, go to 'Pick Up' screen and use the Help menu to select 'My vehicle is deemed unsafe by Amazon auditor.' This will allow the DAs to conduct a post-trip vehicle inspection and they will be redirected to the scan VIN screen to select a replacement vehicle.

DAs can select the 'Help menu' (question mark in top right corner) to select 'I am at the address but my GPS is not working.' This will trigger a post-trip inspection only when they have no packages to return.



At the end of the work day, the DA can select 'End Work' from the Main menu. This will initiate the post-trip inspection.



FAQs – DVIC in the Amazon Delivery App

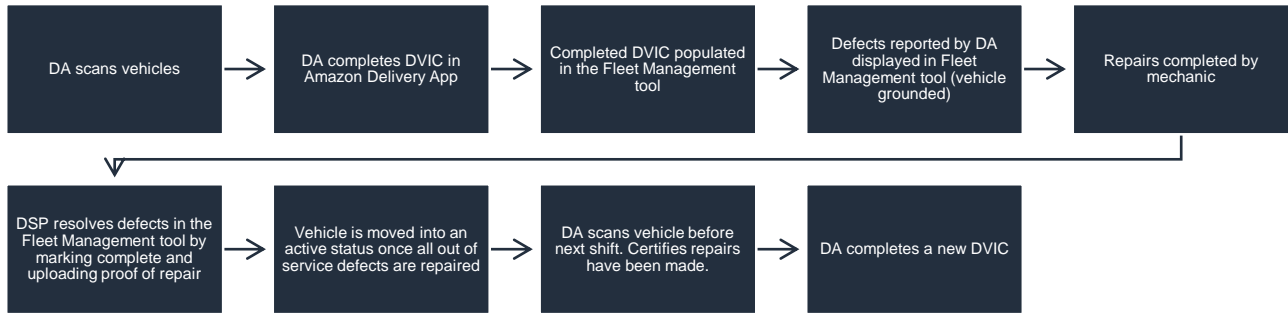
<p>If DVIC is not functioning in the App and it says my DA needs to complete a paper inspection, how does my DA do a paper inspection?</p>	<p>In the event that the DVIC is not prompted, a paper inspection must be completed. Please review Part II of this Resource Guide for submitting those inspections. You must ensure there is a supply of paper inspections available in all vehicles at all times.</p>
<p>For DOT-regulated vehicles, what should a DA present if they are stopped for an inspection? Where can they find the exemption letter?</p>	<p>In the event of a Road Side Inspection (RSI), DAs will present their Hours of Exemption (HOS) letter to the officer. Should the officer want a copy of the pre-trip inspection, the DA should advise that the inspection is maintained in a central database, and we can provide a copy within 24 hours. The DSP can then download a copy of any necessary inspection reports from their Fleet Management portal (see: “How do I download a completed inspection from the Fleet Portal?”) and deliver it to the correct inspection agency to be fully compliant with all legal requirements.</p>
<p>I need to move my DOT-regulated for a purpose other than conducting a route (i.e., to get gas, to another parking lot, or back to the station after it has been repaired), how do I conduct a pre- and post-trip DVIC for this purpose?</p>	<p>DOT regulations require pre-and post-trip vehicle inspection to be completed every time a DOT-regulated is operated on a public road, regardless of whether or not they are taken on route. Consult the DVIC without a Route SOP to prompt DVIC in these instances.</p>
<p>Where do I escalate issues specific to DVIC?</p>	<p>If you have any issues specific to DVIC, please contact your Regional Fleet Manager or dvic-questions@amazon.com.</p>



Part II: DVIC within the Fleet Management Tool

OVERVIEW

Below is a high-level summary of the end-to end DVIC process as it appears in the Fleet Management tool.



THE FLEET MANAGEMENT TOOL

1. The **'Dashboard'** page that will allow you to easily identify vehicles that have defects or have been grounded due to an inspection or audit completed in DVIC or VSA. You can also see a running daily total of pre-and post-trip inspections for your entire fleet, which you can use to confirm the pre- and post-trip counts match your daily routes. Clicking on a number or label will take you to a filtered view of the vehicle list matching the criteria.

The screenshot shows the Amazon Fleet Management Tool Dashboard. At the top, there is a navigation bar with links for Home, Scheduling, Work Summary Tool, Operations, Performance, Payments, and Administration. Below this, the 'Fleet' section is active, showing a 'Dashboard' tab. The dashboard features several key metrics:

- Current vehicle health:**
 - Vehicles by status:** 20 Active, 3 Out of service.
 - Today's completed DVIC & VSA:** 6 Pre-trip DVIC, 6 Post-trip DVIC, 1 VSA, and 5 Defects.
 - Vehicles with defects:** 7 All defects, 0 Repairs due within 2 days, and 1 Vehicle grounded.
 - Vehicle registration:** 1 Expired, 0 Expiring soon.
- Fleet:**
 - Authorized vehicles:** 0 This week, 0 Planned, 0 Supplemental.
 - Registered vehicles:** 6 Total (5 Amazon branded, 1 Rentals).
 - Paid off-site parking:** 2 Parking spots.



2. To identify vehicles that have defects, you can **filter vehicles** on the 'My Vehicles' tab to vehicles that have had defects reported or to vehicles that are "Grounded".

Administration > Fleet

Fleet All

Dashboard **My vehicles** Rental reservations Branded vehicle orders Add Vehicles

Search vehicle name, license plate #, ... Status Any status Ownership Any ownership **More filters**

Vehicle	Ownership & Type	Expiration	Status
fgfgh DFGT5 Ram, ProMaster Cargo Van VIN: 34567345679876523	Owned 2500 High Roof 159" WB		● Out of service Issue reported ⊘ GROUNDED
Heavy vehicle 2 954-ZDX Ford, F-53 Motorhome Stripped Chassis VIN: 1F65F5KN5L0P02841	Owned 500000" WB		● Out of service Issue reported ⊘ GROUNDED
ksfdfvdf 34ERDFCV Ford, F-59 Commercial Stripped Chassis VIN: 12425612425612425	Owned 208" WB		● Active

3. Once you have clicked on a specific vehicle and navigated to the 'Vehicle Details' page, you will see two tabs: 1) 'Overview' contains a summary of the vehicle, including all of the current defects reported for that vehicle, 2) 'Inspections' contains a list of all inspections (DVIC and VSA) conducted on the vehicle. Below is an overview of the items included on the 'Vehicle Details' page.

Overview Section

- **Category:** the area in which the defect was found (e.g. lights and light covers)
- **Defect:** a short description of the defect reported (e.g. lights or light cover are cracked)
- **Severity:** defects can either be high or low severity.
 - A high severity defect indicates there are safety or compliance issues with the vehicle and it should not be operated. When a high severity defect is reported, the vehicle will be "Out of Service" and the vehicle will be "Grounded".
 - A low severity defect must be repaired within 14 days. A low severity defect within the SLA will be "Active." If the low severity defect has not been repaired within 14 days, it will change to "Out of service" and "Grounded" until the repairs have been made.
- **Repair Due:** Indicates the date for when a repair must be completed. High severity defects should be repaired immediately. Low severity defects have a 14 day SLA; after 14 days the vehicle will be moved to an "Out of service" and "Grounded" state.

Administration > Fleet > Vehicle 2

Vehicle 2

2019 Ford, F-53 Motorhome Stripped Chassis | 954-ZDX (WA) | 1F65F5KN5L0P02841 | DDC1

Owned Vehicle 2021-03-25

Current status

● Active

Overview **Inspections**

Current defects Mark as repaired

Category	Defect	Severity	Repair due	Source
<input type="checkbox"/> Lights and light covers	Lights or light covers are cracked, broken, or missing	High	Overdue 05/10/2021	DVIC: 04/26/2021

Vehicle Activity

View All

Upload registration document

< 1 2 >

05/11/2021


Document Uploaded - abc.png



4. To resolve defects, click on the check box next to the defect that has been repaired and select “Mark as repaired”. Upload documentation that demonstrates the repair has been completed, enter the date the work was completed, and select “Mark as repaired” from the pop-up box. Once you complete this process for all the high severity defects, the vehicle status will change to Active. If the source of the defect is from the VSA, the current status will be changed to Grounded-Ready for Audit. At this state, you will need to contact your station management team so they can perform a new VSA to confirm the repairs of your vehicle. Once they have confirmed repairs, your vehicle will automatically return to Active status.

Note: It is a DOT regulatory requirement to have accurate proof of repair documents for every defect reported. The repair documents must show the repair has been completed for the defect reported. See pages 22 & 23 for directions. In the event your DA accidentally selects a defect that does not exist on a DOT-regulated vehicle, download the [Defect Certification Form](#) from the Resource Center. You will need to upload a completed Defect Certification Form to the portal using the “Mark as repaired” button to return the vehicle to Active status.

Vehicle 2

2019 Ford, F-53 Motorhome Stripped Chassis | 954-ZDX (WA)  | 1F65F5KN5L0P02841 | DDC1 
 Owned Vehicle 2021-03-25

Current status

Active

Overview Inspections


Current defects


<input checked="" type="checkbox"/>	Category	Defect	Severity	Repair due	Source
<input checked="" type="checkbox"/>	Lights and light covers	Lights or light covers are cracked, broken, or missing	High	Overdue 05/10/2021	DVIC: 04/26/2021

Mark as repaired

Mark defects as repaired

Upload documentation

Defect	Severity	Documentation
Lights and light covers Lights or light covers are cracked, broken, or missing	High	inspection history.JPG 

Work completion date
05/10/2021 

Cancel Mark as repaired



NOTE

Any time a vehicle has returned from ‘Out of service’ to ‘Active’ status, your DA will be required to confirm the repairs were made. This process will be initiated when they scan the VIN Barcode or QR code in their Amazon Delivery App. If a DA certifies that the repair was not completed, the vehicle will automatically return to ‘Out of service’ status.

Inspection Section

The inspections tab will show all inspections that have been submitted for the vehicle. You can change the dates to see other two week time frames, search by inspector name, as well as filter by other parameters. Clicking on an inspection will provide additional details about the inspection and enable report download.

Vehicle 2



2019 Ford, F-53 Motorhome Stripped Chassis | 954-ZDX (WA)  | 1F65F5KN5L0P02841 | DDC1 
 Owned Vehicle 2021-03-25

Current status

Active

Overview **Inspections**

Search by inspector name Date range 04/29/2021 05/12/2021 More filters Upload inspection

Date	Type	Inspector	Result	Defect category
05/11/2021	DVIC: Post-trip Paper inspection		 High Severity Defect	Dashboard warning light
05/11/2021	DVIC: Post-trip Paper inspection		 Passed	



When a DVIC cannot be completed within the Amazon Delivery App, a paper inspection will need to be completed for all vehicles. Once a paper inspection is completed, the DA will provide completed paper inspection to DSP/Dispatcher. DSPs/Dispatchers will upload the completed paper inspection in the Fleet Management tool by noon the day following execution (e.g. Monday’s inspections need to be entered by noon Tuesday). Below is the process that should be followed.

1. Go to Fleet Management tool: <https://logistics.amazon.com/fleet-management/>. Navigate to the vehicle that you want to upload an inspection for from the “My Vehicles” tab.

Administration > Fleet

Fleet

Dashboard | My vehicles | Rental reservations | Branded vehicle orders

Search vehicle name, license plate #, ... | Status: Active | Ownership: Any ownership | More filters

Vehicle	Ownership & Type	Expiration	Status
ksfdfvdf 34ERDFCV Ford, F-59 Commercial Stripped Chassis VIN: 12425612425612425	Owned 208" WB		Active
testtttttt TYUU MISC, XOS SVO1 DELIVERY VAN VIN: 12345654321234567	Leased OTHER		Active

2. Click on “Inspection” tab and then select “Upload Inspection”

ksfdfvdf

2021 Ford, F-59 Commercial Stripped Chassis | 34ERDFCV (AR) | 12425612425612425 | DDC1

Owned Vehicle 2021-05-03

Current status: Active

Overview | **Inspections**

Search by inspector name | Date range: 04/29/2021 to 05/12/2021 | More filters | **Upload inspection**

There are no inspection reports available in this date range

3. Complete the DVIC information, including: inspection type (pre/post), driver’s transporter ID, inspection date, whether defects were reported and upload an image of the completed paper inspection. NOTE: the paper inspection and the DVIC form entered in the portal must match.

Administration > Fleet > ksfdfvdf > Upload DVIC

Upload Driver Vehicle Inspection (DVIC)

Vehicle name: ksfdfvdf | License plate: 34ERDFCV | VIN: 12425612425612425 | Vehicle type: Owned Vehicle

- DVIC information
- Select defects
- Review & submit

DVIC information

Please fill out the information below to match the paper inspection completed by the driver. The information on the driver's paper inspection uploaded and the information below should be identical.

Upload paper inspection: [Select file to upload](#)

Inspection type

Pre-trip Post-trip

Inspection information

Driver's transporter ID:

Inspection date:

Inspection start time:

Did the inspection identify any defects?

Yes No

Next: Select defects



4. If no defects were reported on the paper inspection, select "Next Review & submit"

DVIC information

Please fill out the information below to match the paper inspection completed by the driver. The information on the driver's paper inspection uploaded and the information below should be identical.

Upload paper inspection: [Select file to upload](#)

Inspection type

Pre-trip Post-trip

Inspection information

Driver's transporter ID Inspection date Inspection start time

Did the inspection identify any defects?

Yes No

Next: Review & submit

5. If defects were reported on the paper inspection, select "Next: Select defects"

DVIC information

Please fill out the information below to match the paper inspection completed by the driver. The information on the driver's paper inspection uploaded and the information below should be identical.

Upload paper inspection: [Select file to upload](#)

Inspection type

Pre-trip Post-trip

Inspection information

Driver's transporter ID Inspection date Inspection start time

Did the inspection identify any defects?

Yes No

Next: Select defects

6. Select defects from the list according to what the DA input on the paper inspection form. Each section expands to show the sub categories. Then, select "Next: Review & submit".

Select defects

Select any defective parts needing repair, replacement, or affecting normal operation, that the driver identified on the paper inspection form.

Front Side - 1 defect(s) selected

- Lights and light covers - 1 defect(s) selected
 - Lights or light covers are cracked, broken, or missing
 - Headlight is not working
 - Hazard light is not working
- Suspension & exhaust System



7. Confirm the information entered is accurate. Then, select “Submit inspection”.

Upload Driver Vehicle Inspection (DVIC)

Vehicle name: bhjghjggj | License plate: FGHJYJ | VIN: 67896789053456732 | Vehicle type: Owned Vehicle

- DVIC information
- Select defects
1 defect(s) identified
- Review & submit

Review & submit inspection

Make sure that the information entered is accurate.

Inspection details

Inspection type: Pre-trip	Driver
Inspection date: May 11, 2021 at 08:00 AM	Transporter ID: A3LBKHCSM7PMBA

Defects identified (1)

Location	Part & Accessory	Defect
Front Side	Lights and light covers	Lights or light covers are cracked, broken, or missing

Back to select defects
Submit inspection

8. If high severity defects are reported, the vehicle will be classified as “Out of service” and “Grounded” in the Fleet Management tool. Defects will be in the “Current Defects” section.

Administration > Fleet > bhjghjggj

! Inspection submitted successfully. This vehicle is currently grounded. [Please see all open defects here.](#)

bhjghjggj 2021 Ram, ProMaster Cargo Van | FGHJYJ (AR) | 67896789053456732 | DDC1

Owned Vehicle 2021-03-04

● Out of service - Body Shop

● GROUNDED

Overview
Inspections

Date range

04/29/2021

05/12/2021

More filters
Upload inspection

Date	Type	Inspector	Result	Defect category
05/11/2021	DVIC: Pre-trip Paper inspection	nanditha p	⚠ High Severity Defect	Lights and light covers

9. If low severity defects are reported, the vehicle will be “Active” in the Fleet Management tool and defects will be in the “Current Defects” section.

Administration > Fleet > ksfdvdf

! The inspection found some low severity defects. The vehicle remains operational. [View the defects and repair deadlines.](#)

ksfdvdf 2021 Ford, F-59 Commercial Stripped Chassis | 34ERDFCV (AR) | 12425612425612425 | DDC1

Owned Vehicle 2021-05-03

● Active

Overview
Inspections

Date range

04/29/2021

05/12/2021

More filters
Upload inspection

Date	Type	Inspector	Result	Defect category
05/02/2021	DVIC: Pre-trip Paper inspection	nanditha p	⚠ Low Severity Defect	Windshield

10. If no defects are reported, the vehicle will be “Active”.

Administration > Fleet > ksfdvdf

✓ The inspection has been uploaded, no defects were found.

ksfdvdf 2021 Ford, F-59 Commercial Stripped Chassis | 34ERDFCV (AR) | 12425612425612425 | DDC1

Owned Vehicle 2021-05-03

● Active

Overview
Inspections

Date range

04/29/2021

05/12/2021

More filters
Upload inspection

Date	Type	Inspector	Result	Defect category
05/12/2021	DVIC: Pre-trip Paper inspection	nanditha p	✔ Passed	



VEHICLE INSPECTION REPORT DOWNLOADS

Clicking on an inspection will show a pop-up of the report outlining the defects for that inspection (if any). Select “Download Report” to download the completed inspection, the original paper inspection, and/or the accompanying repair documentation.

The screenshot shows a web interface for a vehicle inspection report. The main page displays vehicle details for a 2021 Ford, F-59 Commercial Stripped Chassis, with VIN 34ERDFCV (AR) and 12425612425612425. The current status is Active. The 'Inspections' tab is selected, showing a table of inspections. A pop-up window titled 'Inspection Report' is open, displaying details for a 'DVIC: Pre-trip inspection' on 05/12/2021. The driver is listed as 'Paper inspecti' and the time is '00:00 -'. The issue is 'In Cab - Windshield' with a severity level of 'Low'. The description of the issue is 'Windshield has crack/chips/stars/bullseyes or damage but it is not in your line of sight'. The repair due date is 05/16/2021. A 'Download Report' button is visible at the bottom right of the pop-up.

Date	Type
05/12/2021	DVIC: Pre-trip Paper inspecti
05/02/2021	DVIC: Pre-trip Paper inspecti

Inspection Report

DVIC: Pre-trip inspection

Driver: Paper inspecti
Time: 00:00 -

Issue	Severity level
In Cab - Windshield Windshield has crack/chips/stars/bullseyes or damage but it is not in your line of sight	Low Repair due: 05/16/2021

Download Report

The screenshot shows a 'Download Report' dialog box. It asks 'What would you like to download?' and provides three options, all of which are checked: 'Inspection report', 'Original paper inspection', and 'Repair documentation'. There are 'Cancel' and 'Download' buttons at the bottom.

Download Report

What would you like to download?

- Inspection report
- Original paper inspection
- Repair documentation

Cancel Download

Follow the steps below to download repair documentation from the Amerit Portal for repairs completed on DOT-regulated and unregulated vehicles.

1. Log into the Amerit portal: https://client.ameritfleet.com/login_sso.asp
2. In the left side menu, select "Reports."
3. Select "DVICs."
4. On the DVICs page, you will see a list of VINs with corresponding Sev., Category, Location, and Status. Repair documentation is hyperlinked to the VINs that are blue. Click the blue, hyperlinked VIN for the van you want to unground.
5. A new window will open showing the repair documentation. Click the printer button in the upper right corner.
6. Select "Save as PDF."
7. Click "Save" and save to a relevant folder on your computer.
8. Find the invoice in your downloads folder, and save in a relevant location. Then, upload this documentation into Fleet Management tool using the instructions on page 17 in this guide.

NOTE Verify the VIN matches the vehicle you are trying to unground.

The screenshots illustrate the following steps:

- Step 2:** The user navigates to the 'Reports' section in the left-hand navigation menu.
- Step 3:** The user selects 'DVICs' from the 'Reports' sub-menu.
- Step 4:** The 'DVICs' page displays a table with columns: DSP, VIN, Sev, Category, Location, Status, and DVIR Date. A row is highlighted with a red box, showing a VIN of 4UZAC2EA5LCLZ and a status of 'Complete'.
- Step 5:** A 'DVIC Completion Record' window is shown, with a printer icon in the top right corner highlighted by a red box.
- Step 6:** A print dialog box is open, and the 'Destination' dropdown menu is set to 'Save as PDF'.
- Step 7:** The 'Save' button in the print dialog is highlighted with a red box.



Follow the steps below to download repair documentation from the RepairSmith Portal for repairs completed on DOT-regulated and unregulated vehicles.

1. Log into the RepairSmith portal: <https://www.repairsmith.com/>
2. Paste or type in the VIN of the vehicle in the VIN search bar.
3. Click the vehicle description.
4. Click "Service History."
5. A new page displaying the vehicle's service history will load. Click "View Details" for the repair that was completed.
6. A new window will open showing the invoice for the service completed. Click "Download Invoice".
7. Click the print icon in the upper right corner.
8. Select "Save as PDF."
9. Click "Save" and save to a relevant folder on your computer.
10. Find the invoice in your downloads folder, and save in a relevant location. Then, upload this documentation into the Fleet Management tool using the instructions on page 17 in this packet.

NOTE Verify the VIN matches the vehicle you are trying to unground.

The image is a collage of screenshots from the RepairSmith portal, illustrating the steps to download an invoice. Red boxes and numbers 1 through 9 highlight the key actions:

- 1:** Home page with navigation tabs: Garage, Health Reports, Service History, (877) 907-6484, Email CEO, Account, Schedule Service.
- 2:** "Your Fleet" section with a search bar "Filter by VIN or nickname" and a "Filter & Sort" button.
- 3:** Vehicle list table with columns: Vehicle, Nickname, Vehicle Details. A row shows "Ram ProMaster 2500 - 2020" with VIN "LIC 2751245 VIN 3C6TRVD".
- 4:** "Service History" button below the vehicle list.
- 5:** "Service History" page for "2020 Ram ProMaster 2500 3.6L V6" with a "View Details" button.
- 6:** "Download Invoice" button on the service history page.
- 7:** Print icon in the top right corner of the invoice page.
- 8:** "Save as PDF" option in the print dropdown menu.
- 9:** "Save" button in the print dialog.



FAQs – DVIC in the Fleet Management Tool

<p>My vehicle is not registered in the Fleet Management tool, will my DA be able to conduct a vehicle inspection?</p>	<p>No. If a vehicle is not accurately registered in the Fleet Management tool, your DA will not be able to perform an inspection in the Amazon Delivery App. After the DA scans the vehicle VIN Barcode or QR code, they will be provided with a notification in the app that it could not recognize the vehicle. Please ensure all your vehicles (including rentals) are registered in the Portal so your DAs can perform inspections. If a DA cannot perform an inspection, they will not be able to see their route details.</p>
<p>How do I check if the vehicle has failed a previous inspection?</p>	<p>If the vehicle has failed any inspection, you will be able to see this information in the Fleet Management tool. Navigate to the 'Dashboard' or 'My Vehicles' tab for details.</p>
<p>How do I download a completed inspection from the Fleet Management tool?</p>	<p>To download a completed inspection, please do the following:</p> <ol style="list-style-type: none"> 1. Go to your Fleet Management Portal/My Vehicles tab. 2. Click into the applicable vehicle. 3. Click the 'Inspections' tab. 4. Navigate to the dates the inspection was completed 5. Click into the inspection that you want to download. 6. Click 'Download Report'.
<p>How can I see aggregate level DVIC completed/pending for my company?</p>	<p>Check the running daily total of inspections for your entire fleet on the front page of the Fleet Management tool to confirm the pre- and post-trip counts match your daily routes. To see completed inspections for each vehicle, click on the vehicle from the 'Vehicle List' tab. Once on the vehicle detail page, click on the 'Inspection' tab where you will be able to see all of the inspections completed for that vehicle.</p>
<p>Why is the current status of my vehicle state 'Out of Service'?</p>	<p>A vehicle will be in this status if your DA reports a defect in their DVIC or if the vehicle is grounded in accordance with the VSA.</p>
<p>What are high severity damages?</p>	<p>Please refer to the DSP Portal Resources tab for the most updated Roadworthy Guidelines, which provides guidance on the defects that could place a vehicle out of service for the following vehicle types: Step Vans; 24ft Box Trucks; 16ft Box Trucks; and Cargo Vans.</p>
<p>What happens when a DA scans a vehicle that has an 'Out of Service' vehicle status?</p>	<p>When a DA scans the impacted vehicle, they see an in-app notification noting the vehicle has been flagged for safety reasons and to contact their DSP to obtain an alternate vehicle.</p>
<p>I repaired a vehicle that was grounded by OTR, but my DA is seeing a safety notification in the App; why is this happening and should I do?</p>	<p>If your DA scans the vehicle and it provides them with a safety notification, then it means you have not uploaded the repair documentation in your Fleet Management tool or you have not contacted your station team to complete the ungrounding process.</p>
<p>My vehicle was grounded because defects were selected that were not actually present – how do I remedy these defects?</p>	<p>For DOT-regulated vehicles, download the Defect Certification Form from the Resource Center. You will need to upload a completed Defect Certification Form to the portal using the "Mark as repaired" button to return the vehicle to 'Active' status.</p>



FAQs – VSA in the Fleet Management Tool

What is the Vehicle Safety Audit (VSA)?	Vehicle Safety Audit (VSA) are the daily vehicle audits that are conducted by station teams to ensure only vehicles that pass meet our Roadworthy Guidelines go on route.
When does the VSA occur?	Typically, the VSA will occur at the station before the vehicle goes out on route.
What does a red tag on my vehicle mean?	A red tag on your vehicle means the vehicle was grounded through the VSA. A DA will not be able to operate this vehicle.
The station team grounded my vehicle; will this be reflected in the Fleet Management tool, and how do I return the vehicle back to service?	All VSAs will be visible in your Fleet Management tool. The source of the issue will be reflected as VSA. To return this vehicle back in service, you will need to upload a copy of the repair documentation (e.g. repair work order, receipt, image) in the Fleet Management tool. Once the repair documentation is uploaded, the vehicle status will change to 'Grounded-Ready for Audit.' At this time, you will need to contact your station team to unground the vehicle. Once the station have completed this process, the vehicle will return to 'Active' status.
I repaired a vehicle that was grounded by the station team, but my DA is seeing a safety notification in the App; why is this happening and should I do?	If your DA scans the vehicle and it provides them with a safety notification, then it means you have not uploaded the repair documentation in your Fleet Management tool or you have not contacted your station team to complete the ungrounding process.

