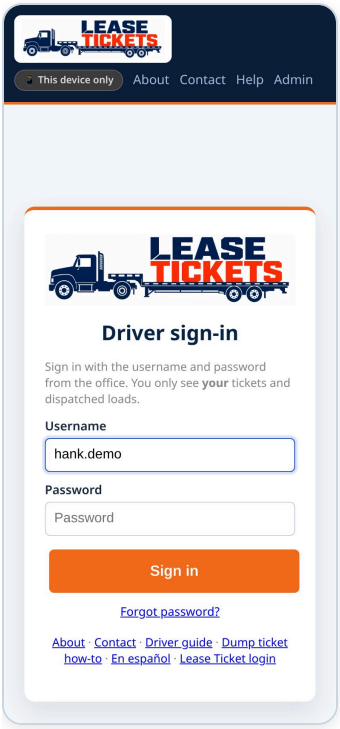
Driver Guide

How to complete a ticket, start to finish

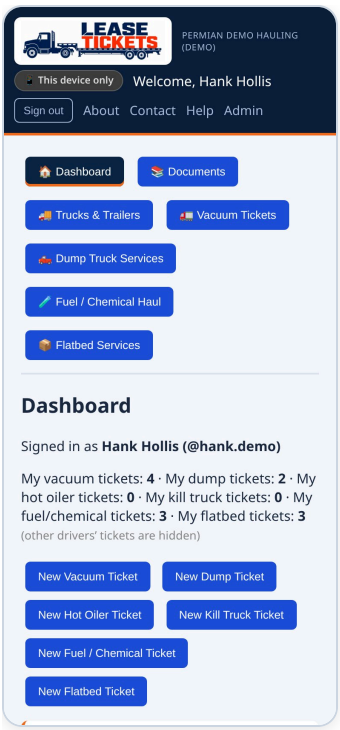
leasetickets.com on your phone or iPad
Sign in → New ticket → Photos → Both signatures → Complete → Print

Completing a ticket



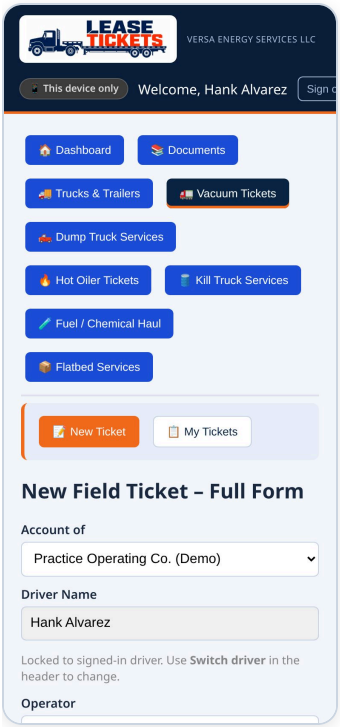
1 Sign in

- Open **leasetickets.com**. Tip: add it to your home screen.
- Enter the **Username** and **Password** the office gave you, then tap **Sign in**.
- The first time, you'll be asked to set your own password (6+ characters).
- You only see **your** tickets and loads.
- Got an **email invite**? Open the link, pick your username and password, then sign in.
- **Forgot password?** Tap the link under Sign in and enter your username. If the office has your email, you'll get a reset link (good for 1 hour). If not, ask the office.
- Got a **login email**? It shows your username and has a **Set your own password** link (good 7 days).
- If the office has your email, your **pay statement** may be emailed to you after each pay period. It's an estimate before payroll taxes; if you have taxes withheld, your actual pay will be lower. A company-wide **Payroll Summary** (gross, deductions and net for all drivers) is an office report only; it is not in the driver app. When the office closes a pay period, it also keeps an official archived copy of that run (PDF and CSV) that drivers cannot see or change.
- Your company can pay each service differently (for example hourly on vacuum and a commission % on dump). Your statement then lists each ticket's pay method and a **Pay by service** total. In a week with both hourly and commission tickets, overtime (hours over 40, at 1.5 times your hourly rate) is paid on your hourly tickets only; commission isn't counted in the overtime rate. Questions about your pay go to the office.



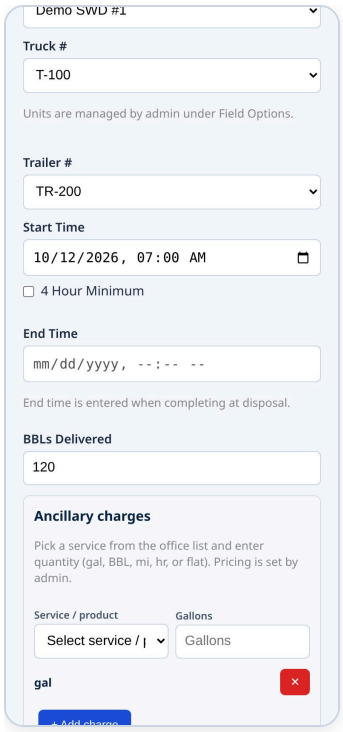
2 Pick your service

- The **Dashboard** shows your ticket counts, **My hours this week** and **My dispatched loads**.
- Tap a **New … Ticket** button (Vacuum, Dump, Hot Oiler, Kill Truck, Fuel / Chemical, Flatbed).
- If the office dispatched you a load, start it from **My dispatched loads** and the details are filled in for you (the customer, lease and destination the office picked from its lists). If dispatch later edits that load (for example a new destination or notes), the updated details show on your dashboard — you will not get a separate text message.
- Check the badge at the top says ☁ **Sync to admin · live**.



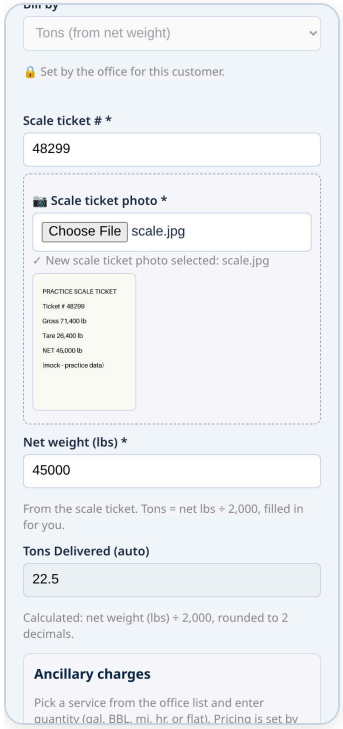
3 Fill in the ticket

- **Account of**: who you're hauling for
- **Operator**, **Location/Lease**, **Type of Service**, **Type of Haul**, **Destination**
- **Truck #** and **Trailer #**
- **Start Time** (check *4 Hour Minimum* if it applies)
- Your name is filled in for you.
- Tap 🗺️ **Open in Google Maps** to navigate to the lease or destination.



4 Amounts & notes

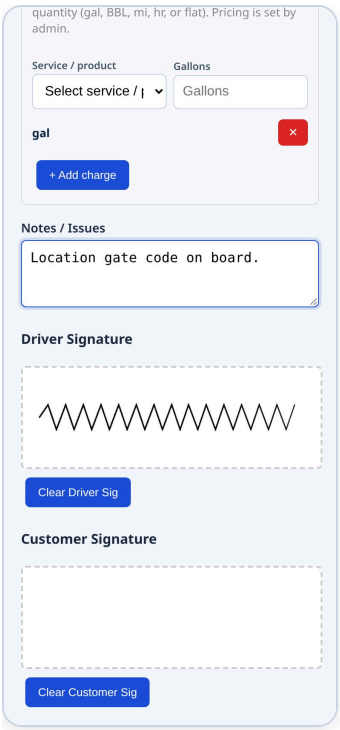
- Enter **BBLs** (or yards, tons, loads, hours, depending on the service).
- **Ancillary charges**: tap **+ Add charge**, pick the item and enter only the **quantity**. The office sets the prices.
- Add any **Notes / Issues**.



4b Dump truck: scale ticket & tons

- **Scale ticket #** and a 📷 **Scale ticket photo** are required on every dump ticket. Use the separate scale photo box, not Add Pictures. You need a live connection (☁ live) to save it, as with other photos. A ticket you started before the scale photo became required can be completed without one.
- **Bill by**: Yards or Tons. If it shows 🔒 *Set by the office*, you can't change it.
- Tons: enter the **Net weight (lbs)** from the scale ticket. Tons are filled in for you (lbs ÷ 2,000).
- Yards: enter **Yards Delivered**.
- When you complete the ticket, check the scale ticket #, photo and net weight. You can retake the photo there.

Example: 45,000 lbs net → 22.50 tons

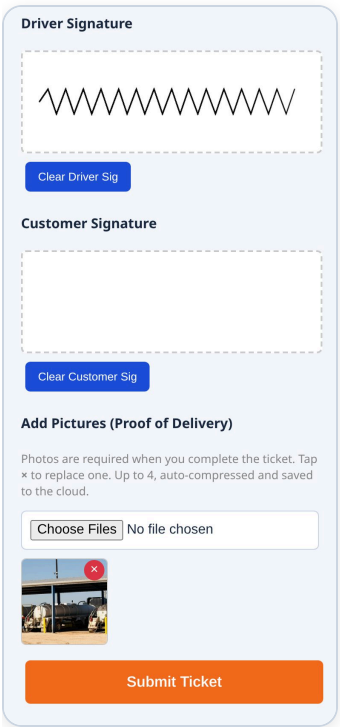


5 Sign & add photos

- Sign in the **Driver Signature** box with your finger. Use **Clear Driver Sig** to redo it.
- The customer can sign now or when you complete the ticket.
- **Add Pictures**: take up to 4 photos. Tap **×** to replace one.
- **Vacuum, Fuel / Chemical and Flatbed:** a 📷 **Pickup photo** is required to submit the ticket.

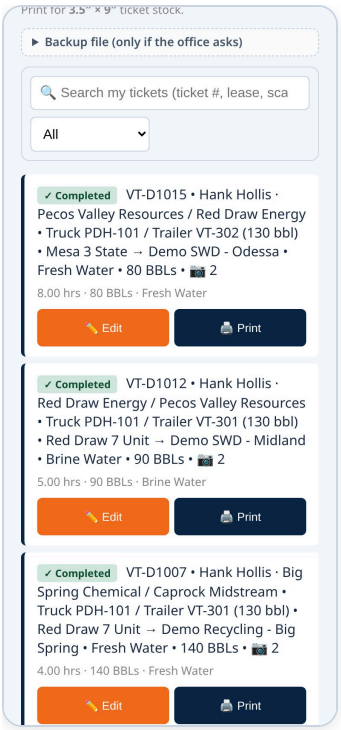
📷 You need a live connection (☁ live) to save photos. Without one, the ticket won't submit.

📍 Every photo, including the scale ticket photo, gets a stamp in the bottom-right corner: GPS location (±accuracy in meters) and the date & time taken (Central time). The first time, tap Allow when the phone asks for location. If location is off or there's no GPS fix, the photo says GPS unavailable and still saves. Photos picked from the gallery say photo from gallery. Your company can see the location saved with each photo.



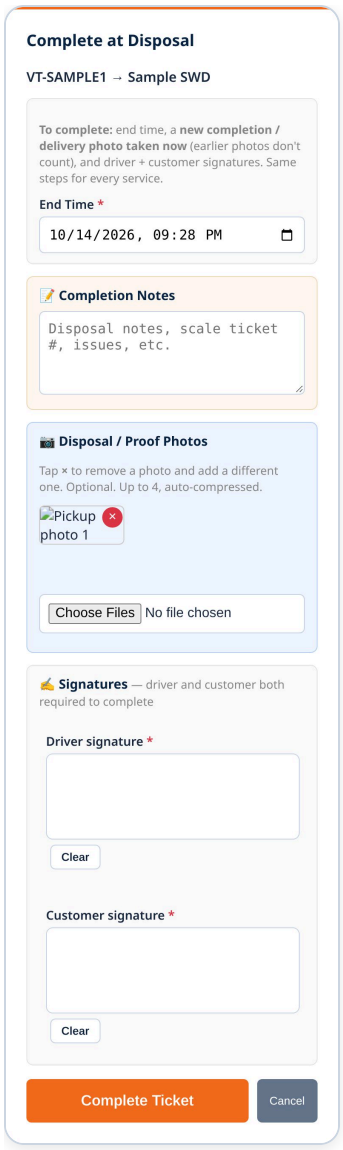
6 Submit

- Tap **Submit Ticket**.
- You'll see *"Ticket … submitted!"*. You can print now or later.
- The ticket stays **Open** until you complete it.
- **⚠ Possible duplicate ticket?** You already have a ticket with the same truck and lease that started within 90 minutes (or the same scale ticket # / BOL #). Tap **Cancel** and open the existing ticket, or **OK** only if it really is a separate load.



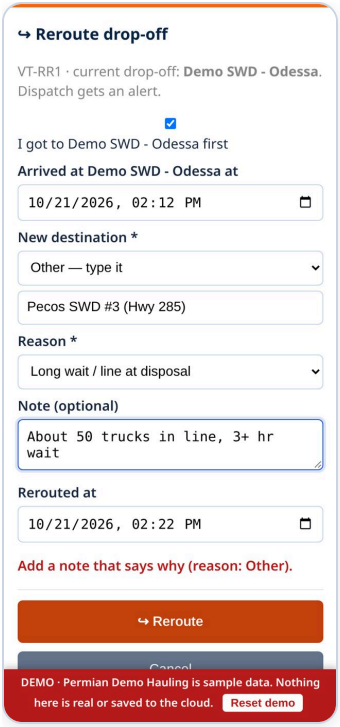
7 Open My Tickets

- When the job is done (for example at disposal), tap **My Tickets**.
- Find your ⏳ **Open** ticket and tap **Complete + Notes + Photos**.
- Use 🔍 **Search my tickets** (ticket #, lease, scale #) and the **All / Open / Completed** filter to find a ticket fast.



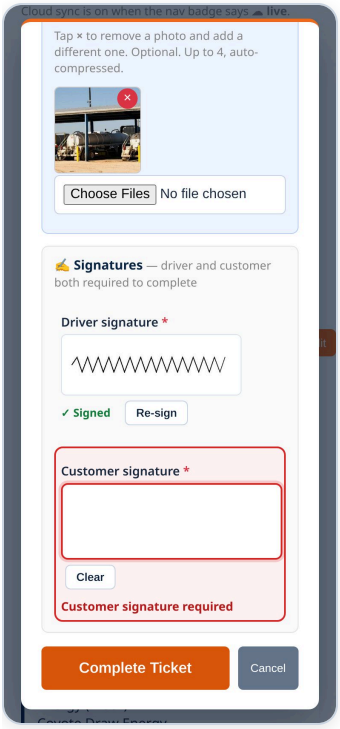
8 Complete

- **Same for Vacuum, Fuel / Chemical and Flatbed:** End time, a **new completion / delivery photo** taken on the Complete screen, and both signatures. Fuel / Chemical: the End time is the unloading end; unloading start is optional.
- Enter the **End Time**.
- Add **Completion Notes**, such as a scale ticket number or any issues.
- Take a completion / delivery photo. **Earlier pickup photos don't count**; you must add a new one here. Tickets started before this rule still need the completion photo, but not a pickup photo.



8b Vacuum: reroute the drop-off

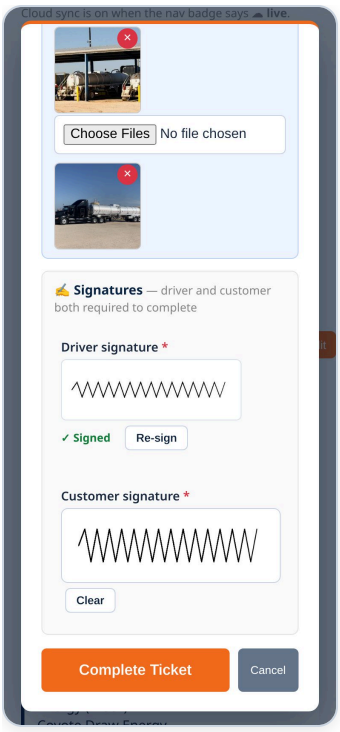
- Got to the disposal and there's a long line (say 50 trucks), or the site is closed? On the open ticket tap **↪ Reroute** (in My Tickets or on the Complete screen).
- Leave *I got to … first* checked and check the arrival time if you reached the first drop-off. Uncheck it if you were sent elsewhere on the way.
- Pick the **new destination** from the list, or choose *Other — type it*. Pick a **reason**: Long wait / line at disposal, Site closed, Customer request, Dispatcher instruction, or Other (Other needs a note).
- Tap **↪ Reroute**. Dispatch gets an alert right away. The ticket keeps the original drop-off and your times, and shows the new destination.
- When you complete, enter **Arrived at** the new destination (required) and **Departed** (blank = your End time). You can reroute again if needed.



9 Both signatures

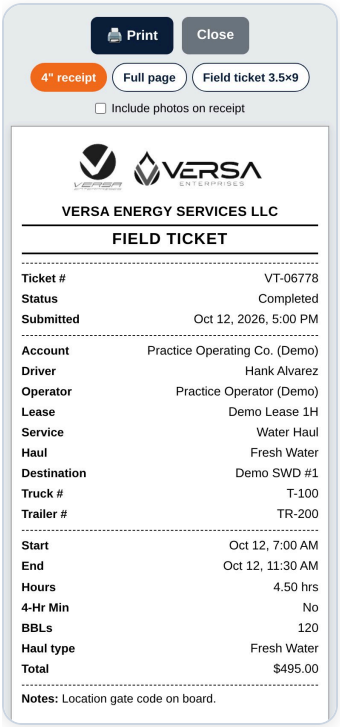
> ✍ **The DRIVER and the CUSTOMER must both sign. The ticket won't complete until they do.**

- A missing signature turns **red** with a message like *"Customer signature required"*.
- If you already signed, it shows ✓ **Signed**. Tap **Re-sign** to change it.
- A quick tap or dot doesn't count. It has to be a real signature.



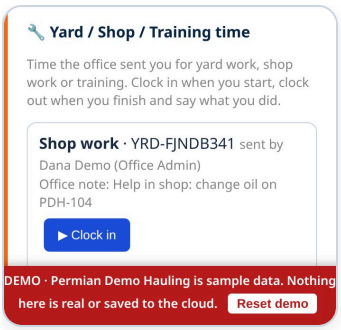
10 Tap Complete Ticket

- Once both signatures are in, tap **Complete Ticket**.
- You'll see the hours, BBLs and photo count, and the app offers to print.
- The ticket now shows ✓ **Completed**. You can still **Edit** it.



11 Print a 4" receipt

- On a completed ticket, tap 🖨️ **Print**.
- Choose **4" receipt** (the phone remembers your choice). Check *Include photos on receipt* only if you need them.
- The receipt shows the job details (hours, barrels, miles, weights) but **not rates or dollar amounts** — the office copy still has prices.
- Times (Submitted, Start, End) are in your local time (for example 9:13 AM CST).
- Tap 🖨️ **Print** and pick your **Brother RJ-4250WB**.
- Tear at the *cut here* line.



12 Yard / Shop / Training time

- When the office sends you yard, shop or training time (yard cleanup, truck maintenance, shop work, a safety meeting), it shows on your dashboard under **Yard / Shop time** with the office's note.
- Tap **▶ Clock in** when you start and **⏹ Clock out** when you finish, and write what work you did. You can't start yard time yourself; ask the office.
- It's paid by the hour and counts toward your weekly hours.

Riding along as a trainee

- While you're in training, your trainer makes the tickets. You don't need your own ticket: the office counts your hours from his tickets and pays you hourly for them.
- When training is done your trainer signs off, then the office.

Your tickets are private

- The app shows only **your own** tickets and loads. Other drivers can't see or change yours. While you're riding along as a trainee you can also view your trainer's tickets from those days.
- Your password is sent securely and stored scrambled; the office can't see it. Nothing changes for you: sign in the same way.

After you complete a ticket

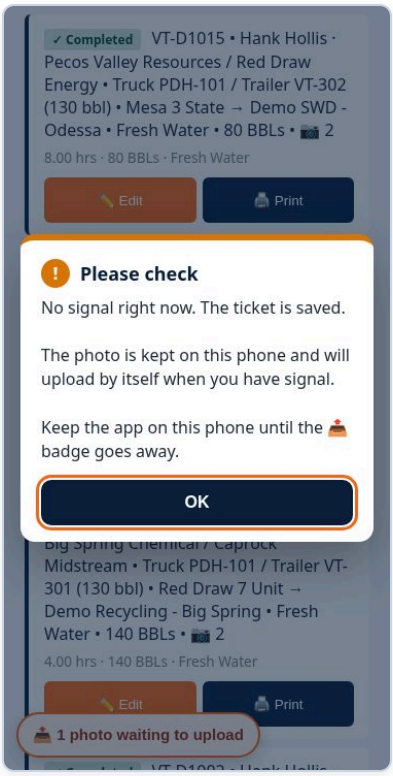
- A dispatcher checks and **approves** each completed ticket before it's billed. If something is wrong they may call you or fix it; any fix is recorded. If you edit a ticket after it was approved, it goes back to the dispatcher to approve again.
- Some customers also **approve each ticket** themselves before it's billed. If a customer rejects a ticket, the office may ask you to fix something (for example the lease or the times). Nothing changes in how you fill in or complete the ticket.
- If a ticket was entered by mistake (for example twice), the office **voids** it. It stays in your list marked VOID and isn't paid or billed.

How-to videos

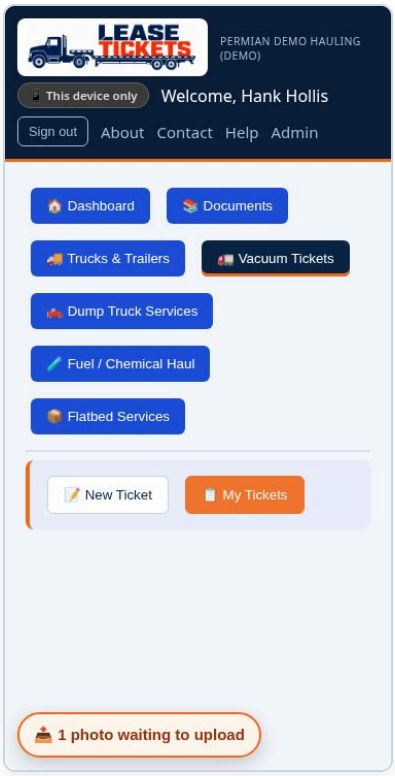
- Tap **Videos** at the top of the app (next to Help) for short videos: completing a **vacuum**, **belly dump** and **flatbed** ticket.
- For Spanish narration and captions, tap **Videos en español** (next to Videos), or use the **Español** toggle on the videos page. The **En español** page also has the Spanish dump ticket how-to PDF.

Brother RJ-4250WB setup (one time)

1. Load 4-inch (102 mm) receipt paper. Turn the printer on and connect it to your phone by **Bluetooth** or **Wi-Fi**.
2. **iPhone/iPad:** it shows up in the AirPrint printer list. **Android:** install the **Brother Print Service Plugin** from Google Play and turn it on in Settings › Printing.
3. In the print screen, choose the RJ-4250WB, set the paper to **4" / 102 mm roll**, and set margins to none or minimum if asked.



No signal: the ticket is saved, the photo waits on the phone

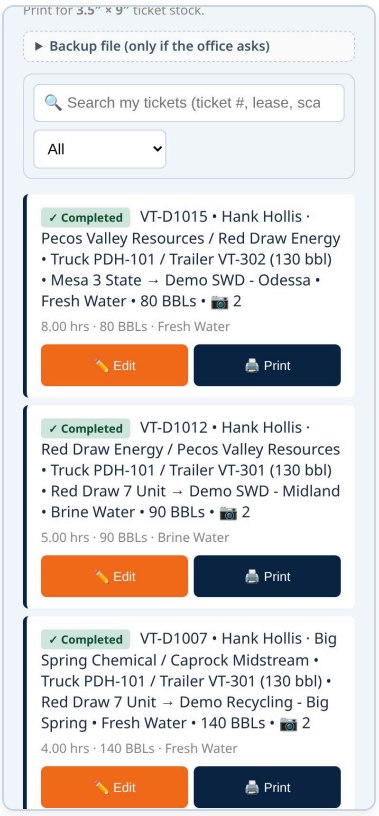


📤 shows until the photos are uploaded

Quick tips

If…	Do this
Photo says “GPS unavailable”	Turn on Location for your browser (Settings → Privacy → Location Services, allow for Safari/Chrome), step outside if you can, and take the photo again with the camera.
No signal when you submit	Submit anyway. The ticket is saved and the photos stay on your phone. A 📤 **photos waiting to upload** button shows at the bottom. They upload by themselves when you get signal. Keep using the same phone and open the app with signal (or Wi-Fi) within a day; the office is told if photos wait too long. Tap the button to try right away.
It says photos couldn't be saved (with signal)	Check the badge says ☁ **live** and submit again **with** the photos.
A signature box is red	That person still needs to sign. Hand the phone to the customer.
The truck isn't in the list	Ask the office to add it under Trucks & Trailers.
A customer or lease is missing	Ask the office to add it in Field Options.
Made a mistake after completing	My Tickets › **Edit**.
“Possible duplicate ticket”	You may have entered this load already. Cancel and use the existing ticket; tap OK only for a separate load.
The office asks for a backup file	My Tickets › open **Backup file (only if the office asks)** › **Backup tickets (JSON)**. Not needed day to day; tickets go to the office automatically when the badge says ☁ live.
The office says the company is over its plan	Nothing changes for you. Your company's plan (driver spots) is handled by the office. Your login, tickets and photos keep working.
You get a text from the office	The office only texts drivers who agreed to get texts (for example tomorrow's schedule). Reply **STOP** to stop texts or **START** to get them again. Versa office questions: call 432-701-8444 and/or 432-701-3715. Nothing changes in the app.
Owner operator: what came out of my settlement	Your weekly settlement lists each deduction by name, for example Insurance, ELD, Crude / Vacuum / Belly Dump / Flatbed Trailer Lease, Truck Tractor Lease or Escrow, plus any loan payment and its balance. The office can set those deductions as soon as your login is marked Owner operator — you do not need a ticket first. Questions about an amount: call the office.
Owner operator: my escrow	Your escrow statement shows the balance, each contribution (they stop at the $13,000 cap), repairs paid from escrow with the invoice # and your share, and any repair amount escrow didn't cover. **Interest is paid to you separately**; it is not added to your escrow balance. Questions: call the office.
I don't see an old ticket	You only see tickets that belong to you. Older tickets the office has not tagged with your login yet may be missing until they finish that update. Call the office if one is missing.
Forgot your password	Call the office. They can set a new temporary one.

Done for the day	Tap **Sign out** at the top.



Completed tickets: Edit or Print

Other menu items

- **Documents**: files from the office
- **Trucks & Trailers**: registration, insurance, cab card and inspection for your unit
- **Help**: this guide