What do I do if my driver fails a form?

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1. **Open an Investigation**
    - Begin by reviewing the failed form to understand what went wrong and initiate an investigation into the issue.

2. **Identify the Error**
    - Review the submitted form to pinpoint any discrepancies or mistakes that caused the failure.

3. **Cross-Check Information**
    - Compare the form details with available data such as schedules, telematics, or communications to verify the information and determine accuracy.

4. **Evaluate the Situation and Speak with the Driver**
    - Speak with the driver to get their perspective and gather any relevant context.
    - Assess whether the form failure is due to a simple mistake, like a typo, or if there's a more serious issue.
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5. **Ask the Driver to Refill the Form**
    - If it's concluded that a typo or other minor error was made, ask the driver to refill the form using the side menu in the Logmaster portal.

6. **Assess Non-Compliance**
    - If the investigation shows the driver operated in a non-compliant status as reported on the form, issue a Non-Conformance Report (NCR).

7. **Conclude the Investigation**
    - Once the issue is resolved, either through refilling the form or issuing an NCR, recheck the data and close the investigation if no further action is needed.