

# 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.

## 5. Ask the Driver to Refill the Form

- If it's concluded that a typo or other minor error was made and you'd like to file an updated version, ask the driver to fill a new copy of 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.
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