

How can my drivers update their own odometers?

Link: <https://help.responsiblefleet.com/deep-dive/how-can-my-drivers-update-their-own-odometers/> Last Updated: October 26th, 2016

QUESTION:

My company bills for mileage, so I want to make sure there is very little difference between device reported mileage and actual mileage. Rather than have drivers take quarterly odometer readings and send them to **me** to record as waypoints in the portal, is there an easy way that drivers can update *their own* odometer waypoints?

Odometer readings are automatically recorded for each vehicle with an installed device. Although there is often very little **difference between reported (GPS Odometer) and actual mileage (Diagnostic Odometer)**, it's encouraged to update **odometer waypoints** (Pro/En) | **odometer waypoints** (Standard) in the portal, which you can either do one at a time or in a batch process by **importing data from a spreadsheet** (Pro/En only). Should there be any difference between reported and actual (due to a variety of **operational variables**), the portal will re-factor the difference among all of the trips taken since the last entry and continue to recalibrate for future entries.

To streamline this process, you can ask your *drivers* to make their own updates, which they can do by sending odometer values via **SMS message**.

► To update odometer via query services (driver instructions):



Note. Driver query functions do not require **authorization**, but a driver's phone number must be added to the **driver's profile** that is assigned to a vehicle OR to the **vehicle's contact information** (Pro/En) | to the **vehicle's contact information** (Standard) before the driver can issue these queries.

1. Create a text message (SMS).
2. Address the message to 477-477 (GPSGPS).
3. In the message, enter the following: *gps odo [odometer value]*. Example: *gps odo 52345*.

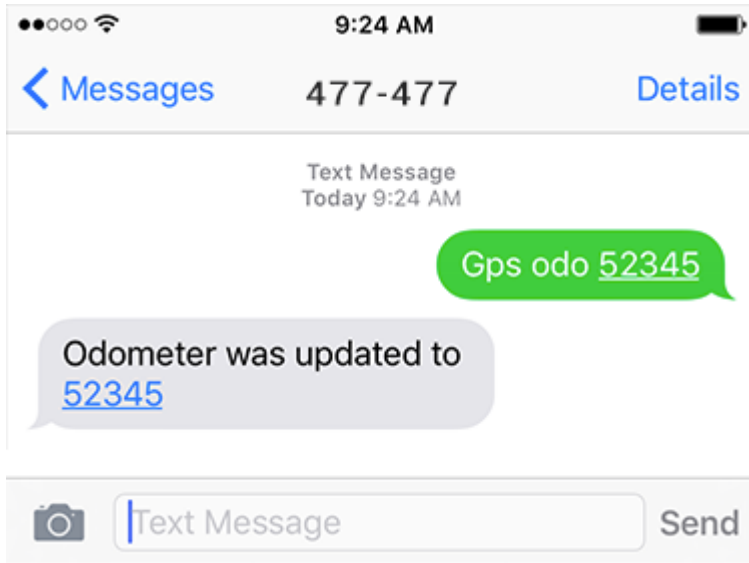


Note. [Odometer value] must not use punctuation. [Vehicle name] is another parameter to include in the query, but it is not required if the driver's SMS number is already assigned to the vehicle. If a driver drives multiple vehicles, specify the vehicle name for the odometer to include in the update. Example: *gps Truck1 odo 52345*.

You'll receive a response if the update was successful. Example: *Odometer for 'Truck1' was updated to 52345*.

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Tip! Learn more driver functions from the [query services](#) documentation