



Fleet 360.

The all-round fleet solution.

Fleet Alliance is the leading independent fleet management specialist in the UK and part of Global Vehicle Group. Together we manage over 70,000 vehicles with a total asset value of more than £2.5bn.



The complete package.

Fleet 360 is a complete outsourced fleet management solution which provides a unique combination of advice, innovative products and technology, competitive pricing, and outstanding service



Outstanding service.

We're a multi award-winning company. Together, we are a passionate and engaged team with an enviable track record of providing some of the best customer service in the industry.



Technology-driven, with a human touch.

We deliver Fleet 360 via our cloud-based fleet management and reporting system, e-Fleet, combined with a strong people-based customer service ethos ensuring efficient and relatable service delivery.



Solutions, technology and outstanding service – all in one.



Fleet Audit

Actionable insight that reduces costs whilst improving control.



Funding

A wide selection of funding products designed to match your business aspirations.



Whole Life Cost

Understand the true cost, not just the monthly lease payment.



eco-Fleet

We design future-proof, cost-effective and sustainable fleets.



Competitive Tendering

The most competitive funding deals from our panel of leading providers.



Fleet Management and Support

Removing the cost and hassle of managing your fleet.



Licence Check

Automatically check your drivers' licences against DVLA data.



Accident Management

Significantly reduce vehicle off-road days, admin and monitoring.



Fuel Management

Increased control over the way your drivers buy and use fuel.



Fleet Risk

Identify and eliminate the risk factors to which you are exposed.



Flexi Hire

A solution to both your short and long term mobility needs.



Salary Sacrifice

Deliver a tax efficient benefit to your employees at little or no cost.



e-Fleet

Manage your fleet in real-time regardless of funder or fleet provider.



e-Fleet Driver App

Makes life simple for drivers and provides better control for you.



Even the best run fleet has room for improvement.

Our Fleet Audit service provides actionable insight that will help you reduce fleet costs, CO2 emissions and administration, whilst improving control of your vehicles and drivers.



We're experts in our field.

Our fleet experts have the knowledge and experience to identify the areas where you can reduce your costs and improve the performance of your fleet.



No stone left unturned.

Our fleet auditing service covers every single aspect of your fleet from current grades and pricing all the way through to the strengths and weaknesses of your existing suppliers.



Actionable insight.

On completion of our review, we'll provide insight on ways you can further reduce costs and improve the operation of your fleet - such as improved grade lists, manufacturer and vehicle costs, suggested CO2 policy and electrification strategy, plus a tailored fleet policy document.



If you can't find the savings, you're not looking hard enough.

Features

Our fleet auditing service includes a thorough review of the following areas:

- Current grades and pricing
- Mileage
- Manufacturer and model choices
- Agreed CO2 limits
- Current electrification strategy
- Contract length
- Whole Life Cost
- Service and maintenance agreements
- Strengths and weaknesses of current suppliers

Benefits

On completion of this review, we'll provide actionable insight that will suggest ways you could reduce costs and improve the running of your fleet.

In addition, we would provide you with the following:

- Increased competitiveness of leasing suppliers leading to an overall reduction in vehicle costs
- Compliance with the latest health and safety standards and legislation
- Improved grade lists and vehicle selection
- Improvements to fleet technology and systems
- Strategies to reduce overall fleet administration and improve efficiency
- Suggested CO2 policy
- Support with the transition to EVs
- Robust fleet policy



A cost-effective fleet is a product of its funding.

We work with you to understand your objectives and demonstrate how different funding methods could reduce costs whilst supporting your company's business ambitions.



Competitive solutions.

The way you fund your fleet is critical. We combine our independence with an extensive range of funding products to offer solutions that are balanced and above all, competitive.



The right products now and in future.

By taking into account current and future taxation, we help you make informed funding decisions that save your business money - both today and tomorrow.



Experienced and impartial advice.

Every company is different, and so is our approach. Our experienced team will help you identify the optimum vehicle funding method that suits your corporate agenda - not ours.



We let you know what's good for you. And what isn't.

Business Contract Hire

A low-risk solution that offers you new vehicles without the capital outlay or the responsibilities of ownership. With fixed monthly fees, it's ideal for budgeting and an effective way of running a fleet.

Finance Lease

Suited to companies that require reliable vehicles that may be subjected to heavy use and/or wear and tear, such as LCVs. Also suitable for companies looking to keep their vehicles on balance sheet and who want to take the residual risk once the agreement ends.

Contract Purchase

Lease a new vehicle over an agreed period of time and mileage at a fixed monthly cost with the option to own the vehicle at the end of the agreement. A guaranteed residual value, set at the beginning of the agreement, is payable at the end.

Sale and Leaseback

We buy your vehicles from you and lease them back to you for a fixed monthly amount. Cash can then be injected back into your business, helping to boost cash flow.

Salary Sacrifice

An excellent addition to a company's benefit scheme, this provides a cost effective means of financing a car using tax and National Insurance Contributions to maximise savings.

Personal Contract Hire

Fixed monthly rentals simplify budgeting whilst flexible duration and mileage terms can be tailored to your requirements. Vehicle maintenance can be included in monthly rentals, helping spread costs.



Value is about more than just the monthly rental.

Whole Life Cost is a smarter way of selecting vehicles for your fleet which takes into account all the costs associated with running a vehicle, not just the monthly rental payment.



An informed approach to cost reduction.

Utilising Whole Life Cost provides you with a better understanding of the actual costs associated with the operation of a vehicle over its contract and not simply the monthly rental cost.



Seeing the whole picture.

Whole Life Cost lets you better understand the true value between different makes and models beyond the monthly rental cost - particularly the savings electric vehicles offer over the contract lifetime.



Decision-making made easier.

Accurately calculating Whole Life Cost can be a challenge for even the most seasoned fleet professional. Our systems and experience make the adoption of Whole Life Cost simple and straightforward.



When it comes to cost, the devil is in the detail.

To show the importance of Whole Life Cost, we compared two vehicles over a four year contract hire agreement.

Whilst the petrol Golf has a lower monthly rental, the all-electric ID.3 is actually cheaper over the lifetime of the contract by more than £3,300.

Multiplied across a typical 50 vehicle fleet, the vehicle with the higher monthly rental would actually save more than £165,000 over the duration of the contract.

Contract Term 48 months
Contract Mileage 50,000

	Volkswagen Golf	Volkswagen ID.3
Total Rental inc. Disallowed VAT*	£20,012.83	£22,197.50
Fuel*	£3,125.00	£1,458.33
Insurance*	£2,592.00	£2,592.00
Class 1A NIC*	£5,133.32	£959.14
Contract Hire Rental Restriction	£616.39	£0
Corporation Tax Relief on * items	£7,715.79	£6,801.75
Contract Whole Life Cost	£23,763.84	£20,405.28
Monthly Whole Life Cost	£495.08	£425.11
Whole Life Cost Per Mile	47.5p	40.8p

Monthly rental includes maintenance. Vehicles featured: Volkswagen Golf 1.5 Life and Volkswagen ID.3 Match Pro



Let us do the fresh thinking for you.

Every vehicle we supply, and every decision we make on your behalf, is future-proof, cost-effective, and sustainable. That's good news for you, your business, and the environment.



Helping you make the right decisions.

Forward-thinking vehicle choices can deliver tangible cost-savings to both businesses and drivers alike by reducing fuel costs, BIK, NIC contributions, vehicle excise duty and corporation tax.



Good for business and the environment.

As a carbon-neutral business, we're leading from the front. Our carbon reduction programme has helped us drive down the carbon footprint of our clients' fleet by 23 billion grams of carbon dioxide emissions - the equivalent of taking 7,944 vehicles off the road.



We help turn your drivers into cost-savers.

Our driver training and awareness programmes can help reduce costs and emissions through driver training and risk assessment, informed vehicle choice and mobility solutions.



Sustainable solutions that save you now and in future.

Running a 'green' fleet is no longer a simple case of ethics. Fleet operators must now juggle a complex mix of requirements if they are to build a sustainable, cost effective and efficient fleet, such as:

- Understanding new and emerging technologies
- Leveraging ever-changing legislation and taxation
- Providing alternative mobility solutions to their drivers
- Reducing overall costs

Adopting eco-Fleet can benefit your business across 4 key areas:

Cost reduction

At its root, eco-Fleet is about investing in the right technology. Forward-thinking vehicle choices can deliver tangible cost-savings to both businesses and drivers alike by reducing fuel costs, NIC, VED, corporation tax, and benefit-in-kind.

Driver performance

Encouraging drivers to engage with your green aspirations is critical. eco-Fleet's driver training and awareness programmes can help with driver training and risk assessment, informed vehicle choice and mobility solutions.

Environmental impact

eco-Fleet has driven down the carbon footprint of our clients' fleet by 23 billion grams of CO₂ - the equivalent of taking 7,944 vehicles off the road. As a result, our clients' average CO₂ is now an all-time low of 114g/km - 11% lower than the current UK average.

Technology

Our award-winning fleet management and reporting suite, e-Fleet, helps you manage your fleet at peak efficiency, and demonstrates how improvements to your vehicle mix and driver performance are providing a tangible return on investment.



We go out to market on your behalf every time.

We save you money by ensuring you get the most competitive funding deal from our panel of leading finance providers for every vehicle we provide.



Our hard work is your benefit.

You understand the savings that can be obtained by getting multiple quotes for every vehicle, but don't have the time or expertise required to do this yourself. We do it all for you every single time we provide a quote.



Faster, better, cheaper.

Our bespoke systems streamline the tendering process so you get the vehicle your business needs quickly and at the most competitive price available.



Well worth our effort.

We compare the prices from our panel of finance providers for every quotation. A recent comparison showed that across a 50 vehicle fleet, these savings could be as much as £130,000 over a four year period.



Our finance partners compete for your business. You win every time.

Competitive Tendering Example

To illustrate the cost benefits our competitive tendering solution offers, we took a typical fleet vehicle and ran quotations across a selection of funders.

As you can see in the example below, identifying the most competitive finance provider could save you over £50 per month. Projected across an average 50 vehicle fleet, competitive tendering could save you over £131,232.

Vehicle	Tesla Model 3 Saloon Long Range RWD 4dr Auto
Product	Business Contract Hire
Term	48 months, 50,000 miles

Rank	Funder	Total cost*	Saving per month**	Saving over 48 months**
Best	A	£511.25	£54.68	£2,624.64
2nd	B	£525.23	£40.70	£1,953.60
Worst	C	£565.93	-	-

* Includes maintenance

** Against most expensive funder



We do what we do best. You get on with business.

Our Fleet Support service removes the cost and hassle of managing your fleet leaving you and your team free to look after your customers and grow your business.



We're easy to work with.

You have access to named contacts who are permanently on hand to deal with any enquiries. There's no automated answering service so we're easy to contact, and are here to help, whenever you need it.



Experience comes without the cost.

Our experienced team can deal with all fleet-related suppliers directly, saving time and eliminating time consuming administration. We also know the industry inside-out so cutting costs is second nature.



Satisfaction guaranteed.

We help customers avoid excess mileage penalties by providing a mileage guarantee, should we be supplied with the relevant data. That's just one of the ways we deliver on our promises.



We're your dedicated fleet department.

Fleet Support covers all aspects of service delivery.

- We handle all your day-to-day fleet administration, supporting fleet managers and drivers, helping them concentrate on their core business.
- We provide named contacts who are permanently on hand to deal with any enquiries that may arise.
- Our driver help-desk is available 24 hours a day, seven days a week and offers technical support by phone or online.
- We handle all queries related to your finance provider and related invoicing.
- In addition to your company vehicles, we also provide documentation and risk management for your grey fleet.
- Our mileage management service provides quarterly mileage reporting and consultation.

Mileage Guarantee

Fleet Alliance offers clients a mileage guarantee should they provide us with the relevant data.

Using our mileage management systems, we can analyse driver mileages and ensure excess mileage costs are avoided.

Should you receive any excess mileage charges at the end of a vehicle's contracted term and we had not highlighted any potential over-run and offered corrective action, we would consider ourselves liable for the cost.



Ensure your drivers never put you at risk.

Businesses are more exposed than ever to risks from the behaviour of their drivers. Our online service reduces that risk by automatically checking your drivers' licences against DVLA data.



Proactive risk management.

Licence Check provides comprehensive and up-to-date data on your drivers, provided directly from DVLA data, which ensures you identify at-risk drivers as soon as they become a risk.



Smart checking.

Our licence checking service lets you define how often automatic checks are performed. You can also carry out checks more often for drivers with driving convictions or a poor accident record.



Set it and forget it.

Once your drivers are set up, the process is automatic so you don't forget. This not only reduces the risks to your business but also reduces the administrative burden of checking licences manually.



Our automated licence checks could literally save you a fortune.

Corporate manslaughter law now makes it easier to prosecute companies responsible for fatal accidents. With an unlimited maximum penalty for a conviction, no company can take duty of care seriously enough.

Licence Check addresses this risk and helps you comply with duty of care guidelines by ensuring your drivers are legally entitled to drive. Our automated service checks:

- the driver has passed a test
- the driver is currently banned
- the driver is entitled to operate a specific category of vehicle
- the driver has any undisclosed points or endorsements
- the driver's recorded address matches

Setting up all your drivers couldn't be easier. Simply register your drivers' details with us and nominate how often you would like our system to check their records.

We charge a flat fee every time our system checks an individual driver's records. You can even adjust the verification frequency depending on a driver's status, so you can control your budget more effectively by channelling the cost towards at-risk drivers.

Results are available either through a dedicated Licence Check portal, or integrated directly into the driver's record on e-Fleet, our online fleet management and reporting suite.



Accidents happen. Get back up to speed in no time.

Accident Management can significantly reduce vehicle off-road days, administration and monitoring, leading to a reduction in fleet costs and minimising disruption.



We ensure everyone is in the loop.

We take care of all the administration and keep your drivers and all relevant stakeholders informed on the progress of repairs by email, text message and telephone.



Scalable repair solutions.

We take a dynamic approach to repair. In the case of smaller incidents, repairs are carried out on your premises which can help reduce vehicle off-road time by up to 70%.



Drivers stay mobile no matter what.

We provide a free replacement vehicle for 48 hours after an incident if the vehicle involved cannot be driven. We also supply a courtesy car while the vehicle is being repaired.



Reduce the impact of accidents on your drivers and your business.

Accident management reduces the disruption which arises when one of your drivers is involved in an incident.

Our Accident Management service removes this burden and guarantees your vehicles are back on the road in the quickest time possible.



Per incident, the average time spent managing the accident process is **5 hours**.

We take care of all the administration relating to the claim and getting your vehicle back on the road, leaving you and your team free to get on with business.

Benefits

- Independent network of approved repairers
- Estimates reviewed within four hours, with repair standards monitored by expert engineers
- Key stakeholders notified of incidents via email (insurer, broker, fleet contacts and uninsured loss recovery provider)
- Repairers offer a delivery, collection and mobile estimating service
- Courtesy car for the duration of the repair
- Comprehensive monthly management information
- Rentals backdated to incident date for total loss vehicles.



Take complete control of your fuel spend.

Fuel Management gives your business increased control over the way your drivers buy and use fuel, streamlining the process and reducing the cost of managing your fleet.



Better fuel monitoring and control.

Utilising fuel cards is a convenient alternative to 'pay-and-reclaim' and can help you improve fuel efficiency, reduce administration, lower overall mileage and improve VAT recovery.



Greater expense management.

Fuel cards allow you to lock down your employee's purchase options, giving you complete control over what your drivers actually buy. So you can be sure you're only paying for fuel.



Reduced administration.

Fuel cards make it much easier to claim back VAT with an itemised HMRC-approved VAT invoice. There's no longer any need to keep receipts or log transactions manually.



You can't control the price of fuel, but you can reduce the cost.

After vehicle depreciation, fuel costs are likely to be the second biggest expense to your fleet. When you take into account the high price of fuel, it is critical to managing your budget.

Fuel Management puts you in control of the fuel used by your drivers. It reduces admin-related costs and makes it easier to reduce excessive business mileage claims and fraud.

Fuel Management benefits

- Accepted at over 7,700 fuel sites throughout the UK, with discounted diesel at over 1,800 sites.
- Uses chip technology to limit fraudulent card usage.
- Suitable for all fleet sizes.
- Mobile app allows users to search for the nearest petrol station.
- Large and convenient fuelling network minimises deviation off route.
- All transactions are sent directly from the fuel stations so you don't need to worry about receipts.
- Detailed reporting suite provides further insight into your fuel management.
- Access your transaction data any time you want and schedule reports to save you time.
- Useful management information allows you to improve driver fuel consumption.



Not understanding the risks could cost you dearly.

Fleet Risk helps you identify and eliminate the risk factors to which your drivers are exposed, ensuring your fleet is managed effectively and is operating within the law.



Understand the risks.

We audit your entire fleet operation and analyse the associated risk based on an analysis of external factors, current processes, driver behaviour/skills and utilisation of in-vehicle technology.



Measurable long-term change.

Based on our findings we'll create a measurable long-term risk management strategy, make appropriate recommendations, and implement a bespoke driver training programme as required.



A safer, more cost-efficient fleet.

Implementing change based on our findings will reduce the risk of harm to employees and other road users and help you save time and money as a direct result of fewer incidents.



Accidents happen. We make sure you're not involved.

Driving on business is one of the most dangerous work activities an employee can undertake. Accidents are not only financially damaging to a company in terms of cost but also your reputation. Fleet Risk analyses the risks your drivers face and helps minimise them through managed change and driver training where appropriate.

Features

- Fleet safety audit
- Identify where your organisation is most at risk and advise how your fleet risk can be reduced or eliminated.
- Driver risk assessment
- Build a detailed understanding of the risk factors to which your drivers are exposed.
- Bespoke driver training
- Training programmes tailored to the individual driver.

Benefits

- Legal compliance
- Ensure that everything reasonable has been done to keep your drivers safe.
- Direct cost reduction
- Reduce collision, running and maintenance costs.
- Indirect cost reduction
- Reduce lost man hours and wasted management time.
- Environmental impact
- Reduce the impact of your fleet on the environment.
- Reduced insurance premiums
- Over time, quantify the reduction in claims, leading to lower premiums.



Mobility without the long term commitment.

Flexi Hire offers businesses a solution to both their short and long term mobility needs with over 2,000 rental points throughout the UK catering for both cars and light commercials.



Flexible and cost effective.

Flexi Hire provides competitive fixed rates across all types of vehicles from 1 day to over 2 years and you can extend the rental period at any time to meet changing circumstances.



Efficient and reliable.

We can supply a rental vehicle within a couple of hours ensuring the appropriate vehicle is delivered exactly where it's needed, when it's needed and at a competitive fixed rate.



Easy to control.

Both short term and long term hires are subject to a robust service level agreement and can be managed through our industry-leading booking and management portal featuring detailed management reporting



A flexible service that provides maximum control.

Flexi Hire allows you to rent a vehicle for any period from 1 day to over 2 years.

If you run a core fleet of vehicles, Flexi Hire helps manage temporary mobility requirements cost effectively and includes a full service level agreement and access to online management reporting.

Short Term Hire Benefits

- 100% order guarantee
- Full airport coverage
- One-way and out of hours capability
- Dedicated account management
- Secure on-line rental management
- Option to offset your rental carbon emissions

Long Term Hire Benefits

- No commitment to any specific hire period
- Add to, reduce or change your vehicles at any time without penalty
- All servicing and maintenance included
- Replacement tyres for fair wear and tear
- Replacement vehicles when needed
- Road fund licence included
- 24-hour breakdown cover, 365 days a year
- No excess mileage charges (fair usage policy applies)
- Single monthly invoice



A little sacrifice goes a very long way.

A salary sacrifice car scheme is an attractive method of delivering a tax efficient benefit to employees. It boosts employee engagement and your green credentials at little or no cost to your business.



Cost-effective employee benefit

Retain and reward staff with a cost-effective benefit without increasing costs. Enjoy monthly NIC savings and a reduction in fuel expenditure as a result of increasing employee uptake of electric vehicles.



Helps reduce you risk exposure

Encourage cash allowance takers back into company cars and ensure employees driving on company business are operating reliable and fully maintained cars thereby reducing the risk inherent in your grey fleet.



Salary sacrifice. But better.

Compared to sole supply, our multi-bid funding solution delivers significant savings to you and your drivers whilst the flexibility to choose the lifestyle risks you wish to mitigate against reduces costs even further.



Benefits you, your employees, and the environment.

A salary sacrifice car scheme enables you to offer all employees the benefit of driving a brand new, cost-effective electric car for a great deal less than if they had leased it privately.

You lease a tax-efficient zero-emission electric car, which you provide to the employee as a company car in return for the salary sacrifice.

The employee enjoys access to a green, zero-emission car at a fraction of the normal cost while you benefit from NIC savings. Combined with our competitive multi-bid solution and the flexibility to choose the lifestyle risks you wish to mitigate against, our salary sacrifice solution is one of most flexible and cost-effective solutions available for both you and your employees.

Increasing company car tax on traditional petrol and diesel cars has encouraged drivers to take the cash alternative. A salary sacrifice scheme is an ideal way to reduce the risk inherent in this grey fleet element and reduce your company's carbon footprint.

Benefits:

- Our flexible scheme offers a solution for fleets of all sizes
- Compared to sole supply, our multi-bid funding solution delivers significant savings to you and your drivers.
- Flexibility to choose the lifestyle risks you wish to mitigate against, further reducing costs
- Our salary sacrifice solutions are simple, flexible and robust
- Free unbiased consultation using our market-leasing cost-benefit analysis software
- Comprehensive support from design through to launch including promotion to your employees
- Easy to manage using our cloud-based fleet management solution
- Our award-winning fleet management tools ensure administration is easy
- Independent and impartial expertise from a multi award-winning fleet management provider



Manage your entire fleet with one system.

e-Fleet is a cloud-based fleet management and reporting system that lets you manage every aspect of your fleet operation in real time - regardless of funder or fleet provider.



Multi-supplier compatible.

e-Fleet lets you comprehensively manage every vehicle on your fleet irrespective of supplier, including your grey fleet, through a single, easy to use system.



Powerful real time analysis.

An expansive reporting suite lets you analyse and understand every aspect of your fleet providing greater control and improved cost management.



Extensive functionality.

From online vehicle ordering and mileage capture to licence checking and service and MOT booking, plus more besides, e-Fleet helps you manage every aspect of your fleet operation.



Take control of your fleet with greater insight.

Fleet Management

A complete range of tools designed to improve contract management including:

- Online vehicle ordering and renewal with vehicle comparison for drivers
- Online grade and choice lists for drivers
- Driver trade up and trade down between grades
- Mileage capture with ability to split personal and business
- Business trip recording distance automatically calculated

Duty of Care & Risk Management

Checks and reminders help you manage your company vehicles as well as your grey fleet an include:

- General maintenance/safety checks
- Driver licence checking
- MOT and service reminders
- Insurance renewal reminders

Reporting

Over 30 powerful reports offers greater control and improved cost management, such as:

- Predictive mileage reporting
- P46 reporting
- P11d reporting

Notifications

Keep on top of essential fleet tasks with advance notifications and overdue alerts for:

- Contract renewals
- Scheduled service
- MOT
- Vehicle Inspection Report



The essential tool for drivers is already in their pockets.

The e-Fleet Driver App makes life simple for your drivers and provides you with greater control. Drivers can record their mileage, log a vehicle inspection and access their support numbers in one place.



Helps keep your drivers on the road.

Our convenient mobile application offers your drivers enhanced functionality and remote access to the key services needed to ensure their vehicles continue to operate effectively.



Makes driver data collection easy.

Automates the recording of vital driver information such as mileage, business trips and vehicle condition and offers fleet managers the ability to analyse data within the e-Fleet reporting suite.



More control, less effort.

The e-Fleet Driver App provides your drivers with all the support they need while automating the collection of operational data into our fleet management and reporting suite, e-Fleet. This means you spend less time reacting and more time planning.



Keep your drivers on the road and streamline data collection.

The e-Fleet Driver App is an award-winning mobile app that enables your drivers to access key support services, electronically complete vehicle inspection reports, submit mileage and more.

As well as enhancing service provision to drivers, the e-Fleet Driver App also provides a number of key compliance benefits, including closer control over vehicle servicing helping you meet your duty of care requirements.

Driver mileage input

Convenient and more accurate mileage recording allows you to closely monitor accumulating mileages and produce predictive mileage reports.

Business Trips

Journey logging with automatic calculation of journey distance and pre-set tolerances for over mileage requiring justification for longer journeys.

Driver support numbers

Tailored to each driver, from breakdown recovery to tyre replacement.

Vehicle inspection reporting

In-depth vehicle inspection allowing fleet managers to monitor the condition of their fleet.

Driver documents

Ensure your drivers always have access to the latest version of important documentation such as your fleet policy.

Vehicle Ordering

Drivers can compare vehicles in their grade list to check specification, benefit in kind, whole life cost, trade up or down grades and order directly from the app.