*Spanish Guide <u>here</u>. French Guide <u>here</u>.

Administrator's Guide to the Drive App

✳ **RELATED DOCUMENTS**:
- <u>Administrator's Guide to Hours of Service (HOS)</u> — A quick reference sheet. Companion to this Guide.
- <u>Driver's Guide to the Drive App</u> — Mandatory in-cab driver's guide. Also linked in the footer below.
- <u>Driver's Guide to Hours of Service (HOS)</u> — A quick reference sheet. Companion to the Driver's Guide.
- <u>Driver's Guide to Asset Inspection</u> — A quick reference sheet. Companion to the Driver's Guide.
- <u>Driver's Guide to Roadside Checks</u> — A quick reference sheet. Companion to the Driver's Guide.

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*Spanish Guide [here](). French Guide [here]().

*Spanish Guide here. French Guide here.

Introduction

The Drive App is a mobile application for maintaining Hours of Service compliance. The App is available for Android and iOS devices. As part of the greater Cloud ELD solution, the Drive App (running on a compatible mobile device), is used together with a Telematics Device — a type of Electronic Logging Device (ELD) — and the Fleet Management Application, to provide end-to-end compliance with federal regulations for motor carriers.

The Drive App has four main features:

- Hours of Service (HOS)
- Asset Inspection
- Messaging
- Software Add-Ins

The Drive App is available with the Regulatory, Pro, and ProPlus rate plans.

The Drive App also has self-help buttons on each page that allows users to watch support videos for the Drive App, search the Knowledge Base, and view guided workflows while remaining in the app.

> ✳ **NOTE**: The self-help buttons are only available on the web version of the Drive App, and Drive App version 6.0 or newer.

Hours of Service Compliance

The Drive App is a self-certifying tool for meeting the Electronic Logging Device (ELD) requirements in North America. As a motor carrier, before using the Drive App, you must:

- Know your obligation as a motor carrier — FMCSA § 395.20 of 49 CFR Part 395 and SOR/2005-313
- Make sure every driver has a copy of the Driver's Guide to the Drive App, the Driver's Guide to Data Transfer at Roadside Checks, and the Driver's Guide to Data Diagnostics & Malfunction Events;
- Make sure every new driver has reviewed the Driver's Guide to Hours of Service (HOS) and Driver's Guide to Asset Inspection.

> **! IMPORTANT**: The Driver's Guide to the Drive App, the Driver's Guide to Data Transfer at Roadside Checks, and the Driver's Guide to Data Diagnostics & Malfunction Events must be kept in the CMV at all times. For drivers in the USA, these documents must be made available during a roadside check in accordance with FMCSA 49 CFR §395.22 (h). In addition, drivers must have a supply of blank Records of Duty Status (RODS) paper logs sufficient to record the driver's duty status and other related information for the duration of the current trip. Maintain a second backup copy of the electronic hours-of-service files, by month, at a different physical location from where the original data is stored — FMCSA 49 CFR § 395.22(i).

The Drive App:

- Operates on a fixed 24-hour period starting at 12:00 AM.
- Supports three co-drivers logged in to the same device.
- Supports all time zones.
- Supports the following rulesets:
  - FMCSA 7-day/8-day

*Spanish Guide [here](#). French Guide [here](#).

- ○ California Intrastate
- ○ Florida Intrastate
- ○ Texas intrastate
- ○ Canadian Duty 1 and 2

- Supports the following exemptions:

  - ○ Short Haul
  - ○ Non-CDL Short Haul
  - ○ 16-hour
  - ○ Adverse Driving Conditions
  - ○ Personal Conveyance
  - ○ 30-minute rest exemptions on federal rulesets.

  - ○ 24-hour Restart (for oil transport drivers)
  - ○ Oil well Wait Time and 24-hour Restart (available to off duty co-drivers)
  - ○ Off-duty deferral (Canadian)
  - ○ Yard Move
  - ○ Salesperson

For a full list of rulesets, please refer to the [Hours of Service Ruleset Matrix](#).

> ✳ **NOTE**: All Records of Duty Status (RODS) fields can be edited in the Drive App. Once a new RODS is created, a toast message displays with a **Change time or annotate** link. Drivers can use this link to edit. Edited RODS will be permanently identified as having been modified.

Company Setup

For compliance with Hours of Service regulations, you must add your company information to the Fleet Management Application. In the Fleet Management Application, go to **Administration** > **System…** > **System Settings**. Fill in the **Company name** and **Company address** fields, then set the **Maximum personal conveyance distance**.

The Personal Conveyance distance determines the maximum distance that a driver can drive under the Personal Conveyance exemption on a single day. Exceeding this distance will disable the exemption and place the driver in the Driving duty status. Click **Save** to finalize your changes.

To meet the requirements for Canadian HOS rulesets, users can also configure daily Personal Conveyance limit(s) on the **User Edit** page under the **HOS Settings** tab — when the **Personal conveyance allowed**: option is toggled On. After the daily limit is exceeded, the **PC** button is grayed out until the next day, and the driver receives a notification. If the driver continues to drive after receiving the notification, the status changes to **Drive**.

> ✳ **NOTE**: Although the user can set the Personal Conveyance limit(s) in both the System Settings and User settings, the daily PC limit(s) set in the User settings takes precedence.

*Spanish Guide [here](#). French Guide [here](#).

Vehicle Setup

You must install a Telematics Device in the vehicle to be used together with the Drive App. [Click here](#) for installation instructions.

Once the device is installed, log in to the Fleet Management Application, and select **Vehicles** from the main menu.

Next, click the **Add** button and select **Add device** from the dropdown menu. Fill in the device **Serial number**, and add a **Description** to help identify the device.

Add the VIN and make/model/year of the vehicle, then click **OK** to add the device.

Once the device has been added, select it from the **Vehicles** page. On the page that follows, click the **More Details** button and complete the following information:

- For **License plate**, enter license plate information for the vehicle (optional).
- For **Hours of service (HOS)**, set the Hours of Service option to **On**. This enables the creation of HOS logs for Hours of Service compliance. If set to **Automatic**, this feature auto-activates when the system determines the vehicle is using HOS features. Devices flagged as third-party using the **customDevice** type, are restricted from creating automatic HOS logs. Vehicles with **Hours of service (HOS)** set to **Off** do not create HOS logs, and are not compliant with ELD regulations.

- For vehicles that are not equipped with a sleeper berth, set **Sleeper Berth** to **Off**.

When the vehicle is communicating with the Fleet Management Application, verify that the following information is correct:

- Vehicle identification number (VIN)
- Odometer value
- Current engine hours

Trailer Setup

Select **Engine & Maintenance** > **Trailers** from the main menu, and select the **Add** button at the top of the page. Enter the desired name for the trailer and any relevant comments. Next, select the groups for this trailer. The trailer will be visible to members of the selected groups and their parent groups. If the driver does not belong to the same group as the trailer or a parent group, the driver will not be able to select the trailer from within the Drive App.

*Spanish Guide [here](#). French Guide [here](#).

Driver Setup

Once the vehicle has been properly configured, you can create and configure a user account for every driver using the Drive App. Before drivers can use the Drive App to manage their Hours of Service (HOS) and Asset Inspection, they must have a username and password to log in to the Drive App, and their accounts must be configured to meet compliance regulations.

Select **Administration** > **Users** from the main menu to view all user accounts. If a driver does not already have an account, click the **Add** button to create a new user. Otherwise, select the driver's account from the list. In both cases, the **User Edit** page opens.

To create the new user's account:

1. Verify the following information is included under the **User** tab:
   - Username
   - First and last name
   - Password
   - Security clearance

2. Set the user's **Data access** to groups appropriate for the user. Users cannot see vehicles or HOS logs outside their data access.

> ✱ **NOTE**: The **Drive App user** clearance is the default clearance for Drive App users.

3. Set the following under the **Driver** tab:
   - Set **This user is a driver** to **Yes**.
   - Set **Prevent driver access to shared data** to **Yes**.
   - Enter the user's driver's license number (must be compliant with Hours of Service regulations).
   - Enter the driver's license state or province of issue (required for Hours of Service compliance).

> ✱ **NOTE**: A valid driver license number and/or license state or province of issue is required to configure a driver under any ruleset.

4. Set the following under the **UI Settings** tab:
   - Distance measurement system
   - Fuel economy measurement
   - Time zone

> ✱ **NOTE**: The time on the mobile device must be set to change automatically.

5. Set the following under the **HOS Settings** tab:
   - **Ruleset**: The ruleset followed by the user.
   - **24-Hour Restart**: For drivers who restart their cycle in 24 hours. This applies if vehicle operation involves transportation of oil field or construction equipment.
   - **Oil Well wait Time and 24-Hour Restart**: If the vehicle's operation involves servicing oil wells. Waiting time (WT) at natural gas or oil well sites can be recorded as Off-Duty. The 24-hour restart is also applied when this setting is enabled.
   - **Home terminal**: When the driver ordinarily reports for work. This can include a temporary work

site designated by the motor carrier.

- **Home terminal address**: The motor carrier's address where the driver reports for work.
- **USDOT number**: For US fleets, this is the motor carrier's USDOT number. The USDOT number is required for Hours of Service compliance in the US. Canadian fleets that do not travel to the US, and do not have a DOT number, can leave this field blank. Fleets that travel to both US and Canada enter their USDOT number only.
- **Yard Move (YM) and Personal Conveyance (PC)**: Exemptions for **ON** and **OFF**-duty driving events. **YM** is an ON-duty event (for example, moving from loading dock to parking area), and **PC** is an OFF-duty event (for example, personal driving time to and from the terminal). Neither is considered driving (**D**) time. The Yard Move exemption is only available for U.S. customers, and can be configured by Administrators (for example, changing the speed threshold, or disabling Yard Move when the vehicle exits a certain zone type).
- **Maximum personal conveyance distance per day**: The maximum distance traveled under the YM exemption before automatically switching to the **D** status. For Canadian drivers, the maximum distance is 75 km per day.
- **System Settings**: A setting of 0 has no Personal Conveyance limit.
- **HOS Exempt Allowed**: Exemption for vehicle operating under an emergency declaration, or other HOS-exempt conditions defined by the ELD enforcement requirements in North America. The name of the exemption can be customized via **Administration** > **System…** > **System Settings**. To learn more about this exemption, refer to [How to use "HOS Exempt" exemption]() in the Community.
- **Authority name**: The motor carrier that the driver works for.
- **Authority address**: The motor carrier's main office address.

> **! IMPORTANT:** The HOS settings above are critical to ELD compliance. Please make sure that you fill out this information out correctly.

Exemptions

Exemptions must be enabled by the Administrator before the driver can use the exemption in the Drive App. Enabling an exemption allows the driver to select the exemption under the **Options** tab in the Drive App when necessary.

> **! IMPORTANT:** The **Adverse Driving Conditions (ADC)** exemption is enabled by default for all current and newly created drivers. The ADC exemption can be disabled under the HOS settings in the driver's user profile.

> ✳ **NOTE**: A list of all available exemptions can be found [here](). To avoid confusion, custom HOS exemptions cannot share names with an existing status or exemption.

Clearances

Clearances determine the features that users have access to in the Drive App. Set your drivers' clearances to match their roles. Security clearances can be created and modified by clicking the **Clearances** button.

*Spanish Guide [here](#). French Guide [here](#).

The Drive App has a built-in clearance for users of the Drive App called the **Drive App user**. The Drive App user clearance allows the user to access HOS, Asset Inspection, and messaging capabilities.

> ✱ **NOTE**: Using HOS features results in additional charges if your device is not on the Regulatory rate plan or above. To avoid additional charges, remove the **Administer HOS Logs** and **View HOS Logs** clearances for the driver.

If you wish to limit the features that the driver has access to, select the **Drive App user** clearance, and click the **Add Sub-Clearance** button. A sub-clearance is a customized level of access to the Drive App. Sub-clearances can be used to expand or limit user privileges based on organizational need.

By default, the Drive App User clearance provides access to the following features. If you want to remove them, click **X**. To re-add them, click ✔.

Shipments can be removed from the Drive App by disabling the following two security clearances:

- **Administer Shipments** – Create and edit shipments
- **View Shipments** – View shipments
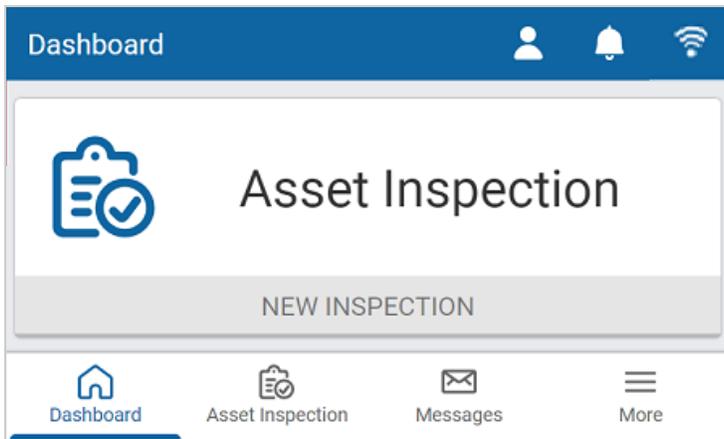
HOS-Only Access
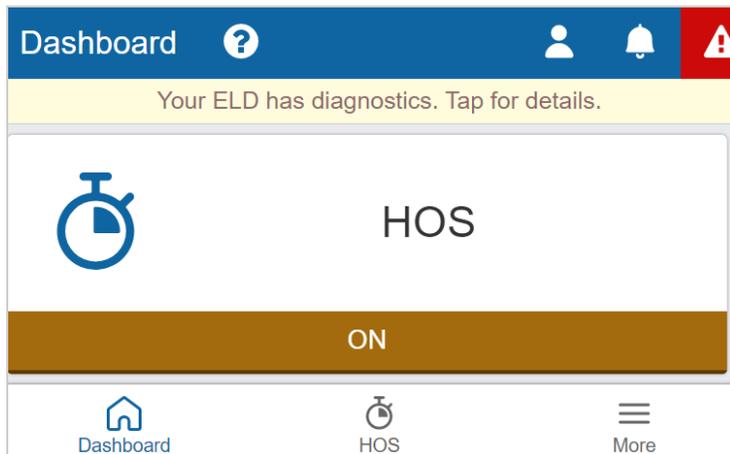
Remove these clearances:

- Administer Asset Inspection Logs
- View Asset Inspection Logs
- Send Messages
- View Messages

Inspection-Only Access

*Spanish Guide [here](). French Guide [here]().

Remove these clearances:

- Administer HOS Logs
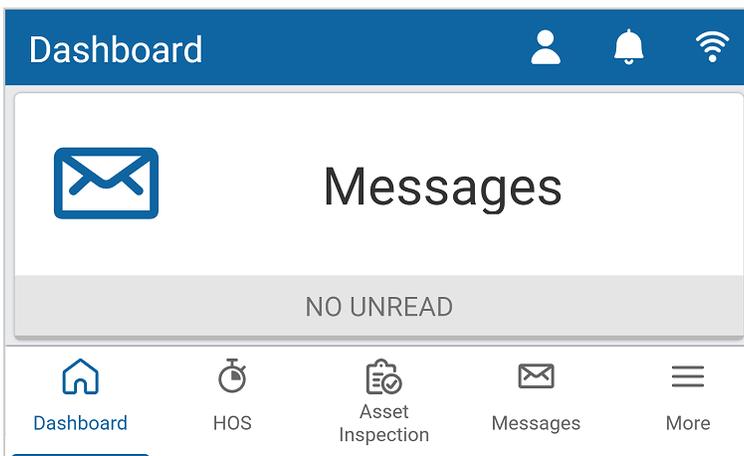- View HOS Logs
- Send Messages
- View Messages

Asset Inspection Sub-Clearances

Asset Inspection access is further defined by which part of the inspection a user can perform based on their role and area of expertise. Marking Asset Inspections as certified allows users to certify the vehicle as safe, or unsafe to operate. Marking Asset Inspections as repaired allows users to certify that repairs have been made for vehicles with defects, and performing Asset Inspection inspections allows users to inspect a vehicle for defects.

If you do not want users to perform certain actions within the Asset Inspection, remove the following sub-clearances that apply:

- Mark Asset Inspection Logs as Certified.
- Mark Asset Inspection Logs as Repaired.
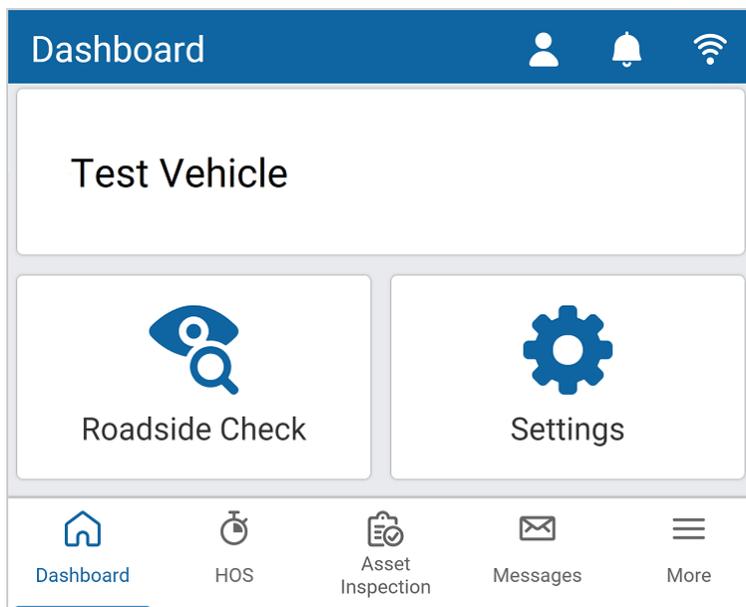- Perform Asset Inspection Inspections.

Messaging-Only Access

Remove these clearances:

- Administer HOS Logs
- View HOS Logs
- Administer Asset Inspection Logs
- View Asset Inspection Logs

Driver ID-Only Access

Remove these clearances:

- Administer Asset Inspection Logs
- Administer Trailers
- Exceptions Report
- Launch Custom Reports or Add-Ins
- Mark Asset Inspection logs as repaired
- Manage Add-In data
- View Add-In data
- Send Messages
- View Asset Inspection Logs
- View HOS Logs
- View Messages
- View Trailers
- View Routes

> ✔ **CHANGING DRIVER RULESETS:**
>
> To allow the driver to modify their own ruleset, **Change your own user options** must be enabled for the Drive App User security clearance.

> ✔ **IGNORING AUTOMATICALLY GENERATED HOS LOGS DRIVER RULESETS:**
>
> To allow the driver to ignore automatically generated logs that they have claimed, **Ignore HOS logs** must be added to security clearances. Drivers are required to annotate their logs before ignoring them. Ignoring a log will function the same as it does on the Fleet Management Application: an ignored log will no longer count towards HOS availability, but will still appear during Roadside Checks.

Driver Assignment

When a driver logs in to the Drive App and selects a vehicle, they are assigned to the vehicle. Any trips performed by the driver while assigned to a vehicle are associated with their account. Once a driver has logged out of the Drive App, they are no longer assigned to the vehicle.

If an incorrect driver has been associated with a log or if an unidentified HOS log has been generated, you must edit the log. See the Editing Logs section for more information.

Hours of Service (HOS) Reports

The Fleet Management Application includes a collection of reports to help you understand duty status for drivers in your fleet. The basic reports available are the HOS Logs Report; the Violations Report; and the Availability Report.

You can access these reports from the main menu by navigating to **Activity** > **HOS…** > **Logs**.

HOS Logs Report

The **HOS Logs** report allows you to view HOS logs for any driver in your fleet. Use the **Options** button to filter on specific drivers and time periods, or create a **Custom** time period using the date pickers provided. To view modifications and other logs, select **Additional logs**. To set a **Default view** for the report, toggle the **Graph** or **List** buttons.

Date Period	Display Options	
Today	Drivers	Search HOS drivers ▾
Yesterday	Selected: Test Driver	
This week	Additional logs	Select additional logs ▾
Last week	Selected: Show modifications	
This month	Default view	**Graph** List
Last month		
Custom		
05/02/21		
to		
05/08/21		
		Apply changes

✳ **NOTE:** The HOS report does not display archived drivers.

✳ **NOTE**: The date information on HOS logs is displayed in the driver's time zone, which may be different from the Administrator's time zone.

Hours of Service (HOS) Logs

By default, the driver's HOS logs are listed for each vehicle. You can switch views by clicking the buttons.

📊 View Logs   📊 View Graph

Exemptions used for a particular log are indicated with an abbreviation matching the exemption.
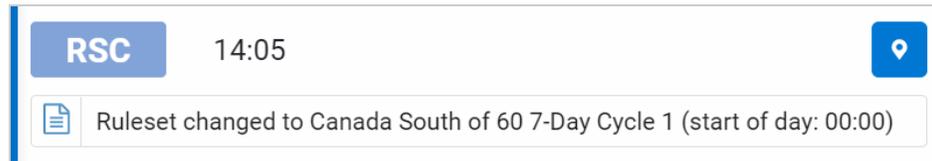
ADC   11:20

📄 Adverse driving conditions

Hours of Service violations are indicated with a red warning.

| D | 🖊 14:00 | 5km ▓▓▓▓▓ | 4.3 km | 10m 1s | Vehicle 1 📍 |

11/24/20 14:00:36: Maximum 14-hour workday limit violation

11/24/20 14:00:36: Maximum 60 hour(s) on duty in 7 days violation
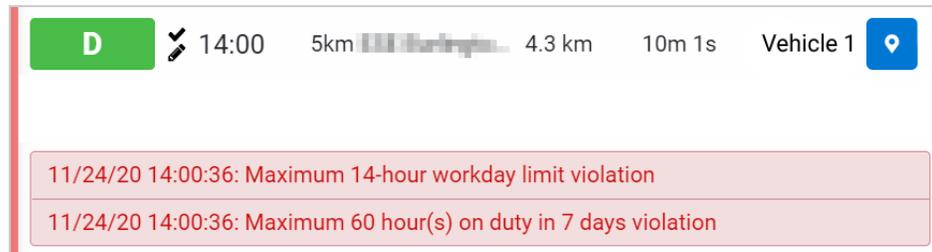
Ruleset changes are shown alongside other HOS logs.

RSC   14:05   📍

📄 Ruleset changed to Canada South of 60 7-Day Cycle 1 (start of day: 00:00)

> ✱ **NOTE**: HOS logs can only be moved between co-drivers. When Administrators reassign HOS logs, both users must accept the change to successfully reassign the log.

HOS Log Abbreviations

The following abbreviations indicate exemptions:

- Engine Power Up: EPU
- Engine Power Shutdown: ESD
- Ruleset Change: RSC
- Malfunction and Diagnostics: COMP
- Adverse Weather: AW
- Situational Driving Clear: SDC
- Exempt HOS: XEMPT

View Graph

For any vehicle, you can click the View Logs button to view 24-hour status graphs, with the following legend:

- **Gray**: Unverified logs
- **Green**: Verified logs
- **Yellow**: Edited logs
- **Red**: Driving in violation of HOS ruleset
- **Striped**: Personal Conveyance or Yard Move exemption
- **Blue**: Qualifying Break identifies logs that meet the break requirements for Canadian rulesets only.
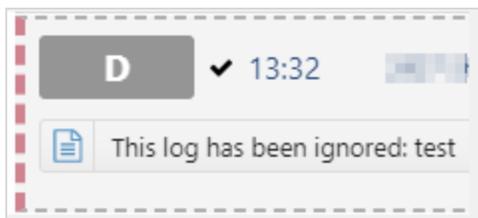
*Spanish Guide [here](). French Guide [here]().
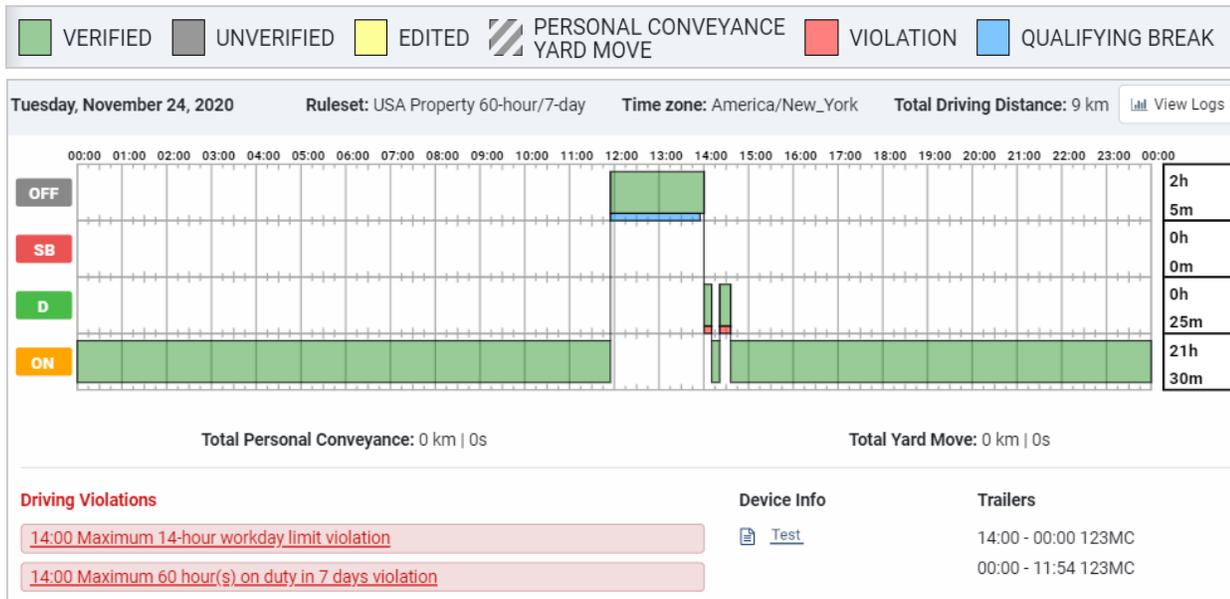
Each graph displays duration and distance information for Yard Moves and Personal Conveyance. As well, graphs will display summarized information about violations, ruleset changes, authority changes, attached and detached shipments, trailer information, and malfunctions. You can click any bar on the graph to view the relevant log on the logs list.

> ✳ **NOTE**: For drivers using Canadian rulesets, daily and driving violations are combined into a compact view, rather than being separated at the top and bottom of the screen.

> ✳ **NOTE**: For Canadian cross-border drivers that switch to a U.S. ruleset when driving across the border, daily off-duty violations will not be generated. A violation can still be generated if the time remaining in the day is insufficient to meet the daily off-duty requirement while operating under a Canadian ruleset.

When a log is [ignored](), the status color changes to gray, and is highlighted by a dashed border.

Unidentified Drivers

You can use the **Unidentified driver** filter from the **Options** menu to find HOS logs created by unidentified drivers.

*Spanish Guide [here](). French Guide [here]().

HOS logs for unidentified drivers provide some information about the trip, including the name of the vehicle and the area where it was driven. You can click a log to edit it. If you know the driver responsible for creating the log, you can assign it to them.

Editing Logs

If you are the Administrator or possess the required clearance, you can edit a driver's HOS logs. Generally, logs do not need to be edited if the Drive App is being used properly. However, there are two instances that can result in inaccurate logs for a driver — unassigned logs and incorrectly claimed logs.

> ✳ **NOTE**: Administrators cannot edit unverified logs in the Fleet Management Application.

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*Spanish Guide [here](). French Guide [here]().

Editing Multiple Logs

You can use the check mark to select multiple logs for editing at the same time. Drive logs are automatically paired with the proper ON logs in the Fleet Management Application. Drive logs can be moved individually; however, we recommend that you move ON logs with them.

Filtering Logs for Annotations

Select the **Filter** button to filter logs by those that already have annotations and those that need annotations.

> ✳ **NOTE**: Annotations can be added to logs without an assigned driver.

Unassigned Logs

Unassigned logs are created when a vehicle is driven without a driver logged in to the App. Trips made without a driver logged in are still recorded, and have a duty status set automatically. These logs will all be assigned to the built-in **Unidentified driver** user. Drivers who do not claim their trips will not have accurate Records of Duty Status.

You can assign an unassigned log to a driver as follows:

1. Navigate to the **Activity** > **HOS…** > **HOS Logs**.
2. In the **Options** menu, select the **Unidentified driver** and an appropriate date range.
3. Click **Apply changes** to run the report.
4. Locate the day that you want to edit on the graph, and click **View Graph**.
5. Examine the HOS logs on the page. The location, date, and vehicle name information provide insight into which driver was responsible for the trip.
6. To edit a single log, click the log. If editing an automatic **D** log, click the **Bulk edit** link to apply the changes to the paired **ON** log as well.
7. To edit multiple logs, click **Select individual** from the check mark button at the top-right, then click the **Edit selected HOS logs** button.
8. On the **HOS Log Edit** page, enter the name of the driver in the **Driver** field to edit a single log. For multiple logs, click the **Replace With** button beside **Driver:**, then start typing to select the driver name.
9. Follow the same steps to edit the **Co-driver**.
10. Click **Save** to finalize your changes.

Unassigned "D" Logs Must Be Assigned With Paired "ON" Logs

You cannot edit an automatic **D** log without editing its paired **ON** log. Doing so creates a duplicate **ON** log. To ensure edits are applied to both logs, this operation can only be completed using the **Bulk edit** feature.

Filter Unassigned Logs

When viewing the list of unassigned HOS Logs (assigned to Unidentified Driver), select the **Filter** dropdown at the top of the page, and choose **Without annotations** or **With annotations.**

> ✳ **NOTE**: Annotations can be added to logs without an assigned driver.

Unassigned Logs That Cannot Be Claimed

The carrier can choose to leave logs unassigned. However, per § 395.32 (c)(1)(i), the carrier must provide an

annotation for any log without an assigned driver. For example, a carrier uses a number of third-party mechanics for maintenance and repairs. The mechanics do not have credentials to log in to the Drive App. When moving a vehicle as part of their work, the mechanics will create unassigned logs for the vehicle. Because the mechanics are not part of the organization, they cannot claim the logs. The carrier must annotate these logs with an explanation about the mechanics' work.

Incorrectly Claimed Logs

The Drive App asks drivers to [claim unassigned logs]() every time they log in. Sometimes, drivers can make errors when claiming logs as their own. Incorrectly claimed logs affect the driver's Record of Duty Status, and it only takes a few errors to put a driver in violation of their Hours of Service. Administrators can reassign incorrectly claimed, and unidentified logs to the correct driver. Each unidentified driving event records all drivers that have unassigned a log. Upon the next login, the driver will be asked to claim them.

Ignoring Logs

To ignore incorrectly claimed logs, follow the steps below:

1. Navigate to the HOS Logs report (**Activity** > **HOS…** > **HOS Logs**).
2. In the **Options** menu, select the driver who has incorrectly claimed a log, and click **Apply changes**.
3. Locate the day that you want to edit on the graph, and click **View Logs**.
4. Find the log or logs that have been incorrectly claimed.
5. To edit a single log, click the log. To edit multiple logs, click **Select individual** from the check mark dropdown at the top-right, then click the **Edit selected HOS logs** button.
6. On the **HOS Log Edit** page, set **Ignored:** to **Yes**, or select the **Bulk Edit** link, to ignore multiple logs.
7. Click **Save** to finalize your changes.

The ignored log, including those that continue from the previous day, fade with a note that it has been ignored. To learn more about ignoring logs, click [here]().

Driver Edits

When a log is edited, it is marked with a pencil icon. If you edit a verified log, the log's verified status disappears, and the driver must verify the log again.
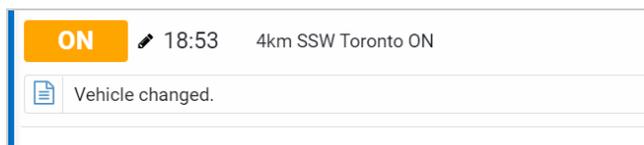
Carrier Edits

When a log is edited by a carrier, it displays as a carrier edit in the Drive App, and the Fleet Management Application. All modifications are displayed below the log.

Carrier edits do not affect the driver's availability until the driver accepts or rejects the edit. If you edit a verified log, the verified status disappears, and the driver will have to accept the edit and verify the log again. If the edit is rejected, the logs and the driver's availability do not change.

Carrier edits display in yellow on the graph.

Modification History

When a log is edited, modifications can be viewed by selecting the log and scrolling to the bottom of the page. The **Modifications** list displays any edits made to the log.

Modifications:	Status: ON → D
	Driver: Unidentified driver → John Smith

*Spanish Guide [here](). French Guide [here]().

> ✳ **NOTE**: Automatically generated logs cannot be edited. Only manually created logs can be edited in the application. Automatically created logs cannot be modified or changed to another status. If you attempt to change the status of an automatic log, you are prompted to create a new log with the desired duty status.

Trip History

When viewing a driver's HOS Logs, click the location pin to view the Trips History on the map.

Trip Categorization (Feature Preview)

Trip Categorization allows Drivers to classify their assigned driving trips as either business or personal. You can generate a Trip Categorization report from the **Reports** dropdown menu on the **Trips History** page. The Trip Categorization report shows distance and ratios driven under each category for each driver.

> ✳ **NOTE**:
> To use the trip categorization feature, you must have the following security clearances:
> - For trip categorization only: **Trips and activity report** and **Manage driver activity group**.
> - For annotations on the report: **View trip annotations** and **Administer trip annotations**.

To enable the feature for drivers, enable the security clearances listed above then, follow the steps below:

1. Navigate to **Administration** > **Users**.
2. Select a user from the list.
3. On the **User Edit** page, select the **Feature Preview** tab.
4. Toggle **Trip categorization** to On.
5. Click the **Save** button.

Status Print

Click the **Print** button to create a print-ready set of logs grouped by day for a driver.

| 🔍 Search... | Print | Options ▾ | ⫤ Sort by: Date | Filter ▾ | Add | Transfer | Report ▾ |
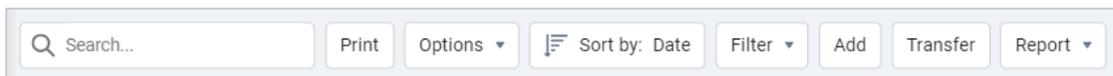
> **! IMPORTANT**: All logs must be verified before they are submitted to the enforcement officials.

To save the compliance print as a PDF, set your browser's printer destination to **Save as PDF**.

ELD Logs Transfer

ELD Settings Validator

We recommend that you validate the drivers' settings to ensure that drivers and their vehicles are set up correctly to transfer logs to the enforcement officials. Visit the Marketplace to enable the [ELD Settings Validator Add-In]() for your fleet.

In the event of an audit, you can electronically transfer logs from the application to the enforcement officials for any 30-day period within the last six months.

*Spanish Guide [here](). French Guide [here]().

For Canadian Drivers

When electronically transferring logs, Canadian drivers are notified when logs are missing the following information, and prompted to Cancel or Proceed:

- Vehicle distance
- Engine hours
- CMV VIN
- CMV power unit number

Date Period	Display Options	
Today	Transfer type	Drivers Vehicles
Yesterday	Drivers	Search for drivers ▾
This week		Reset selection
Last week	Selected: None	
This month	Transfer type	Email Web Services
Last month	Jurisdiction	Canada USA
Custom	Comment	Comments and/or Officer code:
		Send

On the **Logs** screen, select the **Transfer** button, and select whether the transfer is based on **Drivers** or **Vehicles** for the desired time period. Consult the Auditor or Roadside Inspector for the preferred Transfer type, i.e. **Email** or **Web Services**.

To enable the **Jurisdiction** feature, toggle **Transfer type** to **Email**. Press **Canada** or **USA** as needed.

Enter the code provided by the Inspector in the **Comment** field, and click **Send**. If the transfer is successful, a broadcast will return indicating a successful transfer.

✴ **NOTE**: For Canadian drivers, logs can only be transferred using email. Web service transfers are only available to USA drivers at this time.

Additionally, an audit log is created when ELD logs are transferred. The audit log includes the transfer type, the date and time of the transfer, and the date range included in the transfer. The Audit Log confirms that the App does a local validation when an ELD file is transferred.

! **IMPORTANT**: If the transfer fails, review the broadcast carefully to determine the cause of the failed transfer. See [ELD Settings Validator]() above to learn how to validate the driver and vehicle settings.

ELD-Exempt Devices

In the Fleet Management Application, Administrators can set a vehicle's status to **HOS enabled** or **HOS disabled** to control when HOS logs are created. The HOS enabled option generates automatic logs within the specified date and time — independent of the AutoHOS flag. The HOS disabled option will not generate logs within the specified date and time, even when a reprocess is triggered. Drivers can use this feature to compare the amount of time a vehicle is in use before an automatic HOS log is created; as well as the amount of time a vehicle is in use before an automatic log is created.

To add HOS enabled or HOS disabled logs, ensure that you have the **Administer the device's advanced settings** clearance and follow the steps below:

1. Navigate to **Activity** > **HOS…** > **Logs**.

2. On the **HOS Logs** page, click the **Add** button.
3. On the **Add HOS Log** page, enter the required information.
4. For **Status**, select **HOS enabled** or **HOS disabled** from the dropdown menu.
5. Click the **Save** button to save your changes.

> **! IMPORTANT**: When adding **HOS enabled** or **HOS disabled** logs, the system displays the following message: "This log type is intended for ELD-exempt devices in which HOS can be disabled. Use at your own risk."

Unidentified Driving (Feature Preview)

The Unidentified Driving page provides information about unassigned trips and allows Administrators to identify the correct driver, as well as assign or annotate single or multiple trips. To access the Unidentified Driving page, navigate to **Activity > HOS > Unidentified Driving.**

To enable the feature, follow the steps below:

1. Select the user profile — located in the top-right corner.
2. From the dropdown menu, select **Options**.
3. On the **Options** page, select the **Feature Preview** tab.
4. Toggle **Unidentified driving page** to On.
5. Click the **Save** button.

The Unidentified Driving page includes the following information:

- Vehicle groups and comments to provide context about the vehicle.
- Trip distance, duration, and a link to a map with the highlighted route.
- If available, the driver of the previous and the next trip made by the vehicle.
- The ability to filter trips by annotations, minimum distance and minimum duration.
- The option to identify probable Yard Moves with the "Vehicle Movement Within Zones" rule.

Hours of Service — Violations Report

The Violations Report provides a list of all HOS violations that have occurred in your fleet within a selected time period. The report includes the type of violation, when it began, when it ended (if available), and the total time spent driving in violation. You can also select **Yes** for the **Show only drivers in violation** display option from the **Availability** screen to view HOS violations.

*Spanish Guide here. French Guide here.

Hours of Service — Availability Report

The Availability Report displays a list of all drivers in your fleet with HOS logs. Non-drivers do not display in the Availability report. The Availability Report page updates every minute and includes:

- A recap of driver hours;
- Future availability with hours gained at midnight;
- Shipments;
- Trailer attachment;
- Ruleset;
- Location; and
- Attached vehicle.

Asset Inspection

A vehicle inspection must be performed at the end of a driver's shift. If the driver operates more than one vehicle during the day, a report must be prepared for each vehicle.

Maintenance staff must review the Asset Inspection, take corrective action on identified issues, and update the inspection report in the Fleet Management Application, noting that repairs were made, or repairs were not necessary.

At the beginning of a driver's shift, the driver must review any open reports and confirm whether the vehicle is safe to operate or not.

Driver's also have the option to perform an in-trip inspection to check for any defects incurred on the road, or to ensure the vehicle is in good operating condition.

> **! IMPORTANT**: The Drive App helps drivers meet the ELD enforcement requirements in North America.

> **✱ NOTE**: For Canadian Asset Inspections, the **Inspector only** option allows users to complete the Asset Inspection as an Inspector. A compliance message prompts the Driver to accept or reject the inspection before the Inspector proceeds. If the Driver rejects the inspection, the Inspector cannot proceed and the system returns to the **New Inspection** screen.

The Asset Inspection lists all vehicle inspection reports that have been performed. To access the Asset Inspection in the Fleet Management Application, navigate to **Engine & Maintenance** > **Asset Inspection**.

You can search for reports by vehicle, trailer, and date. You can also filter reports based on the defect, repair, and certification status of each report.

*Spanish Guide [here](). French Guide [here]().

Date Period	Display Options		
Today	Run report by		All ▼
Yesterday	Include archived (historical) data		Yes **No**
This week	Vehicles		Search vehicles ▼
Last week			**Reset selection**
This month	Selected: None		
Last month	Trailers		Search trailers... ▼
Custom			**Reset selection**
	Selected: None		
			Apply changes

Each report displays an icon associated with the vehicle certification status.

✓ Vehicle is safe to operate   ✗ Vehicle is unsafe to operate

🔧 Vehicle has been repaired   🔧 Vehicle needs repairs

🔧 Vehicle needs repairs (unregulated defect)   🖼️ Vehicle includes a photograph of defect or repair

Asset Inspection

Date & Time	Status	Defects	Driver	Certific...
Test Vehicle				
11/24/20 15:13:48	✓ 🔧 Safe & Needs Repair	Slow to release		Safe
11/17/20 12:12:30	✓ 🔧 Safe & Repaired	Other, Slow to release		Safe
11/17/20 12:11:43	✓ 🔧 Safe & Repaired	Other, Slow to release		Safe
11/16/20 09:35:20	✓ 🔧 Safe & Repaired	Other, Slow to release		Safe

You can create, review, and certify Asset Inspections from within the Fleet Management Application.

Select any Asset Inspection log from the list to display the **Edit Inspection** page, where you can view additional information about the inspection, including vehicle information, repair information, and certification.

Asset Inspection **Type** displays as **Pre-trip**, **In-trip**, or **Post-trip** based on the driver's selection.

The Asset Inspection is categorized as pre-trip if the vehicle is driven after the Asset Inspection is completed, or post-trip if the vehicle is driven before the Asset Inspection is completed.

Drivers have the option of attaching an image for visual representation of a defect or related repair.

Depending on the status of the Asset Inspection, the **Asset Inspection Edit** page displays the options necessary for certifying the inspection. If the vehicle has reported defects, it must be inspected or repaired, then certified. After repairing the defects, select **Repaired or not a defect** under the **Repairs** section.

Or, select **Repair not necessary for the safe operation of the vehicle** if no repair is needed. You can also add a remark to provide more details about each defect. Remarks made during previous inspections are displayed at the top of the page, next to **Legacy Repair Remark**.

> ✱ **NOTE**: In Canada, if a minor defect is not marked as repaired, it is reported on the next Asset Inspection. Once the defect is marked as **Repaired or not a defect**, all Asset Inspections reporting the defect are marked as **Repaired or not a defect**.

*Spanish Guide here. French Guide here.

✱ **NOTE**: Users without the clearance to repair defects can only mark defects as **Repair not necessary for the safe operation of the vehicle**. The **Repaired or not a defect** option is not displayed.

Click **Save** to save your changes. If desired, you can also **Print** the Asset Inspection on the top menu.

If the vehicle has been repaired, certify that it is safe to operate under the **Certification** section.

✱ **NOTE**: Certifications only apply to U.S. inspections where a defect has been reported, and is not required for Canadian or Australian rulesets. If the asset is certified as unsafe, you are required to select a new asset.

Then click **Save and certify** on the top menu.

As a dispatcher or manager reviewing an inspection report, you can associate a certification or a repair with a particular user.

After a repair has been made or deemed unnecessary within the Fleet Management Application, the driver sees the updated information on the Drive App.

Using Defect Lists

The defects list is the set of items that a driver can look over when performing an Asset Inspection. The Fleet Management Application pre-configures all assets in your fleet to use a default defects list. This list contains most of the common defects that a vehicle might experience on the road.

*Spanish Guide [here](#). French Guide [here](#).

Creating Custom Defect Lists

If your assets require specialized defects that are not covered by the default defect list, you can create a custom defect list(s) to meet the needs of your fleet, and apply those defect lists to specific groups. You can create as many defect lists as your fleet requires, which your drivers can select by name when performing an Asset Inspection.

> ✱ **NOTE**: If you are applying custom defect lists to groups, be sure that the groups include vehicles.

1. In the **Fleet Management Application**, navigate to **Engine & Maintenance** > **Asset Inspection**.
2. Click the **Defect Lists** button.
3. On the **Defect Lists** page, click the **Add** button.
4. Fill in the **Name** field, and select the applicable groups to display the defect list for those vehicles.
5. Select whether the list applies to **Devices**, **Trailers**, or **All**.
6. In the **Parts and defects** field, enter the name of a part and click **Add part**.
7. Click the **+** button to add specific defects to each part.
8. Continue adding parts and defects until you have completed your list, then click **Save**.
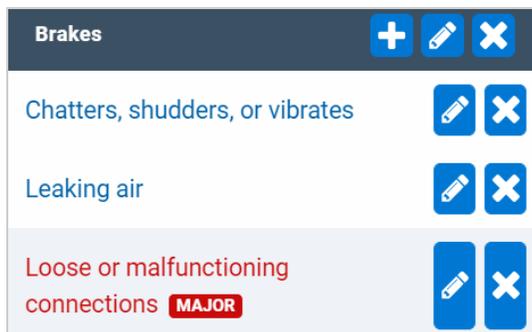
Defect List Edit ?

Name:	Default Trailer Defects List
Groups:	Select groups... ▾
	Company group
Asset type:	All Device **Trailer**
Parts and defects:	**Add part**

You can categorize defects as **Major**, **Minor**, or **Unregulated.** Categorize most defects as **Minor** and reserve the **Major** defect status for defects that can endanger the safety of your drivers. Use the **Unregulated** defect status for defects that are not associated with federal compliance requirements, and do not pose a safety risk to the driver.

During asset inspection in the Drive App and Fleet Management Application, you can also mark parts as **Required**. Required parts must be marked as either safe or faulty by the user, and cannot be ignored. During the asset inspection workflow, the **Required** parts are displayed together, above the optional parts.

Major defects are shown with visual emphasis in both the Fleet Management Application and the Drive App.

*Spanish Guide here. French Guide here.

Administrators also have the option to toggle the view of the **Other** defect option — does not require the NODVIROTHER custom code. The "Other" label includes any miscellaneous issues that may not be listed in the Defect List.

Asset Inspection Exception Rule

The Asset Inspection Exception Rule is a custom rule to alert drivers when an Asset Inspection defect has been reported. The rule is only available for vehicles at this time; trailers are not included in the rule. To learn more about setting up exception rules, please refer to the Fleet Management Application Product Guide.

Messaging

The Messaging feature allows you to communicate with your drivers through text messages sent between the Fleet Management Application and the Drive App. You can access the Messaging page in the Fleet Management Application by navigating to **Zones & Messages** > **Messages**. In the Drive App, the driver can click the **Messages** button to use the messaging feature.

> ✔ **AUDIBLE MESSAGES**: The driving lock screen prevents drivers from reading and writing messages if the vehicle is in motion. The Drive App vocalizes the text message using its built-in text-to-speech capability.

> ✔ **TEXT MESSAGES**: The driving lock screen prevents drivers from reading and writing messages while operating the vehicle, but the messages are still audible to the driver.

The conversation-style message layout provides simple-to-use input controls, such as adding links and canned replies. A message can be sent to a single device or user, or to multiple devices or users.

> ✳ **NOTE**: If you choose to send a message to more than one recipient, their replies will be visible to you only.

Unread messages are displayed in tab titles for easy detection or as shortcuts under Notifications on the main title bar. Search for messages using date and display filters for accurate results.

Sending Text Messages

Messages sent to drivers display as alerts and can be answered using easy, single tap responses.
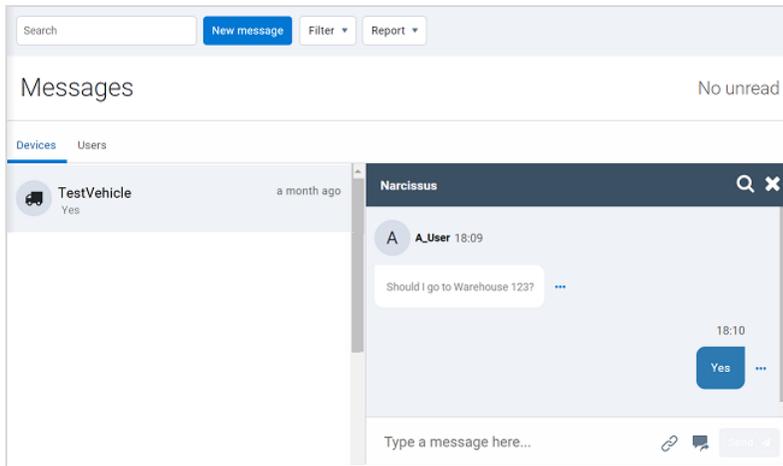
Messages can be sent to devices for anyone driving the vehicle to see, or directly to users for private two-way communication. The maximum text message length is 5000 characters.

You can also bind canned responses to a message, which provides reply options to the recipient.

For messages sent in offline mode, a clock icon is displayed to indicate the message is pending.

Dispatching to Zones

Vehicles and drivers can be dispatched to specific zones from the Fleet Management Application. You can dispatch zones to vehicles from the Map by clicking a zone and selecting **Dispatch vehicle** here.
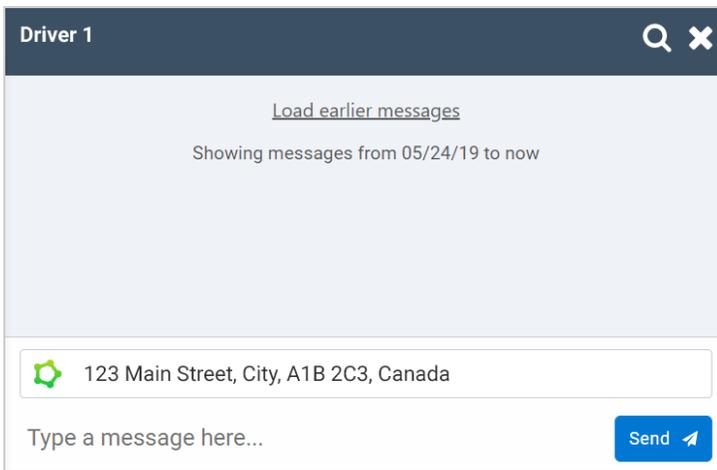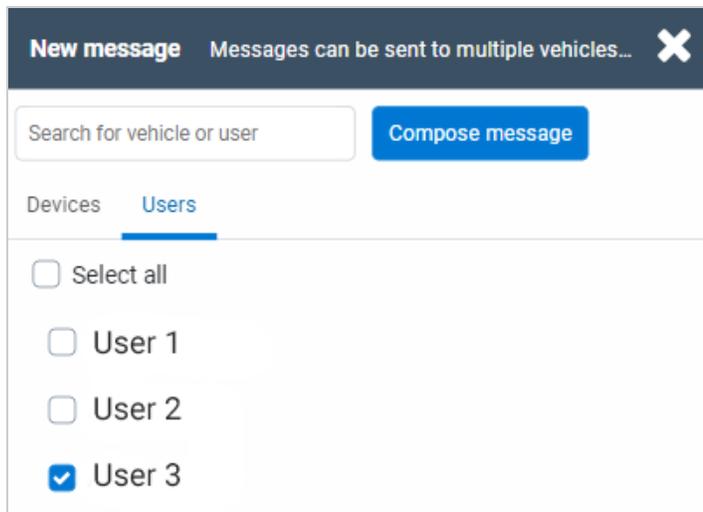

On the screen that follows, the message field is pre-filled with the address or zone name of the selected location. Select a recipient, and click **Send** to complete the dispatch.
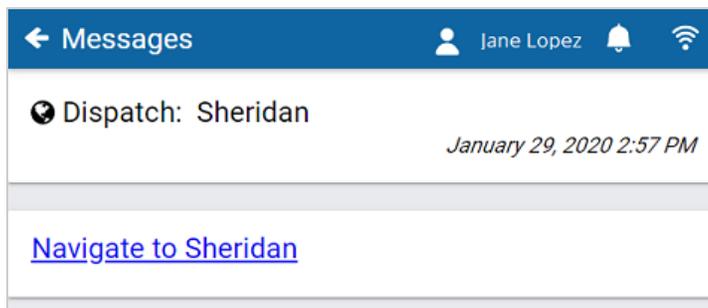
After you send the dispatch, the message displays in the driver's inbox in the Drive App. When the driver presses a message, a link displays to open the zone in a navigation app.

Dispatching to Routes

Routes are a set of destinations meant to be visited in a defined order. You can dispatch vehicles and drivers to specific routes from the Fleet Management Application.

To send a route, navigate to **Zones & Messages** > **Routes...** > **Routes**, select a route from the list, and click the **Send to vehicle** button.

On the screen that follows, select the recipients of the route and click **Compose message**.
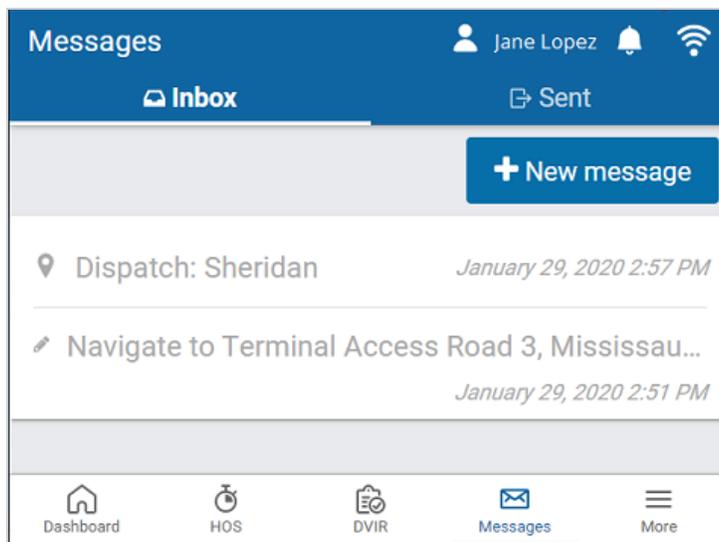
After you send the route, the driver receives a single message with the routes grouped together.

The message expands when the driver presses it and displays a list of routes. When the driver selects a message from the list, a link displays to open the location in a navigation map.

Sending Alerts

Alerts notify drivers about the infractions they make on the road. You can customize alerts to notify drivers in response to many on-road behaviors, including speeding, harsh braking, and working after hours.
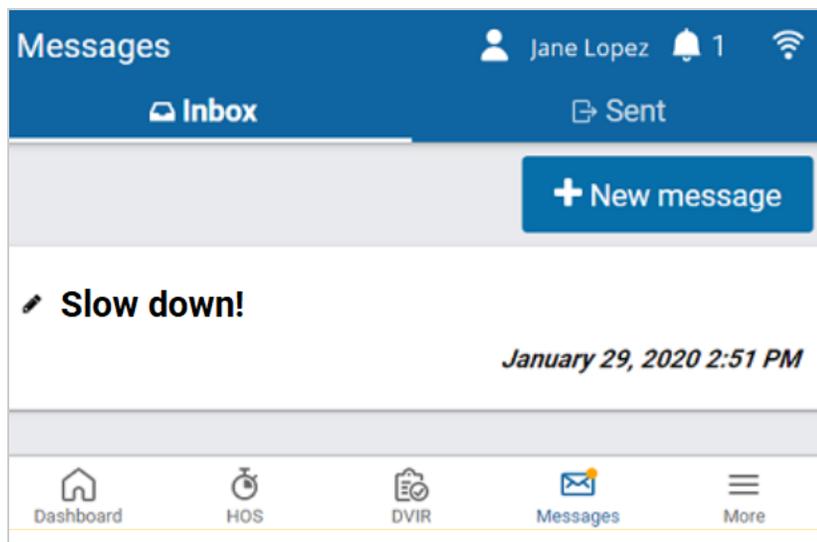
> ✷ **NOTE**: See the [Fleet Management Application Product Guide]() for more information on rules and alerts.

*Spanish Guide here. French Guide here.

You can create alerts for the driver by navigating to **Rules & Groups** > **Rules** and clicking the **Add** button.

On the screen that follows, enter the text the driver will receive as an alert.

To learn more about rules and alerts, refer to the Fleet Management Application Product Guide.

Once a driver triggers a rule, the Fleet Management Application will automatically send a message to the driver's message box in the Drive App.

✔ AUDIBLE MESSAGES

If the vehicle is in motion when the driver receives a message, the Drive App will vocalize the text message using its built-in text-to-speech capability.

✔ WIRELESS CONNECTIVITY ALERTS

If the vehicle is in an area with no wireless connectivity, the Drive App will display an alert.

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*Spanish Guide [here](). French Guide [here]().

Revision History

Version	Date	Editor	Changes	Approved by
1.1	January 22, 2019	Product Editing Team	1804 updates, ongoing document scrubs	Product Editor
1.2	March 7, 2019	Product Editing Team	1901 updates	Product Editor
1.3	June 4, 2019	Product Editing Team	New template and typography standards, 1902 updates	Product Editor
1.4	July 22, 2019	Product Editing Team	Separated Administrator and Driver sections into separate guides, 1903 updates	Product Editor
1.5	December 20, 2019	Product Editing Team	1904 updates	Product Editor
1.6	March 9, 2020	Product Editing Team	2001 updates	Product Editor
1.7	June 14, 2020	Product Editing Team	2002 updates	Product Editor
1.8	September 18, 2020	Product Editing Team	2003 updates	Product Editor
1.9	December 11, 2020	Product Editing Team	2004 updates	Product Editor
2.0	March 5, 2021	Product Editing Team	2101 updates	Product Editor
2.1	June 2021	Product Editing Team	2102 and, CA ELD updates	Product Editor
2.2	August 2021	Product Editing Team	2103 updates	Product Editor
3.0	October 2021	Product Editing Team	New template and typography standards, 2104 updates	Product Editor
3.1	January 2022	Product Editing Team	6.0 updates	Product Editor
4.0	March 2022	Product Editing Team	7.0 updates	Product Editor
4.1	June 2022	Product Editing Team	8.0 updates	Product Editor
4.2	September 2022	Product Editing Team	Updated in-document Drive App Guide links to point to Google Docs instead of PDFs	Product Editor
4.3	January 2023	Product Editing Team	9.0 updates	Product Editor
4.4	March 2023	Product Editing Team	10.0 updates	Product Editor
4.5	April 2023	Product Editing Team	11.0 updates	Product Editor

*Spanish Guide [here](). French Guide [here]().