EFLEETSUITE GUIDE

For Drivers

synovia™
solutions

> **Legal Notice:** THE ISE EFLEETSUITE SYSTEM COMPLIES WITH AND TESTED AGAINST THE UNITED STATES DEPARTMENT OF TRANSPORTATION (USDOT) FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION (FMCSA) SPECIFICATIONS, AS FOUND IN 49 CFR PART 395 FOR ELECTRONIC LOGGING DEVICES, SUBPART B.

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INTRODUCTION

This manual is intended to guide drivers using Synovia's MDTs (mobile data terminals) with the ISE eFleetSuite software to track their hours of service (HOS), as required by USDOT FMCSA.

LOGGING IN

You begin using the ISE eFleetSuite software by logging in. Figure 1 shows the login screen, which appears when the vehicle is stopped and no driver is signed in to the logging device.

Figure 1: The sign-in screen.

To log in to the eFleetSuite software, follow these steps:

1. Tap **Enter Driver ID.**

   The onscreen keyboard will appear (see Figure 2).

   Figure 2: You can pull up the onscreen keyboard by tapping an underlined text field.

2. Enter your driver ID and tap the Enter button.

3. Tap **Enter Password.**

4. Enter your password and tap the Enter button.

   NOTE: If you don't have a password and have never signed in to the Driver Portal (https://go.efleetsuite.com/eFleetSuite/Login.aspx), leave the password field blank. You can set a password when you do sign in to the portal.

5. Tap **Sign In.**

   After you sign in, the logging device will request your electronic records of duty status (daily logs) from the web server.

NOTE: If the web server cannot be reached in 60 seconds, you will receive an error message and need to reestablish communications before trying to sign in again. If you have recently signed in on the MDT, a Stop button will appear after 60 seconds, enabling you to sign in without reaching the server.

When the MDT receives the logs, a message dialog box will appear (see Figure 3).
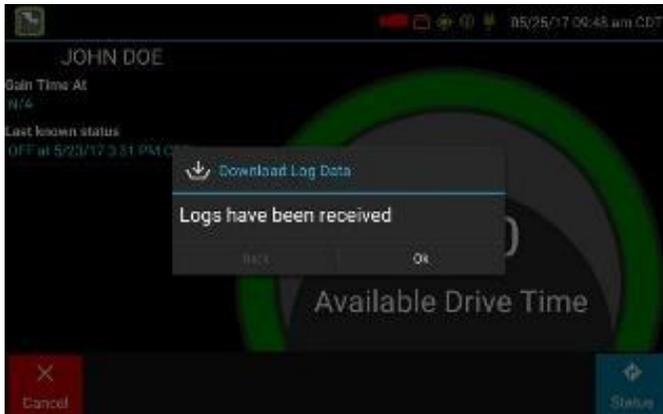

Figure 3: The dialog box will report that the logs have been received or are up to date.

6. Tap **OK.**

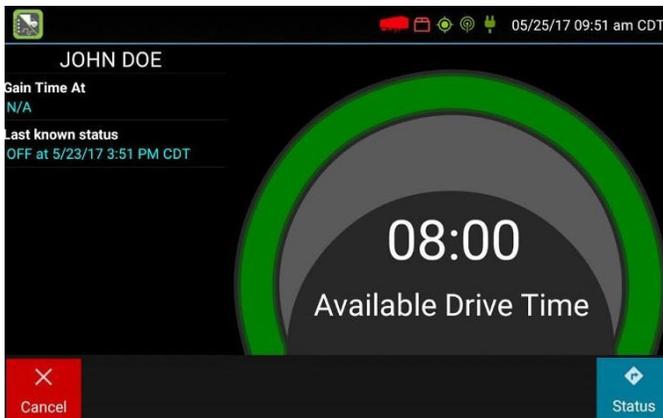Your last recorded duty status and current driving time left will appear (see Figure 4).

Figure 4: Your available drive time.

If the software reports "No Drive Time," you don't have time available yet (see Figure 5).

Figure 5: You have no available drive time.

7.   If you have no hours available, tap **Cancel** and wait until you do.

You'll be returned to the Sign In screen.

NOTE: If you think that you should have time left, you may have entered the wrong sign-in information. You can reenter your driver ID and password to try again.

WHAT IS *AVAILABLE DRIVE TIME?*

Available drive time *is the maximum time in hours and minutes (hh:mm) that a driver is legally allowed to continue to operate a commercial vehicle without rest. The MDT calculates the time remaining until each applicable hours of service limit will be reached, and the lowest of these is displayed as* Available Drive Time. *(See the section "The Driver Overview Screen" for a description of the different HOS limits.)*

WHAT DOES *GAIN TIME AT* MEAN?

Gain time at *is the date (month/day/year) and time at which your available drive time will increase, if you don't change duty statuses before then.*

WHAT DO I DO IF I RECEIVE A MESSAGE THAT THERE ARE EDITS OR UNCERTIFIED LOGS?

If you receive a message saying that there are proposed edits or uncertified logs you need to review, you'll need to log in to the Driver Portal (https://go.efleetsuite.com/eFleetSuite/Login.aspx) and approve the changes.

HOW DO I HANDLE HOURS FOR BOTH THE UNITED STATES AND CANADA?

If you operate commercial vehicles in both the United States and Canada, you may check your driving time left for either country before completing the sign-in process by tapping the flag icon and selecting the country you need. All screens, including Driver Overview, View Logs, and Vehicle Motion, will be updated to show your HOS information for that country.

SETTING YOUR INITIAL STATUS

After logging in and previewing your available time, you'll need to set your initial duty status. To do so, follow these steps:

1. Tap **Status** at the bottom right of the screen.

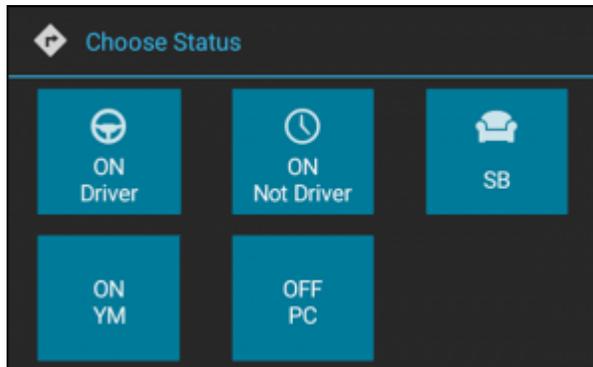   The Status options will appear (see Figure 6).

Figure 6: You must set your initial duty status.

2. Tap the appropriate initial duty status, as follows:

   - **ON Driver:** Choose this when you are on duty and taking control of the vehicle. The logging device will detect when the vehicle is moving and automatically record your activity as D (Line 3) when the vehicle is moving and ON (Line 4) when the vehicle is stopped. No other driver can take control of the vehicle until you choose a different status, start a rest break, or sign out.

   - **ON Not Driver:** Choose this if you are on duty but not in control of the vehicle. This will record your activity as ON (Line 4). If no one has taken control of the vehicle, the automatic motion-detection system will continue to track vehicle movements and report them as Unidentified Driver events.

   - **SB:** Choose this when you are beginning a period of rest in the vehicle's sleeper berth. This will record your activity as SB (Line 2).

   - **OFF Sign Out:** Choose this when you are relieved of duty and are signing out of the logging device. This will record your activity as OFF (Line 1). To record your status as off duty without signing out of the logging device, see the section "Beginning and Ending a Rest Break."

   - **ON YM:** Choose this if you are moving your vehicle inside your carrier's yard. This will record your activity as "Yard Moves (YM)" (ON, Line 4).

   - **OFF PC:** Choose this if you are relieved from all responsibility for performing work and taking control of the vehicle for your own personal conveyance. This will record your activity as "Authorized Personal Use of CMV (PC)" (OFF, Line 1).

If you are the first driver to sign in during your work shift, the device will prompt you to confirm the vehicle ID, as shown in Figure 7.
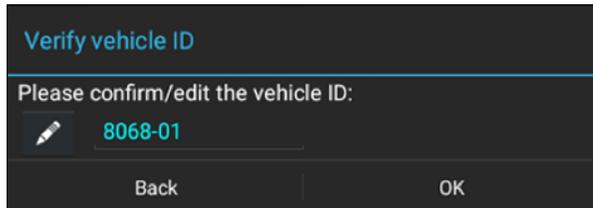
Figure 7: Verifying the vehicle ID.

3. If the vehicle ID displayed is correct, tap **OK.**

   OR

3. If the vehicle ID has changed or isn't correct, tap the pencil icon, enter the current vehicle ID, and tap **OK.**

CAUTION: Be careful when updating your vehicle ID to make certain that you are inputting the vehicle ID used by your carrier.

NOTE: If you are prompted to enter your location because GPS data is not available, choose the location type, enter the information in the fields, and tap OK. See the section "Entering Location Data Manually" for more information.

I DON'T SEE A DRIVING BUTTON. HOW DO I RECORD WHEN I AM DRIVING THE VEHICLE??

When you tap ON Driver, *you are indicating that you are on duty and preparing to operate the vehicle. The logging device will detect when the vehicle is moving and record the correct duty status for you based on the movement of the vehicle:*

ON Driver	->	**Vehicle reaches 5 mph**	->	**Driver's duty status is recorded as Driving (Line 3)**	->	**D**	
D	->	**Vehicle stops for 5 minutes**	->	**Driver is prompted whether to remain Driving or change to On Duty**	->	**ON Driver**	

I DON'T HAVE A CO-DRIVER. DO I STILL NEED TO TAP THE ON DUTY (DRIVER) BUTTON BEFORE I OPERATE THE VEHICLE?

Yes. The logging device uses this information not only to maintain accurate driver logs but also for other record-keeping, such as determining when driver vehicle inspection reports need to be created or reviewed. See "Performing a Driver Vehicle Inspection."

ADDING OR REMOVING RESOURCES

If you are the first driver to sign in during your work shift, you may be asked to review the trailers and shipments added by a previous driver and remove or add new resources.

Removing a Resource

The screen in Figure 8 will appear if there is a resource to be removed.
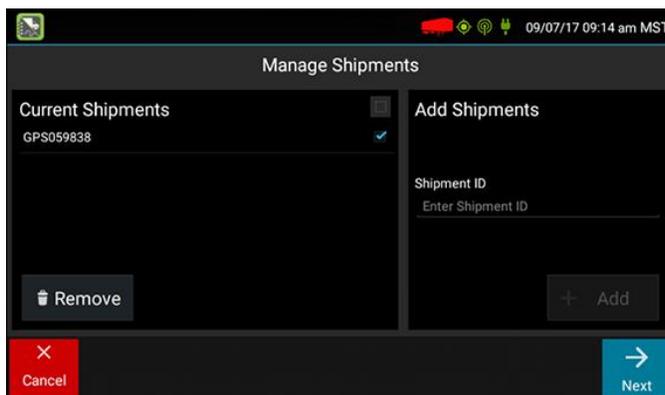
Figure 8: The Manage Shipments screen.

To remove the resource shown on the left without recording it in your log, follow these steps:

1. Tap the item in the Current Shipments list.

2. Tap **Remove.**

   The item will be removed from the Current Shipments area.

3. Tap **Next.**

   If a trailer was entered by a previous driver, the trailer ID will appear, and you'll be asked if you want to keep it (see Figure 9).
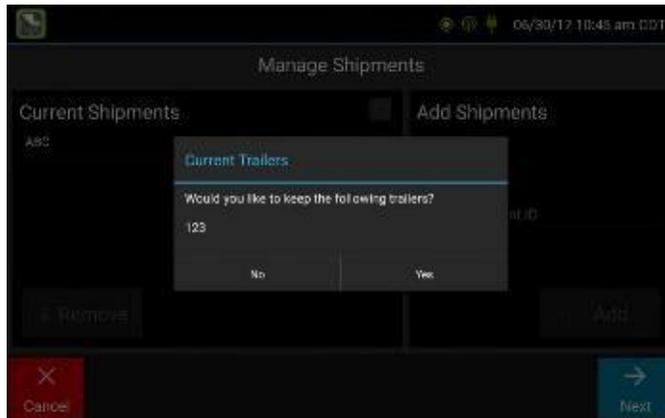
Figure 9: Do you want to keep the previous trailer?

4.   Tap **Yes** or **No.**

You will be prompted to review the previous driver vehicle inspection report (DVIR) submitted for the trailer, or you may be prompted to create a new DVIR. See the section "Performing a Driver Vehicle Inspection," later in this document.

If you selected **No,** the trailer will be removed from the resource list after you finish the DVIR.

Adding a Resource

To add a shipment, follow these steps:

1.   On the Manage Shipments screen, enter the shipment ID in the Shipment ID field on the right, as shown in Figure 10.
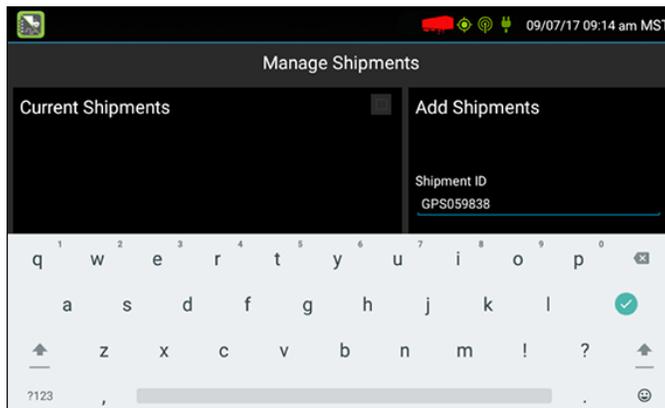
Figure 10: You add a resource on the right side of the Manage Shipments screen.

2.   Tap **Add.**

The shipment ID will appear in the Current Shipments section.

3.   Tap **Next.**

See steps **3** to **4** in "Removing a Resource" if there is a previous trailer.

All resources will be recored in your current driver log.

If the DVIR feature is enabled and you are the driver of the vehicle, you will be prompted to review the most recent driver vehicle inspection report for each resource in the current vehicle combination. See the section "Performing a Driver Vehicle Inspection," later in this document.

FINISHING THE SIGN-IN PROCESS

After you finish the steps in all the preceding sections, the Driver Overview screen will appear. **Always review your logs before operating the vehicle to ensure that all the information is true and correct.** You are responsible for ensuring that all records required to be in your possession (see US 49 CFR §395.15(b)(4) and CA SOR-2005-313 §84) are available in electronic and/or paper format.

TIP: You can tap Back to go back and change a response without starting over. You can tap Cancel to discard all previous responses and start the sign-in process from the beginning.

I PERFORMED SOME WORK AFTER SIGNING OUT OF THE LOGGING DEVICE BUT BEFORE SIGNING IN AGAIN. CAN I RECORD THAT ACTIVITY NOW?

Yes, but only if the activity you want to add was On Duty, not Driving. After completing the sign-in process, go to Options to add Pre Shift time (time worked just before signing in to the logging device) and/or Post Shift time (time worked just after signing out of the logging device). Your driving time left will be recalculated accordingly. Optionally, you can use the Driver Portal (https://go.efleetsuite.com/eFleetSuite/Login.aspx) to make edits to your log.

THE DRIVER OVERVIEW SCREEN

The Driver Overview screen, shown in Figure 11, is the main screen of the application, showing the driver's name, current duty status, and hours and minutes of driving time left.
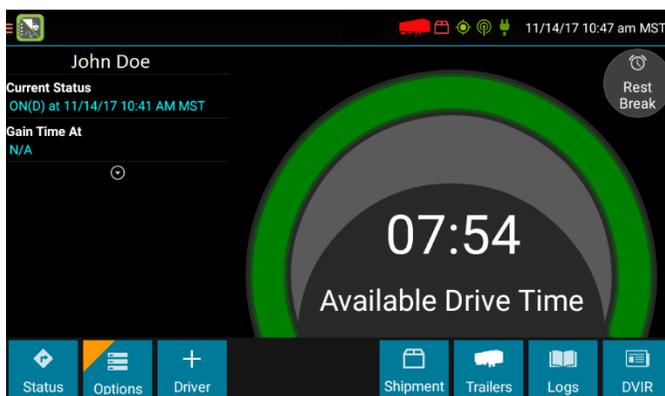

Figure 11: The Driver Overview screen.

Tap **+ Driver** to allow a co-driver to sign in. Tap any driver's card on the left to see the Driver Overview screen for a co-driver who has already signed in.

Available Drive Time is shown in the large colored gauge. The color reflects the approximate driving time left, as follows:

- **Green:** More than 3 hours left
- **Yellow:** Between 1 and 3 hours left
- **Red:** Less than 1 hour left

Tap the down arrow below **Gain Time At** to display driving time details (the time remaining under each applicable hours of service rule), which are shown in Figure 12. You may need to swipe up and down to view more details if everything doesn't fit on the screen.

Figure 12: Driving time details.

If you have uncertified logs or proposed edits that require review, you will notice an orange flag over the Options button and three orange lines in the upper-left corner of the screen (shown earlier in Figure 11). See "Viewing Driver Options"and "Viewing Logs" for more information. A red flag indicates missing data. See "Viewing Driver Options."

The following table delineates the HOS limits that determine your available drive time.

Available Drive Time: HOS Limits

		U.S. Property-Carrying Limits[1]	U.S. Passenger-Carrying Limits[2]	Canada South of 60°N Limits[3]
Work Shift	Driving	11 hours	10 hours	13 hours
	Rest Break	8 hours	N/A	N/A
	Duty	14 hours	15 hours	14 hours
Daily	Driving	N/A	N/A	13 hours
	Duty	N/A	N/A	14 hours
	Off Duty	N/A	N/A	14 hours
Cycle	Duty	60 hours in 7 days **OR** 70 hours in 8 days	60 hours in 7 days **OR** 70 hours in 8 days	70 hours in 7 days (Cycle 1) **OR** 120 hours in 14 days (Cycle 2)

[1]See US 49 CFR §395.3; [2]See US 49 CFR §395.5; [3]See CA SOR-2005-313 §12-29

WHAT IS THE DIFFERENCE BETWEEN WORK SHIFT RULES AND DAILY RULES?

Work Shift rules restrict the on-duty time a driver may accumulate from the moment they report to duty to the moment they are released from duty. Work Shift calculations do not reset until the driver has accumulated the minimum consecutive off-duty time required by the applicable U.S. or Canadian hours of service regulations.

Canada has additional rules, called Daily rules, which restrict the on-duty time a driver may accumulate from the start of one 24-hour log period to the start of the next; there are mandatory minimums for the total off-duty time a driver must accumulate within a log period. Daily calculations automatically reset at the beginning of each log day.

WHAT DOES IT MEAN IF THE DRIVING TIME LEFT IS N/A?

N/A means that the logging device cannot calculate available drive time due to insufficient data. Review all records of duty status, including paper logs, to determine your actual driving time left.

WHY DO MY DRIVING TIME DETAILS SOMETIMES SHOW "SALESPERSON" INSTEAD OF "CYCLE DUTY"?

If you are operating in the United States as a driver salesperson[1], the typical cycle duty limit does not apply toward your driving time left, as long as you don't exceed 40 hours of driving in any period of 7 consecutive days[2]. The Salesperson value shows how long you may continue to drive under this driver salesperson exception.

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[1]See US 49 CFR §395.2; [2]See US 49 CFR §395.1(c)

CHANGING STATUS

To change your duty status, follow these steps:

1. On the Driver Overview screen, tap **Status.**

    The Status options will appear (shown earlier in Figure 6).

2. Choose the option that best describes your current activity: **ON Driver, ON Not Driver, SB, OFF Sign Out, ON YM,** or **OFF PC.**

    These options are described in the earlier section "Setting Your Initial Status."

BEGINNING AND ENDING A REST BREAK

The Rest Break feature is used for recording off-duty activity during the work shift. Drivers who use this feature remain signed in to the application, thereby avoiding the screen prompts associated with signing out of the logging device and signing back in again.

Drivers should use this feature only if they will return to duty in the same vehicle before the end of the work shift.

To begin a rest break, follow these steps:

1. On the Driver Overview screen, tap **Rest Break** at the top right.

   The Confirm Rest Break dialog box will appear (see Figure 13).

Figure 13: Beginning a rest break.

2. Tap **OK.**

   Your activity will be recorded as Off Duty (Line 1), but you will still be signed in to the application.

   The application will determine the minimum rest necessary to improve driving time and show this value as **Gain Time At**. When the required rest break time is fulfilled, Gain Time At and Available Drive Time will be recalculated.

To end a rest break, follow these steps:

1. On the Driver Overview screen, tap **Stop Break** at the top right.
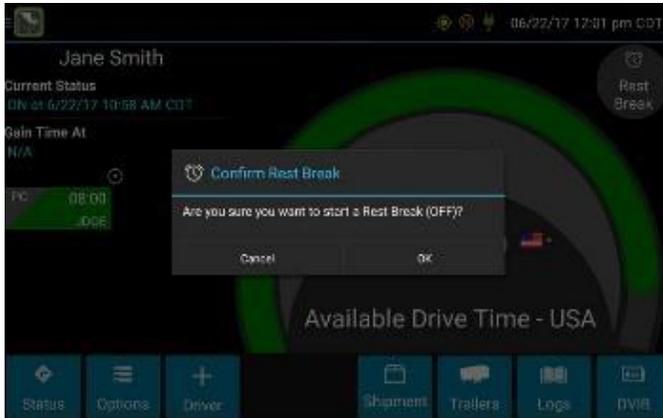
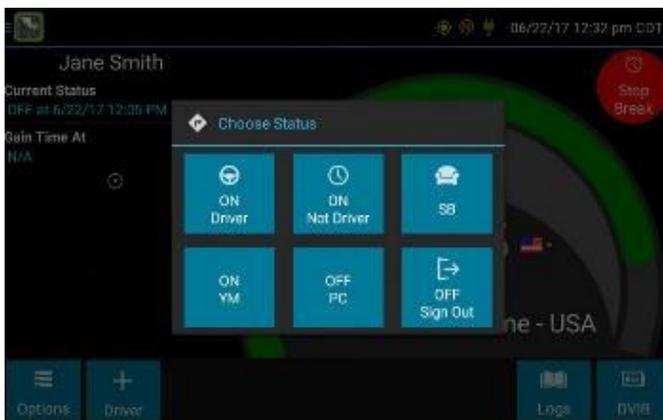   The Status options will appear (see Figure 14).

Figure 14: Beginning a rest break.

2. Choose the appropriate status:

- **ON Driver:** If you are returning to duty and will be operating the vehicle

- **ON Not Driver**: If you are the co-driver

- **SB:** If you will continue resting in the vehicle's sleeper berth before returning to duty

Choosing any option other than **OFF Sign Out** will return you to the Driver Overview screen and cause Gain Time At and Available Drive Time to be recalculated.

NOTE: When you are finished using the vehicle, don't use the Rest Break feature. Instead, choose Status >> OFF Sign Out. This will begin the sign-out process and trigger a post-trip driver vehicle inspection (if applicable). See the later section "Signing Out" for more details.

PERFORMING A DRIVER VEHICLE INSPECTION

You access driver vehicle inspection reports multiple ways with the eFleetSuite software, as described in the following subsections.

Requesting a DVIR

To request a DVIR, follow these steps:

1. After choosing the **ON Driver** button or adding a trailer to the vehicle combination, verify the ID of the resource you are using and then tap **Request DVIR**.

   The logging device will request the most recent driver vehicle inspection report and refresh this screen when a response is received (see Figure 15).
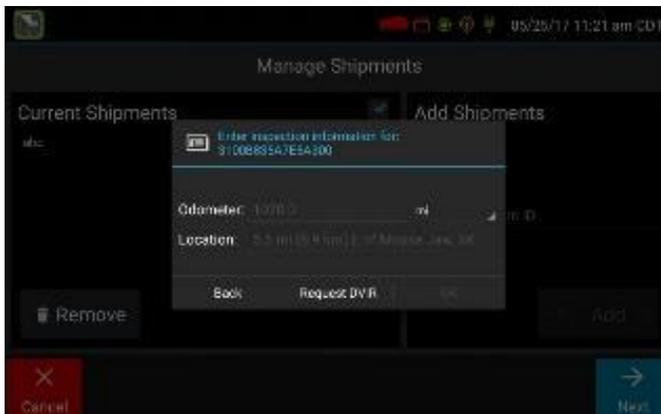

Figure 15: The requested DVIR may come back with some fields to fill in.

2. Fill in any empty boxes.

3. Tap **Next.**

4. Continue with the following subsection, "Reviewing and Submitting the DVIR."

I'VE BEEN WAITING A LONG TIME WITHOUT RECEIVING THE MOST RECENT REPORT. WHAT SHOULD I DO?

If you have waited at least 60 seconds, tap Stop to continue the inspection process without a response from the web server. If a previous unreviewed report is already stored on the logging device, it will be presented for you to review. If not, perform your own inspection and create a new DVIR, listing any defects you find.

Reviewing and Submitting the DVIR

To review and submit a DVIR, follow these steps:

1. If a previous report is presented for you to review, use the arrow buttons to scroll through the report and review all the information provided. See "Viewing a DVIR" for more details.

2. If any defects are listed, verify that a statement is present certifying that the defects were repaired or that a repair is not needed.

3. Be sure to review all the defects for each resource in the current vehicle combination.

4. When you finish your review, tap **Next.**

   The acknowledgement screen will appear, as shown in Figure 16.
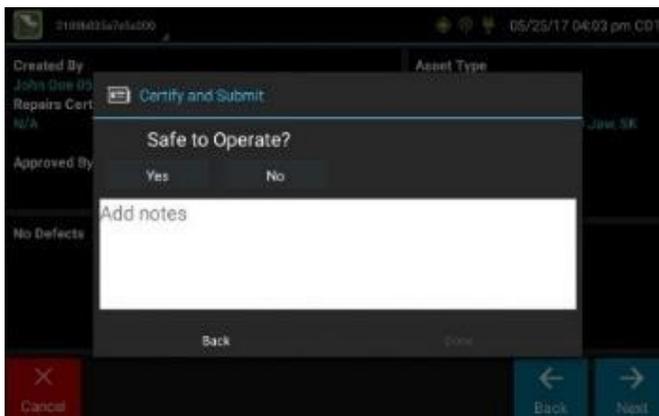
Figure 16: Is the vehicle safe to operate?

5. Tap **Yes** if you are satisfied with the vehicle's condition or **No** if you aren't.

   If any unresolved defects were listed on the report, the options in Figure 17 will appear.
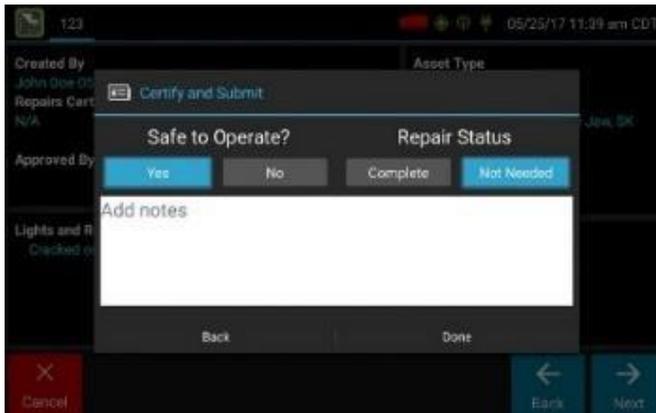
Figure 17: Repair Status prompts will appear.

6.   Under **Repair Status,** tap **Complete** or **Not Needed.**

7.   Tap **Done** to submit the report.

Starting a DVIR

When it is time to create a driver vehicle inspection report, a list of resources subject to inspection will be shown (see Figure 18).
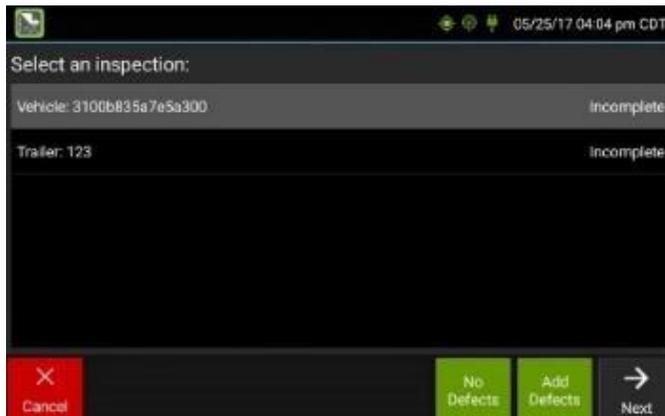
Figure 18: Select an inspection.

To start the DVIR, follow these steps:

1.   Tap once on a resource to highlight it.

2.   Choose the appropriate option:

- **No Defects:** Choose this to report that the resource is free of defect or deficiency.
- **Add Defects:** Choose this to note one or more defects for the resource.

A resource ID shown in **blue** with the message "No Defects" or "Defects Added" on the right indicates that you have completed a DVIR for that resource during the current inspection process, or that an unrepaired defect has been carried over from a previous report. You must

complete a DVIR for all resources in the list to move to the next screen. See the subsection "Carry Over Defects."

NOTE: US 49 CFR §396.11 requires a report to be prepared at the completion of each day's work on each vehicle operated; CA NSC Standard 13 requires a report to be completed once every 24 hours.

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3. Continue to the next subsection as needed.

Selecting Parts and Defects

When you tap **Add Defects** or **Edit Defects,** a list of parts will be shown for the selected resource (see Figure 19).

Figure 19: The parts list.

To select the part and defects, follow these steps:

1. Tap once on a part to highlight it.

   The defects list will appear on the right (see Figure 20).

Figure 20: Select any defects you've found.

2. Select one or more defects**.**

NOTE: If necessary, you can select Other from the list of defects and provide your own description.

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3. Repeat steps **1** and **2** for each defective part.

4. Tap **Done** to return to the Select Resource screen.

5. After inspecting all resources, tap **Finish** if there are no defects to report, or tap **Next** to show the Review & Submit screen.

NOTE: Part names and defect descriptions are specific to the type of resource (vehicle or trailer) currently selected for inspection. Both lists can be customized by your motor carrier.

Carry Over Defects

In some cases, the previous DVIR for an asset may include a defect that was certified as **Repairs Not Necessary.** This suggests that the defect or deficiency may still exist, but that repair is not required in order for the vehicle to be operated safely.

The logging device will "carry over" such defects to the next driver vehicle inspection report. You will be notified when beginning a new inspection report if the previous report has such defects. You may add to or edit these defects as needed before submitting your new inspection report.

HANDLING TRAILERS

To add or remove trailers, follow these steps:

1. On the Driver Overview screen, tap **Trailers** at the bottom of the screen.

2. To add a trailer to the list, enter the trailer ID and then tap Add (or Enter on the keyboard).

   This will add the trailer as a current resource and also record this information on the current day's log for each driver who is signed in.

3. To drop trailers:

   a. Tap one or more check boxes in the list on the left.

   b. Tap **Remove.**

   c. Tap **Home** to return to the Driver Overview screen.

   If the DVIR feature is enabled, you will be prompted to create a DVIR when you remove a trailer, or review the most recent DVIR when you add a trailer. See "Performing a Driver Vehicle Inspection."

HANDLING SHIPMENTS

To add or remove shipments, follow these steps:

1. On the Driver Overview screen, tap **Shipments** at the bottom of the screen.

2. To add a shipment to the list, enter the shipping document number (if applicable) or the shipper name and commodity name, and then tap **Add.**

   This will add the shipment as a current resource and also record this information on the current day's log for each driver who is signed in.

3. To drop a shipment, tap on it once to highlight it in the list and then tap **Remove**.

TIP: If adding multiple shipments bound for separate destinations, add them one at a time so that each is listed on a separate line. This will allow you to remove individual shipments at each stop, so the shipment list always reflects your current load.

VIEWING LOGS

On the Logs screen, you or an official can view your electronic record of duty status (daily log) for each day it is required to be in your possession (see US 49 CFR §395.15(b)(4) and CA SOR-2005-313 §84). This screen also allows you to certify your logs and accept or reject edits to your logs that were proposed by a user on the host website. If all the details don't fit on one screen, swipe the screen vertically to scroll.

To access your logs, follow these steps:

1. On the Driver Overview screen, tap **Logs** at the bottom of the screen to see the grid view (graph of duty statuses) for today's date (month/day/year).

2. Tap the **Events/Grid** button to toggle between the grid view and a line-by-line detail view.

3. Use the arrows on either side of the date or swipe the screen side to side to navigate through your log history.

   The **Details** button displays general carrier, driver, and ELD information. The **Certify** button enables you to certify your log for the day displayed.

Grid

- Graph of all duty statuses for each 24-hour period starting at midnight
- Total hours

- The grid is color coded as follows:

  Personal Conveyance (OFF)

  Yard Moves (ON)

  All other statuses

Events (Log Details)

- Duty status changes and locations

- Remarks and annotations

- Exceptions claimed by the driver

- Edits and requested changes (see "Glossary" for details)

- Malfunction and data diagnostic events (see "Malfunction and Data Diagnostic Event Indicators" for more information)

Details

- Log date, time, and time zone

- (Canada format only) The cycle being followed

- Name of motor carrier

- USDOT number of motor carrier

- Main office address

- Driver's home terminal name

- Home terminal address

- Driver name, ID, license number and state

- Co-driver(s)

- ELD Provider, Registration ID, and Identifier

- Vehicles (trucks or tractors), trailers, and shipments

- Distance driven (excluding any distance traveled while operating a CMV as a personal conveyance)

- Total duty hours for the 7- or 8-consecutive-day period (U.S. format) or 7- or 14-day cycle (Canada format) ending today (visible only when viewing a log for the current date)

- Current odometer and engine hours (visible only when viewing a log for the current date)

- Current location (visible only when viewing a log for the current date)

- Malfunction and diagnostic indicators

Certify

- Displays a prompt to certify your log for the date displayed
- You must enter your password when certifying your logs

IF I AM OFF DUTY FOR SEVERAL DAYS IN A ROW, DO I HAVE TO CERTIFY EACH DAY?

If you have been continuously off duty for multiple days, display the log for the last day on which you were off duty and tap the Certify button. You will be prompted to certify the range of dates encompassed by that off-duty event.

WHY AM I BEING ASKED TO CERTIFY MY LOG AGAIN?

You can only certify logs that are complete. If you make any new status change, log edit, or annotation or accept a proposed edit, you will be require to re-certify your log.

WHAT IF I NEED TO CERTIFY LOGS THAT ARE NOT AVAILABLE ON THE MOBILE DEVICE?

You will only be able to certify the previous 7 or 14 days on the mobile device, depending on your driver type. You can certify older logs through the Driver Portal (https://go.efleetsuite.com/eFleetSuite/Login.aspx).

Accept/Reject

If a non-driver host user has proposed an edit to your log, you will need to **Accept** or **Reject** the edit either from the Driver Portal or through the Logs page on the device.

To handle a proposed edit, follow these steps:

1. Navigate to the day of the edit.
2. Tap **Events.**
3. Scroll through the events to locate the proposed edit, shown in **red**.

    NOTE: You can also tap Review Logs from the Options menu to navigate to any log that requires review. See "Viewing Driver Options."

4. Tap the proposed event.
5. Tap **Accept** or **Reject.**

6. If needed, you can use the **Annotate** button to add a comment to the event.

WHAT HAPPENS IF I REJECT AN EDIT?

The event will be displayed as Inactive - Rejected. **Your availability will not be affected, and you will not need to re-certify the log.**

WHAT HAPPENS IF I ACCEPT AN EDIT?

The event becomes an active event in your log. Your availability is recalculated accordingly, and you will need to re-certify the log.

WHAT IF AN EDIT WAS PROPOSED FOR A DATE THAT IS NOT AVAILABLE ON THE MOBILE DEVICE?

You will only be able to view the previous 7 or 14 days on the mobile device, depending on your driver type. You can review older logs and accept or reject edits through the Driver Portal (https://go.efleetsuite.com/eFleetSuite/Login.aspx).

VIEWING A DVIR
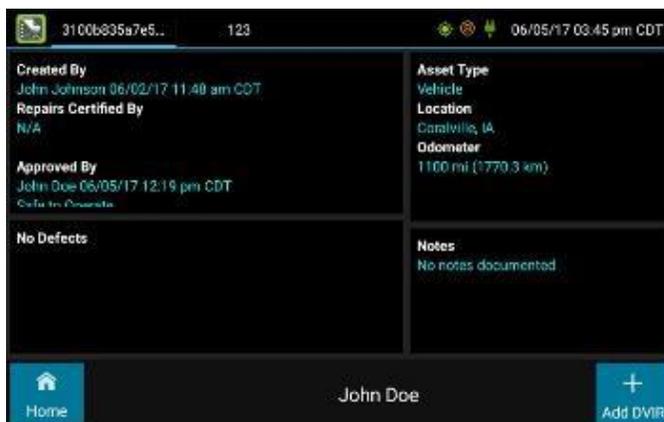
On the DVIR screen, you or an official can view the most recent driver vehicle inspection report for any resource (vehicles, trailers, and so on) in the vehicle combination. You also have the option to start a new DVIR during your shift.

To view DVIRs, follow these steps:

1. On the Driver Overview screen, tap **DVIR** at the bottom right of the screen to see the report for the first available resource (typically the vehicle).

   NOTE: The DVIR option is visible only if the DVIR feature is enabled and is selectable only if a driver vehicle inspection report is available for viewing.

2. Tap the tabs at the top left of the screen to navigate between the different resources.

A driver vehicle inspection report includes the following information:

- Resource type (vehicle or trailer) and ID

- Odometer (visible only when viewing a DVIR for a vehicle)

- Location of vehicle when the driver vehicle inspection report was created

- Defects or deficiencies noted, or "No Defects"

- Report creation details:

  o Driver

  o Date (displayed in month/day/year format) and time

- Repair certification details (if applicable):

  o Certifying agent or driver

  o Date (displayed in month/day/year format) and time

  o Repairs Made or Repairs Not Necessary

- Driver review/acknowledgment details:

  o Driver

  o Date (displayed in month/day/year format) and time

  o Safe to Operate or Unsafe to Operate

To begin a new DVIR at any time, tap the **+ Add DVIR** button. After you have started an open DVIR, you will have the option to toggle between the Certified or Opened DVIR and to edit or add to the open DVIR with the **Edit DVIR** button.

ENTERING LOCATION DATA MANUALLY

The logging device uses GPS to determine the vehicle's location at the time of each duty status change and driver vehicle inspection. If valid coordinates cannot be obtained from GPS, you will be prompted to enter the location. GPS entry consists of the following fields:

- **Type:** Choose from City/State, Intersecting Highways, Highway/Mile post, or Highway/Service Plaza.

- **Name:** (Optional) Enter the customer name or landmark where the status change or inspection took place. This name will appear in the Events view of your driver logs to provide additional context for your activities. See the section "Viewing Logs."

- **City:** Enter the name of the city. If you are outside city limits, enter the name of the nearest city, town, or other population center.

- **State/Province:** Select the state, province, or territory.

If GPS coordinates are not available when the automatic motion detection system records a status change, the driver will need to enter the location of that change after the vehicle stops moving.

If there is a red flag on the **Options** button, tap it and then tap **Missing Data.**

This will display the location data-entry screen (see Figure 21), where you should verify the date (month/day/year) and time at the top of the screen for each duty status change before entering the location where that change occurred.
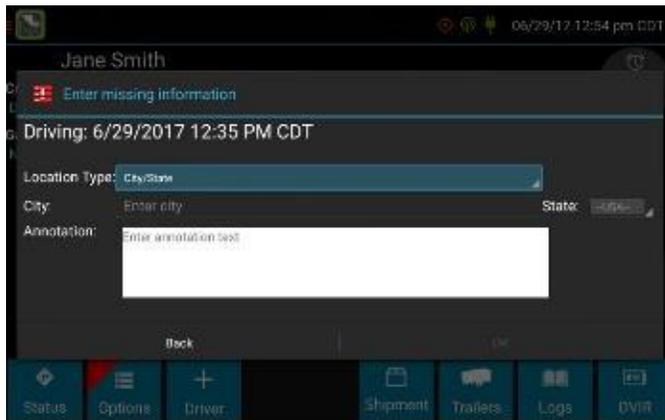
Figure 21: Entering the location.

Enter an annotation to document the change.

> *TIP: If the MDT frequently prompts you to enter location data, check the GPS antenna to ensure that it has not become loose or been disconnected.*

VIEWING DRIVER OPTIONS

The driver options provide a way to record additional information in your logs, synchronize logs with the web server, view system diagnostics, and perform other functions.

To view the Options list (see Figure 22), tap **Options** at the bottom of the Driver Overview screen.

Figure 22: The driver options appear on the left side of the screen.

The options are as follows:

- **Edit Vehicle ID:** Enables you to update the vehicle ID if the device was provisioned incorrectly or if the vehicle ID has changed.

- **Review Logs:** Is visible if you have uncertified logs or if a nondriver host user has proposed an edit to your log that requires your attention. Tapping this option will take you to the log(s) requiring review. See the subsections "Certify "and "Accept/Reject" in "Viewing Logs" for more details.

- **Request Logs:** Enables you to synchronize electronic records with the web server at any time during your trip. Use this option if you need to

    o Download amendments to your logs for the current or previous day(s)

    o Download notes for a DVIR after it has been reviewed

    o Download inspection checklists and other configuration settings that have changed since you signed in

    Request Logs will disabled if the logging device is unable to open a connection to the web server. See "Symbols and Warnings."

NOTE: Depending on the wireless network used, excessive log requests may lead to overages on your carrier's data plan. Use this feature only as necessary.

- **Pre Shift:** Enables you to record On Duty, not Driving time worked just prior to signing in. Select the date (month/day/year) and time the preshift activity started and verify the total time to be added. Add an annotation when prompted to document the reason for the change. Your available drive time will be recalculated accordingly.

    Pre Shift will enabled for up to 48 hours after the sign-in process is complete if the driver's previous status was Off Duty.

- **Post Shift:** Enables you to record On Duty, not Driving time worked just after the driver last signed out. Select the date (month/day/year) and time the post-shift activity ended and verify the total time to be added. Add an annotation when prompted to document the reason for the change. Your available drive time will be recalculated accordingly.

    Post Shift will enabled for up to 48 hours after the sign-in process is complete if the driver's previous status was Off Duty.

- **Take Exception:** Enables you to use one or more of the following (temporary) exceptions from hours of service regulations. When you take an exception, your available drive time will be recalculated accordingly, based on the type of exception claimed.

    o **100 Air-Mile[1]:** Relief from the 30-minute rest break requirement and a limitation of 12 hours of Work Shift Duty. Requires a return to the work reporting location. Only for property-carrying drivers.

- o **150 Air-Mile[2]:** Relief from the 30-minute rest break requirement. Work Shift Duty limit increased to 16 hours on 2 days in a 7-consecutive-day period or after any 34-hour restart. Only for non-CDL property-carrying drivers.

- o **16 Hour[3]:** Work Shift Duty limit increased from 14 to 16 hours. Does not increase Work Shift Driving limit, and may only be used once every 7 consecutive days or after a 34-hour restart.

- o **Adverse Conditions[4]:** Work Shift Driving limit increased by up to 2 hours. Does not increase Work Shift Duty limit, and may not be used during the same shift with 16 Hour.

- o **Agriculture[5]:** Relief from all Driving, Duty, and Rest Break/Off Duty rules. Only used during state-specified planting and harvesting periods.

- o **Emergency[6]:** Relief from all Driving, Duty, and Rest Break/Off Duty rules. Only used in a declared Federal, State, or local State of Emergency.

  [1]Certain restrictions apply; see US 49 CFR §395.1(e)(1).

  [2]Certain restrictions apply; see US 49 CFR §395.1(e)(2).

  [3]Available to limited U.S. drivers. Other restrictions also apply. See US 49 CFR §395.1(o).

  [4]Certain restrictions apply; see US 49 CFR §395.1(b)(1), US 49 CFR 395.2, and CA SOR-2005-313 §76(2).

  [5]Certain restrictions apply; see US 49 CFR §395.1(k).

  [6]Certain restrictions apply; see US 49 CFR §390.5 or US §395.1(b)(2), and CA SOR-2005-313 §76(1).

- **Invalidate Exception:** Enables you to invalidate a previously taken exception.

- **Diagnostics:** Enables you to view identification information about the device, as well as a general system health check. Tap and hold on **System Check** to view system details.

- **Missing Data:** Enables you to back-fill information for duty status changes that have been recorded in the past. This option is visible only if required information (most typically the vehicle's location) was not available when the duty status change was recorded. See "Entering Location Data Manually."

- **Unidentified Driver:** Enables you to add driving events to your log that were recorded while no driver was signed in to the device. Unidentified driver events are recorded any time the vehicle is moved without a driver signed in, or if a driver is signed in but is not in ON Driver, YM, or PC status**. To avoid these events, always make sure to properly sign in to the device before moving the vehicle.**

Tapping **Unidentified Driver** will take you to the log date with the unidentified driver event(s). After you have reviewed the event details, tap the event and then tap **Accept** or **Reject** to either add the event to your log or discard it. Rejecting the event will remove it from your view on the

device. Other drivers and nondriver host users will still have the ability to view and accept or assign the event.

When you tap **Accept** for an unidentified driver event, it is added to your log, and your available drive time is recalculated accordingly. The system automatically places in you in an ON Not Driver status following the unidentified driver event. Both the unidentified driver and following On Duty event will appear in your log with an origin of **Unidentified Driver.**

WHAT HAPPENS IF I REJECT AN UNIDENTIFIED DRIVER EVENT BY MISTAKE?

Rejecting the event permanently removes it from your view on the device. Contact your carrier to have them assign the event to you as a proposed edit from the host. You will first need to certify your log before the nondriver host user can propose an edit.

WHAT HAPPENS IF I ACCEPT AN UNIDENTIFIED DRIVER EVENT BY MISTAKE?

If the driver who should have accepted the event is your co-driver, you can reassign the event to them. Tap on the driving event and tap Reassign. Enter your password when prompted, select the co-driver from the list, enter an Annotation (comment), and tap Reassign. Your co-driver must then enter their password to approve the change. The driving event will be removed from your log and added to your co-driver's log, and the available drive time for both of you will be recalculated accordingly.

- **Roadside Inspection:** Enables an enforcement official to review your logs and enables you to send your logs via email or webservice on the request of the enforcement official. See the last section in this manual, "Instructions for Law-Enforcement Officials," for more information.

HANDLING THE VEHICLE IN MOTION MESSAGE

The message shown in Figure 23 is displayed at the bottom of the Driver Overview screen when the vehicle is moving.

Figure 23: The Vehicle in Motion message.

While this message is displayed, the application will not allow any interaction with the user. The dialog box may display the following additional information:

- **No driver is signed in:** No one is signed in to the device. Sign in as soon as you are safely able to do so. An audio warning will play when the vehicle begins moving.

- **Change status to driver:** A driver is signed in to the device, but is not in ON Driver, OFF PC, or ON YM status. An audio warning will play when the vehicle begins moving.

- **Authorized Personal Use of CMV (PC):** The vehicle is being moved with the driver in Personal Conveyance status.

- **Yard Moves (YM):** The vehicle is being moved with the driver in Yard Moves status.

If the person operating the vehicle is in Driving status and has less than one hour of driving time left, audio warnings will sound periodically.

SIGNING OUT

When you are finished with your shift or otherwise done using the vehicle, you should sign out. To do so, follow these steps:

1. On the Driver Overview screen, tap **Status** at the bottom left of the screen.

2. Tap **OFF Sign Out.**

NOTE: Do not use the Rest Break feature unless you will be returning to duty in the same vehicle during your shift.

If the DVIR feature is enabled, you may be prompted to create a driver vehicle inspection report before signing out.

You may also be prompted to review your logs on the device during sign out; if so, proceed as follows:

- Tap **Yes** to be taken to the log(s) that require review. (See "Viewing Logs" for more information.)

- Tap **No** to proceed without reviewing your logs.

- Tap **Back** to cancel and return to the Driver Overview screen.

After the sign out process is complete, the logging device will send your records to the web server.

I FORGOT TO SIGN OUT OF THE MDT IN ANOTHER VEHICLE BEFORE I SIGNED IN TO THIS MDT. WHAT WILL HAPPEN TO MY RECORDS?

If both logging devices are connected to the web server, a message will be sent to the previous vehicle to sign you out. Inspect your records carefully and report any errors to your supervisor. **Make it a habit to sign out every time you are finished using a vehicle, to protect the integrity of your electronic records.**

SYMBOLS AND WARNINGS

The eFleetSuite application includes several kinds of symbols and warnings to keep you informed.

Engine or Black Box Connection Status

(Green) The logging device is currently connected to your engine or the system black box. All drive time will be recorded correctly.

(Gray) The black box or Vehicle Data Service has stopped sending data to eFleetSuite. Drive events will not be recorded, and paper logs should be used.

(Red) The connection to the engine has been lost, and drive events will not be recorded. Paper logs should be used.

Web Server Connection Status

(Green) The logging device is currently connected to your wireless data provider and is able to send data.

(Amber) The connection to your wireless data provider has been closed because the logging device has no new data to send. A connection will be reestablished when there is data to send.

(Red) The logging device cannot connect to your wireless data provider. Reasons may include low signal strength or network service interruption.

GPS Connection Status

(Green) The logging device currently has a good lock on GPS.

(Amber) The logging device is connected to some GPS satellites, but not enough to establish a valid position. Location information will need to be filled in manually.

(Red) No GPS connection available. Location information will need to be entered manually.

Logs Pending

The logging device is waiting for driver logs to be synchronized with the web server.

No Trailer

The trailer list is empty.

No Shipment

The shipment list is empty.

Miscellaneous Warnings

(Orange) This icon can represent a few different warnings. Read the text that accompanies the icon to determine what the warning is and if any action is needed – for example:

- **Record State Line Crossings:** The logging device cannot obtain vehicle location data frequently enough to meet International Fuel Tax Agreement requirements. **Drivers must keep paper records of their route of travel and miles per jurisdiction until normal location detection resumes.** A warning audio will sound once when the failure is detected, and a different audio will sound when this failure is resolved.

  Record State Line Crossings is visible only if the IFTA feature is enabled and valid GPS coordinates could not be obtained for at least 5 minutes.

- **Unknown Driver:** The vehicle is moving but the person operating the vehicle has not been identified. Stop driving and either sign in or change status as directed.

MALFUNCTION AND DATA DIAGNOSTIC EVENT INDICATORS

See the following tables for ELD malfunction and data diagnostic event definitions. General troubleshooting steps can be found in the "Troubleshooting" section.

Data Diagnostic Event	Code	Description
Power	1	Device was not powered on within 1 min of the engine receiving power, or lost power at any point while the engine was powered on.
Engine synchronization	2	Device was not able to receive data from the ECM (or other data source) within 5 seconds of requesting the data.
Missing required data elements	3	Device is missing required information for reporting on driver logs.
Data transfer	4	Device is unable to confirm the proper operation of the certified primary roadside transfer mechanism.
Unidentified driving records	5	More than 30 min of driving in a 24-hour period is recorded under the unidentified driver profile.

Compliance Malfunction	Code	Description
Power	P	Device lost power during driving events for a total of 30 min or more over a 24-hour period.
Engine synchronization	E	Device lost connection to the ECM (or other data source) for a total of more than 30 min during a 24-hour period.
Timing	T	Device is not able to synchronize to UTC.

Positioning	L	Device is not able to acquire a valid position measurement within 5 mi of vehicle movement for a total of more than 60 min over a 24-hour period.
Data recording	R	Device is no longer able to record or retain required event data or retrieve locally stored recorded logs.
Data transfer	S	Device continues to fail checks of the roadside transfer mechanism for three days following a Data Transfer Diagnostic Event.
Other ELD detected	O	The eFleetSuite application has stopped working or is not responding as expected.

Data diagnostics appear on your device when a driver is signed in to the application (see Figure 24). If your device enters a data diagnostic state, you will see this red triangle icon in the action bar at the top of the screen. Navigate to your log events to determine the exact type of diagnostic event that has occurred, and see "Troubleshooting" for common causes and resolutions.

Figure 24: The icon is at the top center of the screen.

An ELD compliance malfunction appears on your device as a pop-up notification icon that sits on top of all applications, as shown in Figure 25. The icon will include the malfunction description. You must document the occurrence of a compliance malfunction and notify your carrier within 24 hours.

Figure 25: This example is a Timing Compliance malfunction.

A compliance malfunction cannot be dismissed; it must be corrected before you continue using the device as an ELD. Refer to the "Troubleshooting" section for common causes and resolutions. If you are not able to immediately resolve the malfunction, you must begin keeping paper logs until the device is once again compliant. If your logs can no longer be accessed on the device, you must reconstruct your logs on paper for the current 24-hour period and the previous 7 consecutive days.

TROUBLESHOOTING

See the following tables for common troubleshooting steps.

Communications

Symptom	Possible Cause	Corrective Action
System Check screen shows "Failed" for Comms The comms indicator on the Sign In screen is red Driver logs or DVIR cannot be downloaded at sign-in	Antenna connections not solid	Verify the connections are tight, but **finger tighten only.** Turn the antennas toward the nearest window or windshield.
	Cellular coverage issue	Move outside or away from buildings or other objects that may obstruct the signal. Contact the cellular provider of your device and request a coverage check for your area.

GPS

Symptom	Possible Cause	Corrective Action
System Check screen shows "Failed" for GPS Missing locations appearing on driver logs	Antenna connections not solid	Verify the connections are tight, but **finger tighten only.** Turn the antennas toward the nearest window or windshield.
"Record State Line Crossings" message on device Device is recording positioning compliance malfunctions	Physical location/coverage issue	Move outside or away from buildings or other objects that may obstruct satellite view.

Ignition

Symptom	Possible Cause	Corrective Action
Device is recording engine synchronization data diagnostic events and/or compliance malfunctions	Ignition wire incorrectly installed	Verify ignition wire is not receiving power with the engine off.
	Device not receiving engine data from ECM	Call ISE Fleet Services Support at (888)316-3533, option 2.

Odometer

Symptom	Possible Cause	Corrective Action
System Check screen shows "Failed" for Odometer	9-pin connection not properly installed	Verify the 9-pin connector and any adapters used for installation are connected tightly and snapped into place.
Missing odometer conflicts appearing on driver logs	Device not receiving engine data from ECM	Call ISE Fleet Services Support at (888)316-3533, option 2.
Device is recording engine synchronization data diagnostic events and/or compliance malfunctions	Installation did not use 9-pin cables	Verify that the correct J1708 or J1939 wires were used to connect to the vehicle wiring. Verify that the connection point on the vehicle was not bypassed by some other connection. Verify that the data lines used to connect are live and sending data from the databus.

Power

Symptom	Possible Cause	Corrective Action
"Power Failure" remarks in driver logs Device shutting down or rebooting unexpectedly Screen does not power on with engine crank or when the circular hardware button is pressed	Incorrectly installed power wire or no power to the 9-pin connector power pin	Verify that the power and ground wire are receiving a constant 12 or 24 volts of power with the engine off. Verify that the 9-pin connector and any adapters used for installation are connected tightly and snapped into place.
	Inconsistent voltage to the device	Test the vehicle's battery and alternator. Check for faulty wiring; exposed or corroded wiring or loose connections.

Device is recording power data diagnostic events and/or compliance malfunctions	Device is wired through a master kill switch	Rewire the device straight to a constant 12 or 24 volt source.

Touchscreen

Symptom	Possible Cause	Corrective Action
eFleetSuite stops responding to touches	Application not responding	Reboot the device by holding the red hardware button until the Power Off menu appears. Tap **Power Off** and then **OK.**
		If the Power Off menu will not appear, disconnect the 9-pin or molex-molex connector on the wiring harness.
	Defective or damaged touchscreen	Have your administrator submit an RMA request to have the screen repaired.
Screen does not power on with engine crank or when the circular hardware button is pressed	No power	Verify that the device is receiving power through the 9-pin harness.
	Defective or damaged touchscreen	If the hardware buttons light up but the screen will not come on when the circular hardware button is pressed, have your administrator submit an RMA request to have the screen repaired.

Sign-in Errors

Error Message	Possible Cause	Corrective Action
Driver ID or password is invalid for driver *XXX*	An incorrect ID or password was entered	Contact your administrator to verify your ID and to have your password reset.
Unable to reach host	No cellular connection and no credentials stored locally on the device	See the earlier "Communications" troubleshooting table.

Application Errors

Error Message	Possible Cause	Corrective Action
Device is recording or displaying "Other" compliance malfunction	Application has crashed	Reboot and/or reprovision the device. Call ISE Fleet Services Support for further assistance.

GLOSSARY

The following abbreviations and terms are used in records generated by this logging device. Use the extra space provided to list any additional codes used by your motor carrier.

Term	Definition
Comms	Cellular communications
D	Driving
ELD	Electronic logging device
ELD Login	When an authorized user logs in to an ELD
ELD Logout	When an authorized user logs out of an ELD
Inactive - Changed	A log event that was edited and is no longer the active event
Inactive - Rejected	A requested edit that was rejected and was not applied to your log
Inactive - Requested	A log edit that has been requested by a nondriver host user but has not yet been applied to your log
OFF	Off duty
ON	On duty, not driving
PC	Personal conveyance
SB	Sleeper berth
YM	Yard moves

CONTACTING ISE FLEET SERVICES SUPPORT

To contact ISE Fleet Services Support, you can e-mail support@isefleetservices.com or call (888)316-3533, option 2.

INSTRUCTIONS FOR LAW-ENFORCEMENT OFFICIALS

The following subsections describe how law-enforcement officials can use eFleetSuite.

Performing a Roadside Inspection

To review the driver's electronic record of duty status (daily log) for each day required to be in their possession (see US 49 CFR §395.15(b)(4) and CA SOR-2005-313 §84), follow these steps:

1. On the Driver Overview screen, tap **Options** at the bottom of the screen.

2. In the Options list, tap **Roadside Inspection.**

    The log grid starting with the current day will appear.

    You can tap the **Events/Grid** button to toggle between the grid view and a line-by-line detail view.

    You can use the arrows on either side of the date or swipe the screen side to side to navigate through the log history.

    The **Details** button displays general carrier, driver, and ELD information.

    The **DVIR** button displays the most recent approved DVIR and the open DVIR (if applicable).

    You can use the Transmit **ELD Data File** button to send the logs via email or webservice.

Grid

- Graph of all duty statuses for each 24-hour period starting at midnight
- Total hours

- The grid is color coded as follows:

  Personal Conveyance (OFF)

  Yard Moves (ON)

  All other statuses

Events (Log Details)

- Duty status changes and locations

- Remarks and annotations

- Exceptions claimed by the driver

- Edits and requested changes (see "Glossary" for details)

- Malfunction and data diagnostic events (see "Malfunction and Data Diagnostic Event Indicators" for more information)

Details

- Log date, time, and time zone

- (Canada format only) The cycle being followed

- Name of motor carrier

- USDOT number of motor carrier

- Main office address

- Driver's home terminal name

- Home terminal address

- Driver name, ID, license number and state

- Co-driver(s)

- ELD Provider, Registration ID, and Identifier

- Vehicles (trucks or tractors), trailers, and shipments

- Distance driven (excluding any distance traveled while operating a CMV as a personal conveyance)

- Total duty hours for the 7- or 8-consecutive-day period (U.S. format) or 7- or 14-day cycle (Canada format) ending today (visible only when viewing a log for the current date)

- Current odometer and engine hours

- Current location
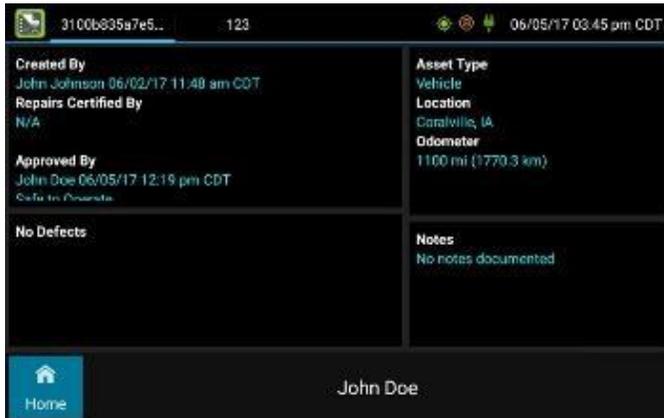
- Malfunction and diagnostic indicators

Unidentified Driver Events

To view all unassigned unidentified driver events recorded by the device, tap the driver's name (above the grid) and select **Unidentified Driver**.
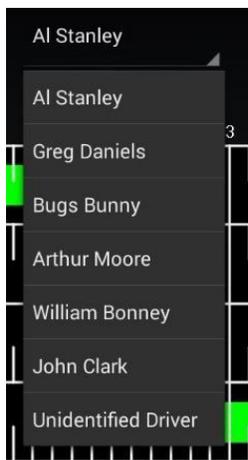
Use the arrows on either side of the date or swipe the screen side to side to navigate through the log history.

DVIR

The DVIR button enables you to view the most recent driver vehicle inspection report for any resource (vehicles, trailers, and so on) in the vehicle combination.

Tap **DVIR** (visible only if the DVIR feature is enabled; selectable only if a driver vehicle inspection report is available for viewing) to see the report for the first available resource (typically the vehicle). Tap the tabs at the top left of the screen to navigate between the different resources.

A driver vehicle inspection report includes the following information:

- Resource type (vehicle or trailer) and ID

- Odometer (visible only when viewing a DVIR for a vehicle)

- Location of vehicle when the driver vehicle inspection report was created

- Defects or deficiencies noted, or "No Defects"

- Report creation details:
  - Driver
  - Date (displayed in month/day/year format) and time

- Repair certification details (if applicable):
  - Certifying agent or driver
  - Date (displayed in month/day/year format) and time
  - Repairs Made or Repairs Not Necessary

- Driver review/acknowledgment details:
  - Driver
  - Date (displayed in month/day/year format) and time
  - Safe to Operate or Unsafe to Operate

If the driver has started a new DVIR during their shift, you will have the option to toggle between the Certified or Opened DVIR.

When the Inspection Is Complete

Upon completion of the roadside inspection, tap **Home** to return to the Driver Overview screen.