



EFLEETSUITE
FREQUENTLY ASKED QUESTIONS

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eFleetSuite FAQ

The following are frequently asked questions about eFleetSuite, with their corresponding answers. Please reach out to ISE Fleet Services Customer Support if you still have additional questions!

Q: How long does the mobile device store a driver's logs?

A: FMCSA regulations require a driver to have 7 days plus current of logs on board with him. eFleetSuite downloads those 7 days to the mobile device when a driver signs in.

Q: If the device cannot connect to the server due to no coverage can I still record?

A: If the device is not able to connect to the server due to no coverage a driver can use the STOP function to proceed through the log in process. **Be aware that if the driver's logs cannot be downloaded, he/she must obtain paper logs to remain in compliance.**

Q: How does the Locations feature on the website work?

A: The Locations feature is under the SETUP menu. Using the New or Import feature, the user can add up to 200 locations.

The user must give the location a name. This name will be added to the drivers log page as an extra identifier with the proximity locator when the lat/long of the event is within the radius provided in the locations setup.

The user will need the lat/long of the desired location. The format for the location is in decimal format and must not have more than 6 digits to the right of the decimal.

The user will need to determine a radius. The radius resolution will only be as small as .1 mile.

Once the location is added, the user can click on the view button to see all the locations that have been entered.

In the Asset function, choose the asset type and click on the asset ID to proceed to the asset set up. Once there the user can choose from a drop down list of locations to add Home and Service locations.

This function does not update history on the website data. It begins only from the point the location is added to the system.

Q: Does the eFleetSuite mobile application allow more than one driver to sign on?

A: Yes. The eFleetSuite mobile application will allow for up to 6 drivers to log in. Only 1 driver can choose to be the primary driver for whom all driving events are recorded. The other 5 drivers can be in any other statuses of SB or ON. The motion lockout screen will only show the top 3 drivers with the most driving time available. The users can use the Driver Overview screen and the "Next Driver" button to scroll through each of the signed on drivers.

Q: If the mobile device is out of cellular coverage for as many as three days, will it continue to log events and send that data once coverage has been restored?

A: eFleetSuite is designed to record event data for any signed in driver and send that data at regular configured intervals. Event data is to be recorded on the device to keep the driver in compliance. If the device has lost cellular coverage for any reason the events continue to be recorded and stored. As soon as coverage is restored the data will be sent to the server.

Q: What happens if a driver begins driving while still in a rest break?

A: The Rest Break function places the driver in an OFF DUTY Status. If a driver begins moving the vehicle without ending the rest break the motion lockout screen will appear stating, “sign in as driver.” If the driver drives fast enough and far enough to create a driving event, an unknown driving event will be created and reported to the host for that vehicle. If Odometer Gaps are turned on, an Odometer Gap conflict will be reported based on the threshold set in organization settings.

This is similar to the driver driving without signing in to the device. The only difference is that during a rest break the driver does not sign out of the device.

Q: Why isn't the On button more specific?

A: The eFleetSuite mobile application is designed for Federal Hours of Service for many different carrier types including property carrying, passenger carrying, and specialized driving types. Our Driver usage literature indicates the reasons for using the DRIVER button vs. the ON button.

DRIVER, should be chosen 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.

ON, should be chosen if you are on duty but not in control of the vehicle. This will record your activity as ON (Line 4).

Q: Why do my driver logs show inspection skipped during the middle of a workshift?

A: The DVIR request is part of the workflow. Each time a driver changes status and chooses the DRIVER status or changes from the DRIVER status to any other status, the DVIR workflow is engaged. The driver is provided a SKIP button as part of this process because the driver is only required to create a pre trip at sign in and post trip at sign out. Some drivers believe they must change status from DRIVER to ON and back to DRIVER each time they stop. This is not required for ISE Driver Logs. ISE Driver logs uses the vehicle movement to determine when the driver starts and stops moving and transitions the driver from On Duty not driving to driving.

Q: How often does the eFleetSuite application call for GPS signal?

A: When using the Treq Data Provider, GPS is queried every 2 seconds. For the efsOBS provider, it is every 5 to 10 seconds.

Q: What is the character restriction of the Driver ID?

A: The Driver ID is restricted to 20 alpha/numeric characters and no symbols or other punctuation.

Q: How do I test for ignition state using the eFleetSuite application?

A: With the engine running, do the following:

Step 1:

- a. Login to ISE
- b. Click on the Options button
- d. Click on Diagnostics
- e. Verify Odometer shows passed
- f. Verify Ignition shows On

Step 2:

- a. While staying on this screen, turn the key to Off
- c. Engine should now be Off
- d. The screen should update to:

Ignition Off within a few seconds (You can rush the check by clicking done and re-tapping on Diagnostics)

Step 3:

- a. While staying on this screen, turn the key the ACC position
- c. Engine is still Off
- d. The screen should stay at:

Ignition Off. If ignition changes to On within a few seconds or by clicking done and re-tapping on Diagnostics. (This is the issue and the ignition wire is incorrectly connected to a source that assumes ACC is an ignition ON status.)

Q: During provisioning my device, it got stuck on starting sub systems. What is the problem and how do I resolve it?

A: The communication connection has shut down between the provisioning message and the DVIR checklist download. Reboot or re-establish comms.

Q: How long is the retention period for driver logs on the website?

A: The FMCSA requires that all driver logs and associated data be retained for a minimum of 6 months. DVIR data is required to be retained for a minimum of 3 months. Driver log data is automatically purged each night and purges any data older than 6 months and 3 months respectively.

Q: How does eFleetSuite determine the GPS location that is reported on the driver log?

A: eFleetSuite uses the latitude and longitude provided by the GPS provider on the device in combination with a file on the mobile device that lists both United States and Canadian cities of population of 10,000 or greater. Each of these cities has a city center latitude and longitude, a radius, and a city name. When the GPS point is captured by eFleetSuite, the system compares the incoming Latitude and Longitude to the locations file to determine the miles and heading from closest city. We call this the proximity location. This method is used to satisfy regulation 395.15 (d)

(d) **Location of duty status change.** (1) For each change of duty status (e.g., the place and time of reporting for work, starting to drive, on-duty not driving and where released from work), the name of the city, town, or village, with State abbreviation, shall be recorded.

This method is also validated by the Guidance from FMCSA that states:

May an automatic on-board recording device use an algorithm to identify the location of each change in duty status relative to the nearest city, town, or village?

Guidance: Yes, provided that the accuracy of the algorithm is sufficient to ensure correlation between the driving time and distance data provided through the on-board recorder’s integral connection to the vehicle’s systems. Furthermore, the description of the location must be of sufficient precision to enable enforcement personnel to quickly determine the geographic location on a standard map or road atlas.

Q: How do the audio alerts for driving availability work on the mobile device?

A: The violation sounds will play only when the driver is in a driving status and the vehicle in motion screen is displayed.

The following chart explains the thresholds and sounds that play. The device will only beep once at each threshold.

Threshold	Sound
1 hour	Med-Low Availability
30 minutes	Low Availability
10 minutes	Low Availability
5 minutes	Very Low Availability
0 minutes	Violation

After the 0 minute violation sounds the first time, the application shall play the Violation sound every 15 minutes while the driver is still driving in violation.

Q: I have just used the emergency exemption on my mobile software. How do I clear this exemption?

A: The emergency exemption will clear itself after the driver has logged off duty and completed the 10 hour off duty required between shifts. The emergency exemption can also be cleared for the driver by a web user logging into the organization. Viewing the driver log and using the delete function remove the exemption and recording a reason for change. The driver should be instructed to use the request log function on the mobile device to re-calculate his/her availability.

Q: When trying to provision my device I get the error, "The device or organization is not recognized." The application will exit. The application restarts and the device provisioning screens are presented. How do I solve the issue?

A: There are two reasons this error will present itself. If the organization you are using to provision has been disabled, or most typically, the device has been marked as deleted. To correct this situation, an administrator

of the organization can use the device report to restore the device. Log into the host, then using the devices report click the checkbox for “SHOW DELETED” and click on VIEW. Then click the checkbox beside the deleted device and a restore button will be enabled. Click on the restore button and device will be available to connect again.

Q: Why does my mobile display show N/A for available hours after I have logged in?

A: The eFleetSuite system requires a new driver using the system to complete 7 days worth of history to be recorded on the electronic device or devices to correctly calculate and show the drivers availability for all the daily and cycle duty rules. Until the 7 days are recorded on the device, the display will show N/A. There is a small window between day 2 and 3 where if the driver qualifies for the 34 hour reset after signing in for the first time, the availability is reset and all daily and cycle duty rules will fully calculate.

Our recommendation to all new users of the system, is to run paper logs and electronic logs in parallel while first learning the system for at minimum of 7 days, or until the driver can show proficiency using the new electronic device.