



# Hours of Service

**AOBRD Administrator User Guide**

**v3.20**

# Contents

Introduction .....	3
Signing in to the Verizon Connect Platform.....	5
Creating WorkPlan Users (Using Mobile Tools).....	6
Creating Drivers.....	9
Creating Subusers and Associating Drivers.....	10
Configuring WorkPlan User Accounts.....	13
Hours of Service Settings.....	17
Reviewing the HOS Summary.....	20
Viewing Driver Logs.....	22
Viewing Driver Vehicle Inspection Reports.....	26
Exporting Driver Inspection Reports.....	29
Viewing HOS Event Details.....	32
Creating or Editing HOS Events.....	39
Setting up HOS InSight Alerts.....	47
Completing the Parameters Tab.....	49
Completing the Email Options Tab.....	53
Completing the Popup Options Tab.....	54
Completing the Roles Options Tab.....	55
Completing the Schedule Options Tab.....	56
Generating HOS Reports.....	57
Ensuring That the Duty Status Changes Automatically.....	59

---

Denying Drivers Access to the Platform.....	60
Setting a Fixed Event Location.....	62
HOS Violations and Breaks.....	64
Contacting Technical Support.....	70
Legal Notice - Terms of Use.....	72

# Introduction

According to the *U.S. Department of Transportation Federal Motor Carrier Safety Administration*, drivers must follow the Hours-of-Service (HOS) regulations if they drive a commercial motor vehicle (CMV). The HOS regulations were created for CMV drivers to reduce the excessively long hours that increase both the risk of fatigue-related crashing and long-term health problems for drivers.



The regulatory information supplied in this document is provided only as a guide. It is your responsibility to familiarize yourself with, and understand, the rules under which you must operate. Compliance with these regulations is ultimately your responsibility. For more information see the [U.S. Department of Transportation Federal Motor Carrier Safety Administration](#) website, or the [Canadian Commercial Vehicle Drivers Hours of Service Regulations](#) website.

## Verizon Connect® WorkPlan™ for Hours of Service (HOS)



This vehicle uses Verizon Connect, an AOB RD compliant device, to provide access to a driver's record of duty status and other required information. This company is operating AOB RDs under the FMCSA's ELD mandate's 'grandfather' clause [Section 395.15](#).

Verizon Connect® WorkPlan™ for Hours of Service (HOS) is a mobile device application that allows CMV (commercial motor vehicle) drivers to:

- Log their on-duty, off-duty, driving, and sleeper berth hours.
- Report a summary of their on-duty, off-duty, driving, and sleeper berth hours.
- Track, review and submit their daily log status.

With WorkPlan for HOS, drivers can sign a daily chart to submit their hours of service and comply with the HOS regulations.

## About this Guide

This guide provides instructions on how to perform administrative tasks in the Verizon Connect platform when using WorkPlan as an automatic onboard recording device (AOBRD), which is not as strictly regulated as an electronic logging device (ELD).

If you are using WorkPlan as an ELD, see the *Hours of Service ELD Administrator User Guide* instead.

## Important Notes for Drivers

According to FMCSA 395.15 (G) regulations, each commercial motor vehicle must have onboard an information packet containing the following items:

1. An instruction sheet describing in detail how data may be stored and retrieved from an automatic onboard recording system (that is, instructions for inspectors).
2. A supply of blank driver duty status graph-grids, sufficient to record the driver's duty status and other related information for the remainder of the current trip in the event of the failure of the recording device (WorkPlan).

**As a driver, you must ensure that these documents are available in your vehicle at all times.**

In the event of a critical failure of the WorkPlan application or device during your shift, you must:

- Note the failure and immediately contact your supervisor.
- Reconstruct your record of duty statuses for the current day, and the previous 7 days, less any days for which you still have records.
- Continue to log your driver statuses using handwritten records of all subsequent duty statuses until the WorkPlan application is once again operational.

It is important that you as a driver are aware of your responsibility for maintaining an unbroken log of shift statuses in the event of a catastrophic failure of their WorkPlan mobile application.

# Signing in to the Verizon Connect Platform

Use the following procedure to sign in to the Verizon Connect platform:

1. Go to <http://www.verizonconnect.com>.
2. Click **Login**.
3. Under **Verizon Connect Fleet** click **Login**.
4. Enter your username (for example company:username) or email address into the **Email or Username** box.
5. Enter your password into the **Password** box.
6. Select the **Remember Username** check box to save your username. (Optional)
7. Click **Sign In**.

**verizon**<sup>v</sup>  
**connect**

Email or Username

Password

Remember Username

[Forgot Password?](#)

**Sign In**

By signing in, you are agreeing to the [Terms and Conditions](#) and [Privacy Policy](#).  
Copyright © 2018 Verizon Connect

# Creating WorkPlan Users (Using Mobile Tools)

You can create WorkPlan users from the **Mobile Tools** screen or, if you do not have access to the **Mobile Tools** screen, by following this procedure:

1. [Create a new driver](#) using the **Driver Details** dialog.
2. [Create a new subuser](#) using the **User** dialog, which you can access from the **Hierarchy** screen or from the **Subusers** screen. When creating a subuser, you must link the driver to the subuser.
3. [Configure the mobile user's account](#), defining which applications and features the user has access to.

If you create a mobile user on the **Mobile Tools** screen, a driver and a subuser are automatically created in a single place. Going forward you can choose to edit the mobile user from the **Mobile Tools** screen or from the **Subusers** screens. Subuser rights cannot be edited from the **Mobile Tools** screen and must be updated from the **Subusers** screen.



The **Mobile Tools** screen is option controlled. To add this feature to your account, contact your sales representative.

To create a mobile user that can be used to sign in to WorkPlan:

1. [Sign in to the Verizon Connect platform](#).
2. Expand the **Tasks** section in the main navigation bar and select **Mobile Tools**.

<a href="#">New Mobile User</a> <a href="#">Import</a>		Filter <input type="text"/> <input type="button" value="X"/> <input type="button" value="Filter"/>		
NAME	EMAIL ADDRESS	USERNAME	TEAMS	WORKPLAN VERSION
Anthony Medina	anthony-93@example.com	anthony_m	All	
Austin Berry	aberry@example.com	austin_b	All	
Charles Rivera	charles_83@example.com	charles_r	All	
Emma Sanchez	emmasanchez@example.com	emma_s	All	
Harry Cooper	harry.cooper@example.com	harry_c	All	
Johnny Wright	j-wright-99@example.com	johnny_w	All	
Jonathan Gordon	jonathan-111@example.com	jonathan_g	All	3.8.10

3. Click **New Mobile User**.

## ← New Mobile User

User Details Timeline

### Personal Details

Nickname:	<input type="text" value="Enter the user's full name"/>
First Name:	<input type="text" value="Enter the user's first name"/>
Last Name:	<input type="text" value="Enter the user's last name"/>
Mobile Phone Number:	<input type="text" value="Enter a mobile number"/>
Email Address:	<input type="text" value="Enter an email address"/>
Username:	<input type="text" value="Enter a username"/>
Depots / Base Markers:	<input style="border: 1px solid red;" type="text" value="Choose a Base Marker"/>
Hierarchy:	<input style="border: 1px solid gray;" type="text" value="Select a hierarchy node"/>
Team:	Click to add Team...
Roles:	Click to add Role...

Can access the Fleet platform.:	<input style="border: 1px solid gray;" type="text" value="Use Account Default (Allowed)"/>
	<input type="checkbox"/> Has restricted access windows
Assignable Vehicles:	None

### License

License No:	<input type="text"/>
State:	<input type="text"/>
Class:	<input type="text"/>
Expires:	<input type="text" value=""/>

### Mobile Configuration

Mobile Configuration Profile:	<input style="border: 1px solid gray;" type="text" value="Account Defaults"/>
-------------------------------	---

4. Fill in the **Personal Details** on the **User Details** tab.
5. For **Mobile Configuration Profile** select "Account Defaults" if you want to use the default settings for your account, or select "Custom" if you want to change any of the [Hours of Service settings](#).

To make it easier to create a large number of mobile users, you can use the **Import** function on the **Mobile Tools** screen and upload a CSV file containing all mobile user details in the **Import Mobile Users** dialog window.

# Creating Drivers

Use the following procedure to create WorkPlan drivers in the Verizon Connect platform if you do not have access to the **Mobile Tools** screen. If you have access to the **Mobile Tools** screen, you can create a driver as part of [creating a WorkPlan user \(using Mobile Tools\)](#).

To create a driver only:

1. [Sign in to the Verizon Connect platform](#).
2. Expand the **Main** option, then select **Drivers**.
3. Click **Create**.
4. Fill in at least the following fields in the **Details** tab of the **Add New Driver** window:
  - **Name** - The driver's name or nickname.
  - **Based At** - Select one of the locations as the driver's base location or depot.

\*Add New Driver

**Details**

Contact & Vitals

Notes & History

License & Insurance

Mobile

Tags

Teams

Name: John Smith

Employee No.: 12345

Supervisor ID: 98765

Last Name: Smith

First Name: John

Middle Name:

Mobile Phone:

Email Address:

Based At: Super Fun Place

Categories: (None)

Photo

Upload... Remove

View Large

Driver must be saved before uploading a photo

Save Cancel

5. Click **Save**.
6. Click the new driver's name in the list to open the **Edit Driver** dialog window.
7. To upload the driver's photo, click **Upload** in the **Details** tab.

# Creating Subusers and Associating Drivers

Each driver must be associated with a Verizon Connect platform user who will determine how the driver signs in to WorkPlan. The associated driver can be assigned to the vehicle when you sign in to WorkPlan.

Use the following procedure to create a Verizon Connect platform user and associate a driver, if you do not have access to the **Mobile Tools** screen. If you have access to the **Mobile Tools** screen, you can create a user and associate a driver as part of [creating a WorkPlan user](#).

To create a subuser and associate a driver:

1. [Sign in to the Verizon Connect platform](#).
2. Expand the **Tasks** option, then select **Subusers**.
3. Click **Create**.



You can also edit an existing subuser by clicking on the username in the **Name** column.

4. Click the **Details** tab and complete at least the following:

- **Username** - The username that the subuser will use to sign in.
- **Driver** - Select the associated driver from the drop-down options.

\*Create a new subuser
✕

[Details](#)

[Rights](#)

[Access Summary](#)

Username:

Disable Account

Full Name:

Email Address:

Driver:  ▼

Time Zone:  ▼

Administrator

Has restricted access windows

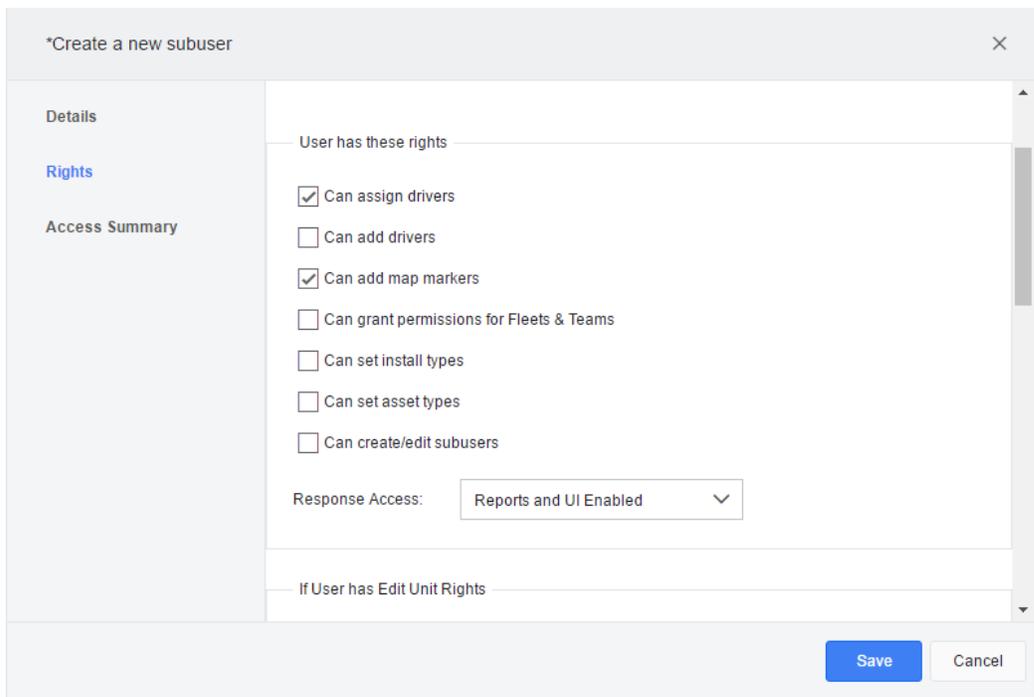
5. Click the **Rights** tab and complete the following:

a. Select the **Can assign drivers** check box in the **User Rights Options** section.



This permission is required to assign the driver to the vehicle when the user signs in to WorkPlan.

b. Select "Reports and UI Enabled" in the **Response Access** drop-down option.



6. Click the **Access Summary** tab and complete the following:

a. Select one of the following options:

- Categories
- Fleets
- Teams

b. Review the permissions for each option in Step 6a.

SYMBOL	DESCRIPTION
	Global Permission
	Viewable Permission

\*Create a new subuser
✕

Details

Rights

[Access Summary](#)

Categories
Fleets
Teams

✕

NAME	PERMISSIONS
Fuel Station	👁
HQ	👁
Customers	👁
Prohibited	👁

⏪ <
Page  of 1
> ⏩
🔄

Save
Cancel

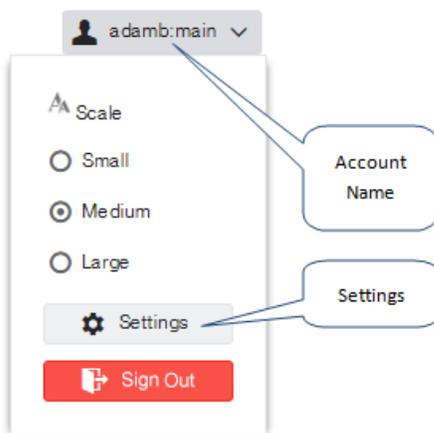
7. Click **Save**.
8. Assign the user to a fleet of vehicles in Fleets and Teams or via the Hierarchy (see the Verizon Connect Fleet Help within the Verizon Connect platform for further information).

# Configuring WorkPlan User Accounts

You can enable or disable support for Hours of Service, as well as specifying default Hours of Service values for WorkPlan user accounts, [globally for the account](#) using the **Settings** screen or [on a driver level](#) using the **Drivers** screen.

## Setting Options Globally

1. [Sign in to the Verizon Connect platform.](#)
2. Click the account name in the upper right corner of the Verizon Connect platform interface to open the **Settings** menu:



3. Click **Settings**. The **Settings** dialog opens:



The address specified in the **Mailing address** section of the **Settings** dialog box populates the main office address on the HOS driver daily log.

4. (Optional) On the **ELD** tab enter **Carrier Name** and **Carrier USDOT No.**. The carrier name is the company name that was used to register with the FMCSA. The carrier USDOT number is the number you obtained from the FMCSA when registering.
5. Select the **Mobile Defaults** tab from the menu on the left. Specify the required [settings](#) under the **Device** and **Hours of Service** sections.



If the drivers' vehicles are equipped with tracking hardware, the setting for **GPS Tracking** (under the **Device** section) must be set to "Off". For vehicles equipped with installed or factory-fit tracking hardware, generating Hours of Service records by using location data from a mobile web device (for example smart phone or tablet) is not compliant, and a connection to the vehicle is required.

\*Settings

Speeding

Map

Markers

Units

Reports

New User Defaults

**Mobile Defaults**

Routing Defaults

Unassigned Miles

In Sight Alerts

Device

GPS Tracking: Off

Show Vehicle Selection At Login: On

Show Vehicle Selection On Home Screen: Off

Must Unassign Vehicle At Logout: Off

Jobs

Jobs: Off

Driver Initiated Status: On

Can User Reject Jobs: On

Save Cancel

## Setting Options on a Driver Level

1. [Sign in to the Verizon Connect platform.](#)
2. Expand the **Main** option, then select **Drivers**.
3. Click on the name of the driver. The **Edit Driver** dialog opens.
4. Select the **Verizon Connect Mobile** tab from the menu on the left.
5. Specify the required [settings](#) under the **Device** and **Hours of Service** section.



If the drivers' vehicles are equipped with tracking hardware, the setting for **GPS Tracking** (under the **Device** section) must be set to "Off".

For vehicles equipped with installed or factory-fit tracking hardware, generating Hours of Service records by using location data from a mobile web device (eg. smart phone or tablet) is not compliant, and a connection to the vehicle is required.

**Edit Driver - Steven** ✕

- Details
- Contact & Vitals
- Notes & History
- License & Insurance
- Telogis Mobile
- Tags
- Teams

**Hours Of Service**

HOS:  ▼

Rule Type:  ▼

Enable Co-Driver:  ▼

HOS Oilfield:  ▼

HOS Warnings:  ▼

Status Notes:  ▼

Edit Events:  ▼

HOS Alert Prior to Violation:  ▼

Show Time:  ▼

# Hours of Service Settings

Use the following table as a guide to configure your WorkPlan device and hours of service settings. The options available to you depend on how your account is set up.

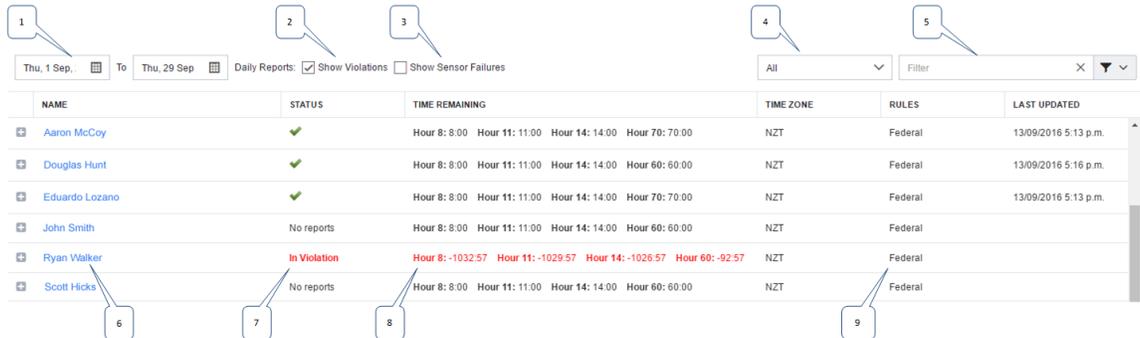
OPTION	DESCRIPTION
<b>GPS Tracking</b>	Enable or disable location tracking using the mobile web device (for example smart phone or tablet). Turn this setting off if the user's vehicle is equipped with a tracking hardware unit.
<b>Show Vehicle Selection At Login</b>	Specify whether drivers will be asked to select a vehicle immediately after signing in to their device, if not already assigned. If set to "Off", the <b>Show Vehicle Selection On Home Screen</b> option must be turned "On".
<b>Show Vehicle Selection On Home Screen</b>	Specify whether the <b>Vehicle</b> button will be shown on the WorkPlan <b>Home</b> screen, allowing drivers to unassign themselves from their current vehicle, or switch their assigned vehicle to another vehicle. If set to "Off", the <b>Show Vehicle Selection At Login</b> option must be turned "On".
<b>Must Unassign Vehicle At Logout</b>	Specify whether the currently-assigned vehicle is automatically unassigned from the driver when signing out. When set to "Off", the vehicle is not automatically unassigned.
<b>HOS</b>	Enable or disable federal Hours of Service support on the WorkPlan device. When set to "On", the <b>HOS</b> menu option will be available from the <b>Home</b> screen.
<b>Rule Type</b>	Specify the default rules that should be used for checking for Hours of Service violations. These might be federal rules or rules set by a specific state: <ul style="list-style-type: none"> <li>• Federal and 60 hour</li> <li>• Federal and 70 hour</li> <li>• Texas and 70 hour</li> <li>• California and 80 hour</li> <li>• Canada and 70 hour</li> <li>• Canada and 120 hour</li> <li>• Florida and 70 hour</li> <li>• Florida and 80 hour</li> </ul>
<b>Enable Co-Driver</b>	Select "On" to enable support for a co-driver, or "Off" to allow only driving times for one driver to be tracked during each driver shift.
<b>HOS Oilfield</b>	Enable or disable the HOS Oilfield feature. When set to "On" and a vehicle is at an oilfield, the additional HOS status, Waiting, can be selected on the WorkPlan app.
<b>HOS Warnings</b>	Enable or disable the HOS Warnings feature. When set to "On", a pop-up

	warning will appear when remaining in the current status will cause an Hours of Service violation. This warning allows drivers to change status to avoid violations.
<b>Status Notes</b>	Enable or disable the Status Notes feature. This feature gives the driver the ability to add notes when changing driver status, and should always be set to "On", and must be set to "On".
<b>Edit Events</b>	Enable or disable the Edit Events feature. This feature gives the driver the ability to edit events in their Hours of Service graph.
<b>HOS Alert Prior to Violation</b>	Configure the lead-in time for HOS violation warnings. These are the warnings that appear when remaining in the current status will cause an HOS violation to occur (see <b>HOS Warnings</b> above). Use this control to select how many minutes prior to the violation occurring the warning should appear. Available range is 5 minutes to 180 minutes.
<b>Show Time Remaining on Status Change</b>	Enable or disable the Show Time Remaining on Status Change feature. When set to "On", a popup message will appear on the device when an HOS status is changed, indicating the time remaining in the new status before a violation will occur.
<b>Login Status Change</b>	This option is applicable to HOS v2.x only.
<b>Logout Status Change</b>	This option is applicable to HOS v2.x only.
<b>Allow Switch from Off Duty to Driving</b>	This option is applicable to HOS v2.x only.
<b>Show Sensor Failures</b>	This option is applicable to HOS v2.x only.
<b>Can Switch Ruleset</b>	This option is applicable to HOS v2.x only.
<b>Can Enable Oilfield</b>	This option is applicable to HOS v2.x only.
<b>Can Use 100 Mile Exemption</b>	Select "On" to allow the driver to enable or disable the <a href="#">100 air-mile radius exemption</a> from the WorkPlan app.
<b>Can Use Non-CDL Short Haul Exemption</b>	Select "On" to allow the driver to enable or disable the <a href="#">non-CDL short-haul exemption</a> from the WorkPlan app.
<b>Can Use Personal Conveyance</b>	Enable or disable the ability to enter personal conveyance mode from within WorkPlan. If enabled, the driver can enter or leave personal conveyance mode, which stops tracking driver events while the driver uses the vehicle for personal trips.
<b>Can Use Yard Move</b>	Enable or disable the ability to enter yard move mode from within WorkPlan. If enabled, the driver can enter or leave yard move mode, which stops tracking driver events while the driver maneuvers the vehicle around the yard.
<b>Can Use Public Utility Exemption</b>	Enable or disable the ability to use the public utility exemption within WorkPlan. If enabled, the driver can enable or disable the public utility

	exemption, which records the time working on public utility services as off-duty time.
<b>Can Use Unregulated Driving</b>	Enable or disable the ability to enter unregulated driving mode from within WorkPlan. If enabled, the driver can enter or leave unregulated driving mode, which means that driver events will not be tracked when they drive a vehicle that is not a commercial motor vehicle.
<b>Can Use General Exemption</b>	This feature is not applicable if you are using WorkPlan as an AOB RD and must therefore be set to "Off" (if you have the setting).
<b>General Exemption Reason</b>	This feature is not applicable if you are using WorkPlan as an AOB RD and must therefore be set to "Off" (if you have the setting).

# Reviewing the HOS Summary

To review the HOS summary [sign in to the Verizon Connect platform](#), expand the **Main** option and then select **Hours of Service**. The hours of service summary is on the **Drivers** tab.



1. Change the date range using the two calendar tools.
2. Show violations on the driver's daily logs.
3. Show sensor failures on the driver's daily logs.
4. Select a team and only display the drivers in that team.
5. Filter the list by driver name or time zone.
6. Click the driver's name for individual 24-hour driver status summaries.
7. Status of the specific driver's log.

Use the following table to review the specific driver Hours of Service status in the Verizon Connect platform.

TEXT	DESCRIPTION
In Violation	The driver violated one or more HOS rules.
Not signed	The log is not signed.
No reports	No logs are available.
Unavailable	There was an error loading the data for this driver.
(blank)	The driver has no events for the day or the log is for today.
✓	The driver has events for the day and signed the log.

8. The total time (in the format [hours]:[minutes]) remaining before the driver should stop driving to avoid exceeding a limit. Text shown in orange indicates that the driver has less than an hour

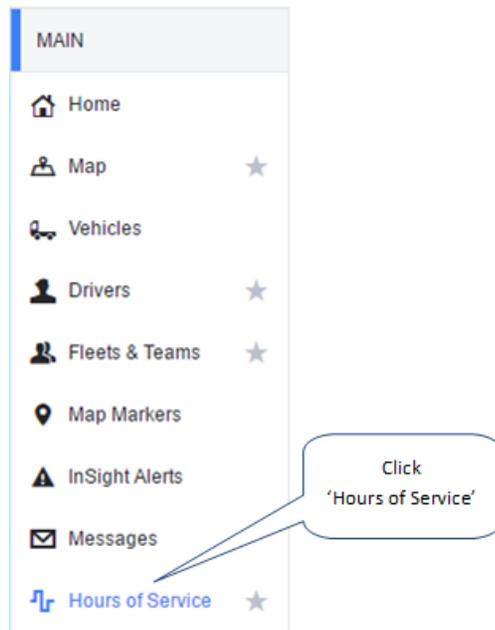
before running out of time. Text shown in red indicates that the driver has run out of time and should not drive. The limits that you see depend on your rule set:

- **Hour x** - The limits for all rule sets except for Canada South. For example, **Hour 8** displays the federal 8-hour rest break limit, and **Hour 11** displays the 11-hour driving limit.
  - **Shift x** - The limits that apply within a work shift. For example, **Shift 13** displays the 13-hour driving limit within a work shift, and **Shift 16** displays the 16-hour limit for elapsed time on duty or driving. (Canada South rules only)
  - **Daily x** - The limits that apply within a 24-hour period. For example, **Daily 13** displays the 13-hour driving limit within a 24-hour period. (Canada South rules only)
  - **Daily Off** - The accumulated 10-hour off-duty limit required within a 24-hour period. This limit also includes off-duty periods that are shorter than 30 minutes. (Canada South rules only)
  - **Daily Driving Deferral** - This is displayed instead of **Daily 13**, if a driver is eligible for a deferral of off-duty time from one day to the next. If eligible, drivers can drive up to 2 hours longer on day 1, if they reduce their driving time by the same amount on day 2. (Canada South rules only)
  - **Daily On Duty Deferral** - This is displayed instead of **Daily 14**, if a driver is eligible for a deferral of off-duty time from one day to the next. If eligible, drivers can be on duty for up to 2 hours longer on day 1, if they reduce their on-duty time by the same amount on day 2. (Canada South rules only)
  - **Cycle 70 / Cycle 120** - The limits that apply within a 70 or 120-hour cycle. For example, **Cycle 70** displays the 70-hour on-duty limit. (Canada South rules only)
  - **Cycle Off** - The accumulated 24-hour off-duty limit required within a 336-hour period, which is equivalent to 14 days. (Canada South rules only)
9. The rule set that the driver is following, for example "Federal" or "Texas".

# Viewing Driver Logs

To view driver logs:

1. [Sign in to the Verizon Connect platform.](#)
2. Expand the **Main** option, then select **Hours of Service**.



3. Ensure that you have the **Drivers** tab selected. Filter or search for the appropriate driver in the list, then click on the name.

Thu, 1 Sep. To Thu, 29 Sep Daily Reports:  Show Violations

	NAME	STATUS
	<a href="#">Aaron McCoy</a>	✓
	<a href="#">Douglas Hunt</a>	✓
	<a href="#">Eduardo Lozano</a>	✓
	<a href="#">John Smith</a>	No reports
	<a href="#">Ryan Walker</a>	In Violation
	<a href="#">Scott Hicks</a>	No reports

Click on the driver's name

4. Click the applicable date link in the **Date** column.

Thu, 22 Sep To Thu, 29 Sep Daily Reports:  Show Violations  Show Sensor Failures

NAME	STATUS	TIME REMAINING					
<a href="#">John Smith</a>	In Violation	Hour 8: 8:00	Hour 11: 11:00	Hour 14: 14:00	Hour 60: 60:00		
STATUS	DATE	EDIT	RES...	OFF DUTY	SLEEPER BERTH	DRIVING	ON DUTY NOT DRIVING
✓	<a href="#">Thu, 22 S...</a>	<a href="#">Edit</a>		19:06	0:00	0:00	4:54
In Violation	<a href="#">Fri, 23 Sep</a>	<a href="#">Edit</a>		10:48	0:02	0:21	12:49
No reports	<a href="#">Sat, 24 Sep</a>	<a href="#">Edit</a>					
Not signed	<a href="#">Sun, 25 ...</a>	<a href="#">Edit</a>		16:33	0:00	7:21	0:06
✓	<a href="#">Mon, 26 ...</a>	<a href="#">Edit</a>		16:33	0:00	7:21	0:06
✓	<a href="#">Tue, 27 S...</a>	<a href="#">Edit</a>		17:01	0:00	0:00	6:59
No reports	<a href="#">Wed, 28 ...</a>	<a href="#">Edit</a>					
No reports	<a href="#">Thu, 29 S...</a>	<a href="#">Edit</a>					

Click on the date

5. Review the **Driver's Daily Log** report as needed.

### DRIVER'S DAILY LOG

(24 HOURS)

0.0 mi  
Distance Driven Today

0.0 mi  
Total Distance Today

Jimmy Vehicle1 (thynmu)  
Truck/Tractor and Trailer Numbers or License Plate(s)/State  
(show each unit)

**SHIPPING DOCUMENTS:**

B/L or Manifest No.

ceceg56n  
Shipper & Commodity

14/10/2015  
Month - Day - Year

**TestDrive LG New Zealand**  
Name of Carrier or Carriers

Level 2 - Birmingham Driver, Christchurch, Canterbury 8024  
Main Office Address

104 Victoria St, Christchurch, Canterbury  
Home Terminal Address

Original - File at home terminal Duplicate - Driver retains in his/her possession for 8 days

I certify these entries are true and correct:

Driver's Full Signature (Jimmy LG10P)

Co-Driver's Name

60 Hour / 7 Day Drivers

A. 1:07  
Total hours on duty last 6 days, including today.

B. 58:53  
Total hours available tomorrow. (60 hr. minus A)\*

C. 1:07  
Total hours on duty last 7 days, including today.  
\*If you took 34 consecutive hours off duty, you have 60/70 hours available again.

100 Mile Exemption was used today.

	MIDNIGHT	1	2	3	4	5	6	7	8	9	10	11	NOON	1	2	3	4	5	6	7	8	9	10	11	MIDNIGHT
OFF	[Timeline with vertical bars indicating activity]																							22:53	
SB	[Timeline with vertical bars indicating activity]																							0:00	
D	[Timeline with vertical bars indicating activity]																							0:01	
ON	[Timeline with vertical bars indicating activity]																							1:06	
W	[Timeline with vertical bars indicating activity]																							0:00	
	[Timeline with vertical bars indicating activity]																							24:00	

From: Christchurch, Canterbury      To: Christchurch, Canterbury

Created at: 21/10/2015 14:55      Page 1

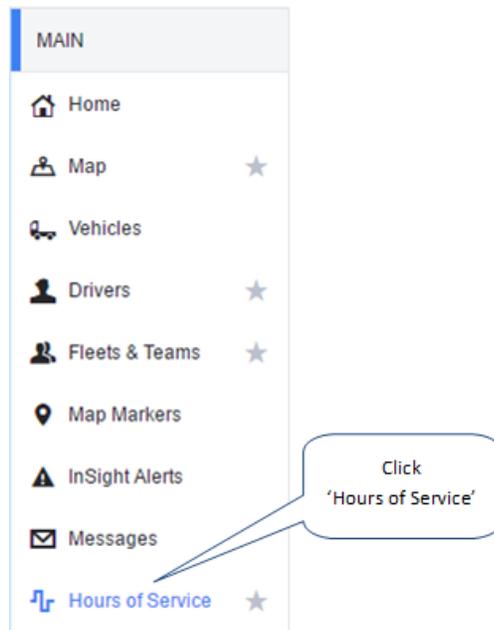
6. Some or all of the following tools appear when you hover over them with your mouse-pointer:

SYMBOL	DESCRIPTION
	Display the log report so that it fits to the height of the page.
	Display the log report so that it fits to the width of the page.
	Zoom-in on the log report.
	Zoom-out on the log report.
	Rotate the log report clockwise.
	Download the log report.
	Print the log report.

# Viewing Driver Vehicle Inspection Reports

Use the following procedure to view driver vehicle inspection reports (DVIRs):

1. [Sign in to the Verizon Connect platform.](#)
2. Expand the **Main** option, then select **Hours of Service**.



3. Search for the appropriate driver in the **Hours of Service** list, then click on the name.

Thu, 1 Sep. To Thu, 29 Sep Daily Reports:  Show Violations

	NAME	STATUS
<a href="#">+</a>	<a href="#">Aaron McCoy</a>	✓
<a href="#">+</a>	<a href="#">Douglas Hunt</a>	✓
<a href="#">+</a>	<a href="#">Eduardo Lozano</a>	✓
<a href="#">+</a>	<a href="#">John Smith</a>	No reports
<a href="#">+</a>	<a href="#">Ryan Walker</a>	In Violation
<a href="#">+</a>	<a href="#">Scott Hicks</a>	No reports

Click on the driver's name

4. Click the applicable date link in the **Vehicle Inspection Report** column.

Thu, 22 Sep To Thu, 29 Sep Daily Reports:  Show Violations  Show Sensor Failures Team Filter

NAME	STATUS	TIME REMAINING	TIME ZONE	RULES	LAST UPDATED				
<a href="#">John Smith</a>	Not signed	Hour 8: 8:00 Hour 11: 11:00 Hour 14: 14:00 Hour 60: 56:59	NZT	Federal	28/09/2016 7:36 p.m.				
STATUS	DATE	EDIT	RES...	OFF DUTY	SLEEPER BERTH	DRIVING	ON DUTY NOT D...	VIOLATIONS	VEHICLE INSPECTION REPORT
✓	<a href="#">Thu, 22 S...</a>	<a href="#">Edit</a>		16:21	0:00	0:00	7:39		
✓	<a href="#">Fri, 23 Sep</a>	<a href="#">Edit</a>	<a href="#">🔄</a>	18:52	0:00	0:07	5:01		DVIR: <a href="#">Fri, 23 Sep, 1:39 PM (Vehicle1)</a>
No reports	<a href="#">Sat, 24 Sep</a>	<a href="#">Edit</a>							
Not signed	<a href="#">Sun, 25 ...</a>	<a href="#">Edit</a>	<a href="#">🔄</a>	10:18	0:00	2:19	11:23		
Not signed	<a href="#">Mon, 26 ...</a>	<a href="#">Edit</a>	<a href="#">🔄</a>	10:18	0:00	2:19	11:23		
No reports	<a href="#">Tue, 27 S...</a>	<a href="#">Edit</a>							
✓	<a href="#">Wed, 28 ...</a>	<a href="#">Edit</a>		20:59	0:00	0:00	3:01		DVIR: <a href="#">Wed, 28 Sep, 6:09 PM (Vehicle1)</a>
No reports	<a href="#">Thu, 29 S...</a>	<a href="#">Edit</a>							

Click on the DVIR link

5. Review the **Driver's Vehicle Inspection Report** in the **DVIR** window.

**DVIR**

DRIVER: John Smith

ODOMETER (INSPECTION / MECHANIC / APPROVAL): 62.27 / - / -

ADDRESS: 20 Enterprise, Aliso Viejo, CA

VEHICLE: Vehicle 2

ITEMS	INSPECTION	MECHANIC	APPROVAL	ITEMS (CONT.)	INSPECTION	MECHANIC	APPROVAL
Engine	passed			Cutting Edges / Teeth	n/a		
Clutch	passed			Pins / Bushings	n/a		
Transmission	passed			Welding / Fabrication	n/a		
Cooling	passed			Screeds	n/a		
Leaks	passed			Auger / Conveyor / Bed	n/a		
Fuel System	passed			Water System	n/a		
Exhaust	passed			Airlines	n/a		
Frame	passed			Head Lights	passed		
Suspension	passed			Tail Lights	passed		
Transfer Case	passed			Marker Lights	passed		
Axles	passed			Backup Alarm	passed		
Brakes	passed			Backup Camera	passed		
Tires / Rims	passed			Fire Extinguisher	passed		
Mud Flaps	passed			Triangles & Cones	passed		
Hydraulics	passed			Reflectors	passed		
Drum / Counter	passed			Instrument Panel	passed		
Rollers	passed			Horn	passed		
Chutes	passed			Glass	passed		
Water Tank	passed			Mirrors	passed		
Pedestal	passed			Windshield Wipers	passed		
Controls	passed			Seat Belt	passed		
Vehicle Coupling System	n/a			Steering	passed		
Wheels (Attaching Hardware)	n/a			Cab Interior / Exterior	passed		
Differential	n/a			Bed / Body / Interior / Exterior	passed		
Chassis	n/a			Paint / Body Work			
Electrical	n/a			Air Conditioning			

Driver inspection: John Smith Date: 20/11/2015 1:22 p.m.

DS

Mechanic: \_\_\_\_\_ Date: \_\_\_\_\_

Driver approval: \_\_\_\_\_ Date: \_\_\_\_\_

**STATUS SUMMARY OF ALL THE VEHICLE PARTS**

	Inspection	Mechanic	Approval
Passed	38	-	-
Failed	0	-	-
Fixed	0	-	-
N/A	12	-	-

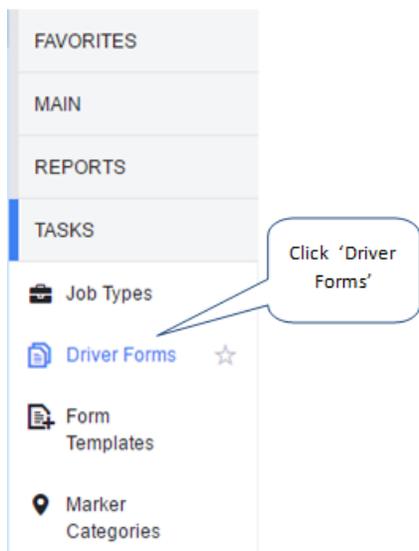
**ADDITIONAL ITEMS**

	INSPECTION	MECHANIC	APPROVAL
ENGINE HOURS			
VEHICLE TYPE	Mixer		
NOTES			

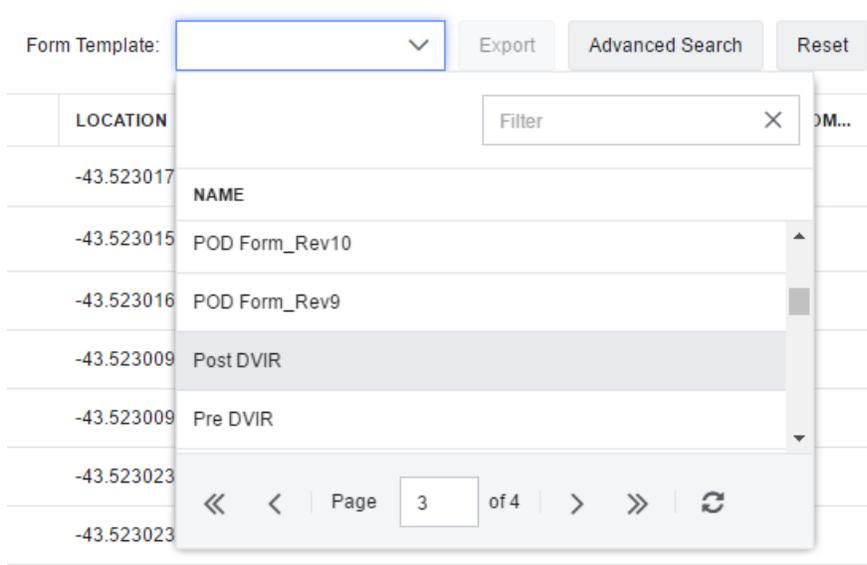
# Exporting Driver Inspection Reports

Use the following procedure to export DVIRs:

1. [Sign in to the Verizon Connect platform.](#)
2. Expand the **Tasks** option, then select **Driver Forms**.



3. Select **DVIR**, **Pre DVIR** or **Post DVIR** in the **Form Template** drop-down list.



4. Set the appropriate **From** and **To** time frame.

From   to

<input type="checkbox"/>	DATE	DRIVER	VEHICLE	JOB	ADDRESS
<input type="checkbox"/>	Thu, 29 Sep, 10:03 AM	Michael Holmez	Vehicle4		108 Victoria St
<input type="checkbox"/>	Thu, 29 Sep, 10:06 AM	Michael Holmez	Vehicle4		108 Victoria St

5. Select the check box next to the forms you would like to export and click **Export**.

From   to     Form Template:

<input checked="" type="checkbox"/>	DATE	DRIVER	VEHICLE	JOB	ADDRESS	CITY	STATE	POSTCODE	LOCATION	FORM TEMPLATE	VER...	WALKAROUND...
<input checked="" type="checkbox"/>	Thu, 29 Sep, 10...	Michael Holmez	Vehicle4		108 Victoria St	Christchurch	Canterbury		-43.523015,172...	DVIR	1 of 1	<input type="button" value="Details"/>

*Note: Callouts indicate 'Click 'Export'' and 'Select the checkbox next to the form(s)'.*

6. Select the appropriate export format, then click **Export**.

- CVS
- Raw XML
- PDF

**Export** ✕

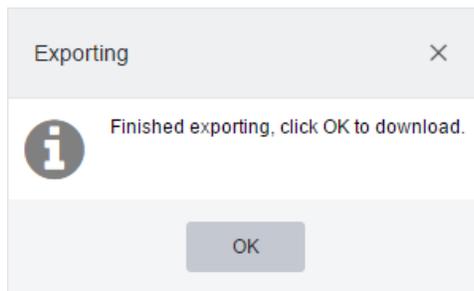
Export format:

CSV

Raw XML

PDF

7. Click **OK**.



8. Review the exported Driver Vehicle Inspection Report (DVR).

The screenshot shows a Microsoft Excel spreadsheet with the following data:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	date	driver	vehicle	job	address	city	zip	state	Odometer	Brake line	Electric lbr	Drive line	Coupling	Tires, whe
2	8/8/2013 11:50	FB Dallast	FB DallasVh 1						25299.21	TRUE	TRUE	TRUE	TRUE	TRUE
3	8/8/2013 14:28	derek	Derek1		229 Chern	Kennett S	19348	Pennsylva	119311.2	TRUE	TRUE	TRUE	TRUE	TRUE
4	8/12/2013 14:49	FB Dallast	FB DallasVh 1						26780.19	FALSE	FALSE	FALSE	FALSE	FALSE
5	8/12/2013 17:42	Sean	Sean 629cbb1e5		3389 W 8th	Los Angel	90005	California	15708.38	FALSE	FALSE	FALSE	FALSE	FALSE
6	8/14/2013 11:23	Katelyn	Tom's Truck		855 Deerc	Waxhaw	28173	North Cari	152442.6	TRUE	TRUE	TRUE	TRUE	TRUE
7	8/16/2013 11:25	Sean	Sean 629cbb1e5		599 San Vi	Santa Mor	90402	California	15708.38	FALSE	FALSE	FALSE	FALSE	FALSE
8	8/21/2013 16:10	Katelyn	Tom's Truck		1111 Mark	Philadelpl	19107	Pennsylva	152611	FALSE	FALSE	FALSE	FALSE	FALSE
9	8/22/2013 7:21	RickyBobt	075642536		878 Tumb	Temple	76502	Texas	245698.9	TRUE	TRUE	TRUE	TRUE	TRUE
10	9/6/2013 16:35	markw	markw 1		24 Enterpr	Aliso Viej	92656	California	164901.3	TRUE	TRUE	TRUE	TRUE	TRUE
11	9/9/2013 23:43	Sean2	Sean DROIDX		22 Enterpr	Aliso Viej	92656	California	100	FALSE	FALSE	FALSE	FALSE	FALSE
12	9/10/2013 0:13	Sean2	Sean DROIDX		26 Enterpr	Aliso Viej	92656	California	100	FALSE	FALSE	FALSE	FALSE	FALSE
13	9/10/2013 0:14	Sean2	Sean DROIDX		26 Enterpr	Aliso Viej	92656	California	100	FALSE	FALSE	FALSE	FALSE	FALSE
14	9/10/2013 0:16	Sean2	Sean DROIDX		Ward St, F	Fountain	92708	California	100	FALSE	FALSE	FALSE	FALSE	FALSE
15	9/10/2013 0:22	Sean2	Sean DROIDX		San Diego	Seal Beac	90740	California	100	FALSE	FALSE	FALSE	FALSE	FALSE
16	9/10/2013 10:07	AndyOles	AndyOlesonVehicle:		3469 Ashw	Sachse	75048	Texas	163522	TRUE	TRUE	TRUE	TRUE	TRUE
17	9/10/2013 14:30	AndyOles	AndyOlesonVehicle:		3465 Ashw	Sachse	75048	Texas	163544.9	TRUE	TRUE	TRUE	TRUE	TRUE

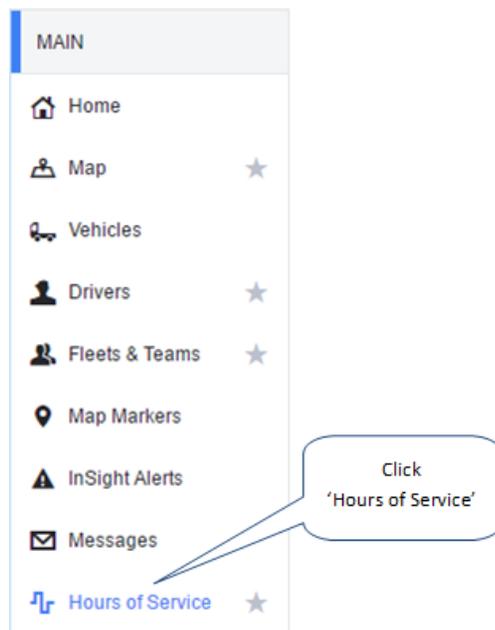
# Viewing HOS Event Details

You can view a list of hours of service events for a particular driver or a list of all hours of service events. From each list you can then view more details about a particular event.

## Viewing a List of HOS Events for a Driver

To open the HOS event list for a particular driver and view the event details for an hours of service event:

1. [Sign in to the Verizon Connect platform.](#)
2. Expand the **Main** option, then select **Hours of Service**.



3. Select the **Drivers** tab.
4. Filter or search for the appropriate driver in the list, then click on the name to open a summary list for the driver.

Drivers Events

Thu, 3 Aug To Thu, 10 Aug Daily Reports:  Show Violations  Show Sensor Failures Team Filter

NAME	STATUS	TIME REMAINING	TIME ZONE	RULES	LAST UPDATED
Charles Jimenez	Not signed	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	6/08/2017 7:18 PM
Cheryl Morales	In Violation	Hour 8: -18:38 Hour 11: -13:55 Hour 14: -12:38 Hour 60: 33:22	PST	Federal	9/08/2017 11:18 PM
Harold Mason	In Violation	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	8/08/2017 5:20 PM
John Smith	Not signed	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	7/08/2017 6:00 PM

STATUS	DATE	VIEW	RESET	OFF DUTY	SLEEPER BERTH	DRIVING	ON DUTY NOT D...	OFF DUTY - WELL SITE	VIOLATIONS	VEHICLE INSPECTION REPORT
Not signed	Thu, 3 Aug	View		13:33	0:00	1:39	8:49			
Not signed	Fri, 4 Aug	View		16:14	0:00	2:24	5:22			
Not signed	Sat, 5 Aug	View		14:27	0:00	1:09	8:24			
Not signed	Sun, 6 Aug	View		14:34	0:00	1:49	7:37			
Not signed	Mon, 7 Aug	View		16:27	0:00	1:07	6:26			
No reports	Tue, 8 Aug	View								
No reports	Wed, 9 Aug	View								
No reports	Thu, 10 Aug	View								

Send to FMCSA Export data

Juan Torres Not signed Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00 PST Federal 7/08/2017 11:54 PM

Nancy Chen No reports Hour 8: 8:00 Hour 11: 11:00 Hour 14: 14:00 Hour 60: 60:00 PST Federal

Peter Simpson No reports Hour 8: 8:00 Hour 11: 11:00 Hour 14: 14:00 Hour 60: 60:00 PST Federal

Page 1 of 1 Rows: 30 1 - 13 of 13

- Click on a **View** link in the summary list to open the HOS event list for the driver for the selected day. Unlike the list on the **Events** tab, which lists all events, this list displays events only for the selected driver and date, and only if the events are active. The list does not show events that have been marked as "Rejected" or "Inactive".

Hours of Service (jsmith1 - 7/4/2019 PST)

+ New Event

EVENT	TIME	VEHICLE	LOCATION	COMMENTS
Off Duty				
L Login	1:42:34 PM	LM543426	Location unavailable	
ON On Duty Not Driving	1:46:13 PM	LM543426	1mi NW Cathedral Square	
ON On Duty Not Driving	1:47:02 PM	LM543426	1mi NW Cathedral Square	
SB Sleeper Berth	2:07:37 PM	LM543426	1mi NW Cathedral Square	
Off Duty	2:07:58 PM	LM543426	1mi NW Cathedral Square	
PC Personal Conveyance	2:08:47 PM	LM543426	1mi NW Cathedral Square	
DI PCYM End	2:09:18 PM	LM543426	1mi NW Cathedral Square	
D AOB RD Sensor Failure Lo...	2:13:31 PM	LM543426	1mi NW Cathedral Square	
DI PCYM End	2:09:18 PM	LM543426	1mi NW Cathedral Square	
D AOB RD Sensor Failure Lo...	2:13:31 PM	LM543426	Location unavailable	
D Driving	2:19:14 PM	LM543426	Location unavailable	
ON On Duty Not Driving	2:21:17 PM	LM543426	104 Astrid's name, Nashville, Tennessee	
D Driving	2:21:24 PM	LM543426	1mi NW Cathedral Square	
ON On Duty Not Driving	2:25:12 PM	LM543426	1mi NW Cathedral Square	
D AOB RD Sensor Failure Cl...	2:25:13 PM	LM543426	1mi SSW St Albans	
ON On Duty Not Driving	2:33:48 PM	LM543426	1mi NW Cathedral Square	
SB Sleeper Berth	2:33:57 PM	LM543426	Location unavailable	
Off Duty	2:34:11 PM	LM543426	1mi NW Cathedral Square	
ON On Duty Not Driving	2:36:31 PM	LM543426	1mi NW Cathedral Square	
Off Duty	2:44:11 PM	LM543426	1mi NW Cathedral Square	
ON On Duty Not Driving	2:46:31 PM	LM543426	1mi NW Cathedral Square	

- Click the event name.

7. The **Event Detail** dialog opens. It contains details about the selected event and the following tabs:

- **Details** - This contains further details that have been recorded for the event.

**Event Detail**
✕

ON

### On Duty Not Driving

Tue, 7 Nov, 6:31:53 PM

[Edit Event](#)

Status	Active (1)	Event Type	Duty Status (1)
Driver	JohnSmith	Event Code	On Duty Not Driving (4)
Vehicle	LM543426	Origin	Manual or Edited by Driver (2)
Location	20 Enterprise, Aliso Viejo, California	Time Zone Offset	+13:00
Comments	-		

Details
Activity

---

Accumulated Vehicle Distance	0 km	Latitude	-43.52
Total Vehicle Distance	390 km	Longitude	172.63
Elapsed Engine Hours	1.1 h	Sequence ID	58
Total Engine Hours	472.7 h	Shipment Document Number	7112017
Distance Since Last Valid Coords	0 km	Trailer Numbers	FABYA114
Malfunction Indicator Status	No (0)	Co-Driver Name	-
Diagnostic Event Indicator Status	No (0)	Co-Driver Username	-
Checksum	DC		

[Close](#)

- **Activity** - This contains a list of actions that have been performed on this event. For example, creating or editing the event.

**Event Detail**
✕

ON

### On Duty Not Driving

Tue, 7 Nov, 6:31:53 PM

[Edit Event](#)

Status	Active (1)	Event Type	Duty Status (1)
Driver	JohnSmith	Event Code	On Duty Not Driving (4)
Vehicle	LM543426	Origin	Manual or Edited by Driver (2)
Location	20 Enterprise, Aliso Viejo, California	Time Zone Offset	+13:00
Comments	-		

Details
Activity

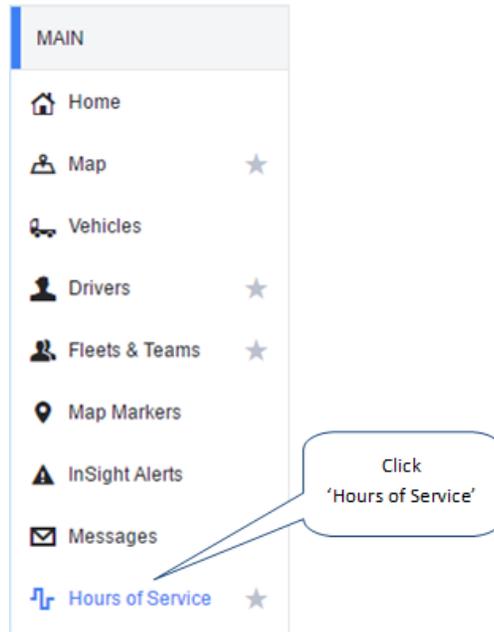
UPDATE TIME	DESCRIPTION	STATUS
Tue, 7 Nov, 6:31:53 PM	<b>John Smith</b> created event	Active (1)

[Close](#)

## Viewing a List of all HOS Events

To open the general HOS event list and view the event details for an hours of service event:

1. [Sign in to the Verizon Connect platform.](#)
2. Expand the **Main** option, then select **Hours of Service**.



### 3. Select the **Events** tab.

Drivers **Events**

Select events to assign drivers to:
  to

EVENT	TIME	DRIVER ID	DRIVER	USER	VEHICLE	LOCATION	COMMENTS
Engine Power Up	Mon, 16 Apr, 2:10:41...		No Driver		LM543426	1mi NW Christchurch Central	
Engine Power Up	Mon, 16 Apr, 2:16:11...	49380036	John Smith	janith	LM543426	1mi NW Christchurch Central	
Login	Mon, 16 Apr, 2:19:21...	49380036	John Smith	janith	LM543426	Location unavailable	
Logout	Mon, 16 Apr, 3:11:48...	49380036	John Smith	janith	LM543426	Location unavailable	
Engine Power D...	Mon, 16 Apr, 3:11:53...		No Driver		LM543426	1mi NW Christchurch Central	
Diagnostic Logged	Mon, 16 Apr, 3:14:01...	49253264	Albert Dixon	adixon	LM543426	Location unavailable	
Login	Mon, 16 Apr, 4:07:06...	49253264	Albert Dixon	adixon	LM543426	Location unavailable	
Diagnostic Clear...	Mon, 16 Apr, 4:08:01...	49253264	Albert Dixon	adixon	LM543426	Location unavailable	
Engine Power Up	Mon, 16 Apr, 4:08:01...	49253264	Albert Dixon	adixon	LM543426	1mi NW Christchurch Central	
Engine Power Up	Mon, 16 Apr, 4:08:01...		No Driver		LM543426	1mi NW Christchurch Central	
Diagnostic Logged	Mon, 16 Apr, 4:08:43...	49253264	Albert Dixon	adixon	LM543426	Location unavailable	Unknown error
Malfunction Log...	Mon, 16 Apr, 4:08:46...	49253264	Albert Dixon	adixon	LM543426	Location unavailable	
Engine Power D...	Mon, 16 Apr, 4:15:07...	49253264	Albert Dixon	adixon	LM543426	1mi NW Christchurch Central	
Engine Power D...	Mon, 16 Apr, 4:15:07...		No Driver		LM543426	1mi NW Christchurch Central	
Logout	Mon, 16 Apr, 4:15:15...	49253264	Albert Dixon	adixon	LM543426	Location unavailable	
Diagnostic Logged	Mon, 16 Apr, 5:23:36...	49678286	Carl Burton	cburton	LM543426	Location unavailable	

1 - 100 of 620

You can filter on the following criteria:

- Time range - Use the time pickers.
- Fleet - Use the **Fleet** filter.
- Events that do not have a driver assigned - Select "Attention Needed" from the **Show** picker.
- Events that you or another user has [created or edited](#), or assigned to a driver, and that have different statuses depending on whether drivers have accepted or rejected the changes - Select the appropriate status from the **Status** picker.
- Other Criteria - Use the filter in the upper right corner and enter the details you want to filter on.

4. Click the event name.
5. The **Event Detail** dialog opens. It contains details about the selected event and the following tabs:

- **Details** - This contains further details that have been recorded for the event.

**Event Detail**
✕

ON

### On Duty Not Driving

Tue, 7 Nov, 6:31:53 PM

[Edit Event](#)

Status	Active (1)	Event Type	Duty Status (1)
Driver	JohnSmith	Event Code	On Duty Not Driving (4)
Vehicle	LM543426	Origin	Manual or Edited by Driver (2)
Location	20 Enterprise, Aliso Viejo, California	Time Zone Offset	+13:00
Comments	-		

[Details](#)

[Activity](#)

Accumulated Vehicle Distance	0 km	Latitude	-43.52
Total Vehicle Distance	390 km	Longitude	172.63
Elapsed Engine Hours	1.1 h	Sequence ID	58
Total Engine Hours	472.7 h	Shipment Document Number	7112017
Distance Since Last Valid Coords	0 km	Trailer Numbers	FABYA114
Malfunction Indicator Status	No (0)	Co-Driver Name	-
Diagnostic Event Indicator Status	No (0)	Co-Driver Username	-
Checksum	DC		

[Close](#)

- **Activity** - This contains a list of actions that have been performed on this event. For example, creating or editing the event.

**Event Detail** ✕

---



## On Duty Not Driving

Tue, 7 Nov, 6:31:53 PM

[Edit Event](#)

Status: Active (1)

Driver: JohnSmith

Vehicle: LM543426

Location: 20 Enterprise, Aliso Viejo, California

Comments: -

Event Type: -

Event Code: -

Origin: -

Time Zone Offset: -

Duty Status (1): On Duty Not Driving (4)

Manual or Edited by Driver (2): -

+13:00

Details [Activity](#)

---

UPDATE TIME	DESCRIPTION	STATUS
Tue, 7 Nov, 6:31:53 PM	<b>John Smith</b> created event	Active (1)

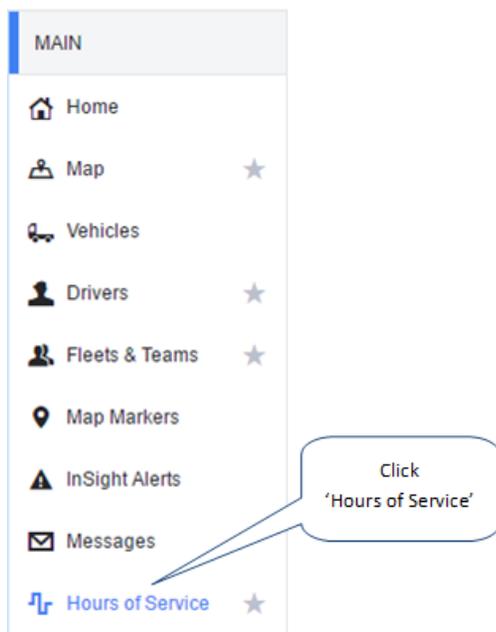
[Close](#)

# Creating or Editing HOS Events

## Creating a New Event

You can create a status change event if a driver has been unable to or forgotten to add it. You cannot add other types of events, such as Login, Engine On, or Diagnostic Logged. To create a new hours of service event for a driver:

1. [Sign in to the Verizon Connect platform.](#)
2. Expand the **Main** option, then select **Hours of Service**.



3. Select the **Drivers** tab.
4. Expand the summary section for the driver whose event you want to create.

Drivers Events

Thu, 3 Aug To Thu, 10 Aug Daily Reports:  Show Violations  Show Sensor Failures Team Filter

NAME	STATUS	TIME REMAINING	TIME ZONE	RULES	LAST UPDATED
Charles Jimenez	Not signed	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	6/08/2017 7:18 PM
Cheryl Morales	In Violation	Hour 8: -18:38 Hour 11: -13:55 Hour 14: -12:38 Hour 60: 33:22	PST	Federal	9/08/2017 11:18 PM
Harold Mason	In Violation	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	8/08/2017 5:20 PM
John Smith	Not signed	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	7/08/2017 6:00 PM

STATUS	DATE	VIEW	RESET	OFF DUTY	SLEEPER BERTH	DRIVING	ON DUTY NOT D...	OFF DUTY - WELL SITE	VIOLATIONS	VEHICLE INSPECTION REPORT
Not signed	Thu, 3 Aug	View		13:33	0:00	1:39	8:49			
Not signed	Fri, 4 Aug	View		16:14	0:00	2:24	5:22			
Not signed	Sat, 5 Aug	View		14:27	0:00	1:09	8:24			
Not signed	Sun, 6 Aug	View		14:34	0:00	1:49	7:37			
Not signed	Mon, 7 Aug	View		16:27	0:00	1:07	6:26			
No reports	Tue, 8 Aug	View								
No reports	Wed, 9 Aug	View								
No reports	Thu, 10 Aug	View								

Send to FMCSA Export data

Juan Torres	Not signed	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	7/08/2017 11:54 PM
Nancy Chen	No reports	Hour 8: 8:00 Hour 11: 11:00 Hour 14: 14:00 Hour 60: 60:00	PST	Federal	
Peter Simpson	No reports	Hour 8: 8:00 Hour 11: 11:00 Hour 14: 14:00 Hour 60: 60:00	PST	Federal	

Page 1 of 1 Rows: 30 1 - 13 of 13

5. Click on a **View** link in the summary list to open the HOS event list for the driver for the selected day.

Hours of Service (jsmith1 - 7/4/2019 PST)

+ New Event

EVENT	TIME	VEHICLE	LOCATION	COMMENTS
Off Duty				
Login	1:42:34 PM	LM543426	Location unavailable	
On Duty Not Driving	1:46:13 PM	LM543426	1mi NW Cathedral Square	
On Duty Not Driving	1:47:02 PM	LM543426	1mi NW Cathedral Square	
Sleeper Berth	2:07:37 PM	LM543426	1mi NW Cathedral Square	
Off Duty	2:07:58 PM	LM543426	1mi NW Cathedral Square	
Personal Conveyance	2:08:47 PM	LM543426	1mi NW Cathedral Square	
PC/YM End	2:09:18 PM	LM543426	1mi NW Cathedral Square	
AOBRD Sensor Failure Lo...	2:13:31 PM	LM543426	1mi NW Cathedral Square	
PC/YM End	2:09:18 PM	LM543426	1mi NW Cathedral Square	
AOBRD Sensor Failure Lo...	2:13:31 PM	LM543426	Location unavailable	
Driving	2:19:14 PM	LM543426	Location unavailable	
On Duty Not Driving	2:21:17 PM	LM543426	104 Astrid's name, Nashville, Tennessee	
Driving	2:21:24 PM	LM543426	1mi NW Cathedral Square	
On Duty Not Driving	2:25:12 PM	LM543426	1mi NW Cathedral Square	
AOBRD Sensor Failure Cl...	2:25:13 PM	LM543426	1mi SSW St Albans	
On Duty Not Driving	2:33:48 PM	LM543426	1mi NW Cathedral Square	
Sleeper Berth	2:33:57 PM	LM543426	Location unavailable	
Off Duty	2:34:11 PM	LM543426	1mi NW Cathedral Square	
On Duty Not Driving	2:36:31 PM	LM543426	1mi NW Cathedral Square	
Off Duty	2:44:11 PM	LM543426	1mi NW Cathedral Square	
On Duty Not Driving	2:46:31 PM	LM543426	1mi NW Cathedral Square	

6. Click **New Event** in the upper left corner of the **Events** list.

7. Select the **Vehicle**, **Status**, and **Time** for the event. If the event does not have a vehicle associated with it, click into the **Vehicle** field to open the drop-down box, then click **None** in the lower part of the

drop-down box to enter the value "No Vehicle".

The screenshot shows a 'New Event' form with the following fields and options:

- Driver:** JohnSmith
- Vehicle:** Select Vehicle (dropdown menu)
- Status:** Filter
- Date:** NAME ↓
- Time:** Vehicle4
- Comments:** Vehicle3, Vehicle2, Vehicle1
- Location:** << < Page 1 of 1 > >> ↻
- Address:** None

At the bottom of the form are 'Save' and 'Cancel' buttons.

8. Enter a mandatory explanation into the **Comments** field.

9. Select from the following options for the **Location**:

- **Unknown** - The location for this event is unknown. This is the default value.
- **Depot** - This is the driver's depot location. It is defined in the **Based At** field within the **Driver Details** dialog.
- **Custom** - The **Address** field below becomes active and you can enter the location's address in the following format:  
 Street  
 City  
 Region

**New Event** [X]

Driver: JohnSmith

Vehicle: LM543426

Status: On Duty Not Driving

Date: Wed, 29 Nov, 2017

Time: 5:25 PM

Comments: John Smith did not record his training as On Duty time

Location: Custom

Address: 20 Enterprise  
Aliso Viejo  
California

[Save] [Cancel]

7. Click **Save**.

8. The new event shows in the driver's event list, and in the table on the **Events** tab, with a status of "Pending" appended to the event's name in the **Event** column. The event also displays on the **Carrier Edits** screen in the Hours of Service app for the specified driver, so that the driver can accept or reject the event. This step is required by the ELD mandate.

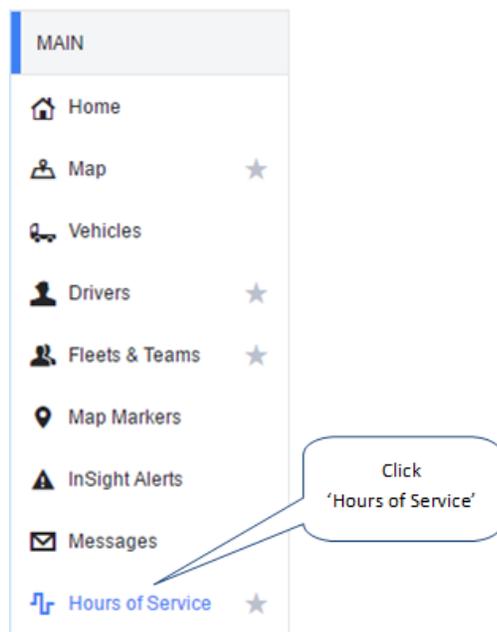
9. If the driver accepts the event, the event continues to be displayed in the driver's event list. The status of "Pending" is removed from the event's name.

If the driver rejects the event, the event is removed from the driver's event list. You can still see the event, in red, with grayed-out details, and with a status of "Rejected", in the full events list on the **Events** tab. You cannot edit this rejected event.

## Editing an Event

To edit an hours of service event for a driver:

1. [Sign in to the Verizon Connect platform.](#)
2. Expand the **Main** option, then select **Hours of Service**.



3. Select the **Drivers** tab.
4. Expand the summary section for the driver whose event you want to create.

Drivers Events

Thu, 3 Aug To Thu, 10 Aug Daily Reports:  Show Violations  Show Sensor Failures Team Filter

NAME	STATUS	TIME REMAINING	TIME ZONE	RULES	LAST UPDATED						
Charles Jimenez	Not signed	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	6/08/2017 7:18 PM						
Cheryl Morales	In Violation	Hour 8: -18:38 Hour 11: -13:55 Hour 14: -12:38 Hour 60: 33:22	PST	Federal	9/08/2017 11:18 PM						
Harold Mason	In Violation	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	8/08/2017 5:20 PM						
John Smith	Not signed	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	7/08/2017 6:00 PM						
	STATUS	DATE	VIEW	RESET	OFF DUTY	SLEEPER BERTH	DRIVING	ON DUTY NOT D...	OFF DUTY - WELL SITE	VIOLATIONS	VEHICLE INSPECTION REPORT
	Not signed	Thu, 3 Aug	View		13:33	0:00	1:39	8:49			
	Not signed	Fri, 4 Aug	View		16:14	0:00	2:24	5:22			
	Not signed	Sat, 5 Aug	View		14:27	0:00	1:09	8:24			
	Not signed	Sun, 6 Aug	View		14:34	0:00	1:49	7:37			
	Not signed	Mon, 7 Aug	View		16:27	0:00	1:07	6:26			
	No reports	Tue, 8 Aug	View								
	No reports	Wed, 9 Aug	View								
	No reports	Thu, 10 Aug	View								
	Send to FMCSA	Export data									
Juan Torres	Not signed	Hour 8: 8:00 Hour 11: 11:00 Hour 16 Extension: 16:00 Hour 60: 60:00	PST	Federal	7/08/2017 11:54 PM						
Nancy Chen	No reports	Hour 8: 8:00 Hour 11: 11:00 Hour 14: 14:00 Hour 60: 60:00	PST	Federal							
Peter Simpson	No reports	Hour 8: 8:00 Hour 11: 11:00 Hour 14: 14:00 Hour 60: 60:00	PST	Federal							

Page 1 of 1 Rows: 30 1 - 13 of 13

5. Click on a **View** link in the summary list to open the HOS event list for the driver for the selected day.

Hours of Service (jsmith1 - 7/4/2019 PST)

+ New Event

EVENT	TIME	VEHICLE	LOCATION	COMMENTS
Off Duty				
Login	1:42:34 PM	LM543426	Location unavailable	
On Duty Not Driving	1:46:13 PM	LM543426	1mi NW Cathedral Square	
On Duty Not Driving	1:47:02 PM	LM543426	1mi NW Cathedral Square	
Sleeper Berth	2:07:37 PM	LM543426	1mi NW Cathedral Square	
Off Duty	2:07:58 PM	LM543426	1mi NW Cathedral Square	
Personal Conveyance	2:08:47 PM	LM543426	1mi NW Cathedral Square	
PC/YM End	2:09:18 PM	LM543426	1mi NW Cathedral Square	
AOBRD Sensor Failure Lo...	2:13:31 PM	LM543426	1mi NW Cathedral Square	
PC/YM End	2:09:18 PM	LM543426	1mi NW Cathedral Square	
AOBRD Sensor Failure Lo...	2:13:31 PM	LM543426	Location unavailable	
Driving	2:19:14 PM	LM543426	Location unavailable	
On Duty Not Driving	2:21:17 PM	LM543426	104 Astrid's name, Nashville, Tennessee	
Driving	2:21:24 PM	LM543426	1mi NW Cathedral Square	
On Duty Not Driving	2:25:12 PM	LM543426	1mi NW Cathedral Square	
AOBRD Sensor Failure Cl...	2:25:13 PM	LM543426	1mi SSW St Albans	
On Duty Not Driving	2:33:48 PM	LM543426	1mi NW Cathedral Square	
Sleeper Berth	2:33:57 PM	LM543426	Location unavailable	
Off Duty	2:34:11 PM	LM543426	1mi NW Cathedral Square	
On Duty Not Driving	2:36:31 PM	LM543426	1mi NW Cathedral Square	
Off Duty	2:44:11 PM	LM543426	1mi NW Cathedral Square	
On Duty Not Driving	2:46:31 PM	LM543426	1mi NW Cathedral Square	

6. Click the event name.

7. From the **Event Detail** dialog click **Edit Event** in the upper right corner.

**Event Detail**
✕

ON

### On Duty Not Driving

Tue, 7 Nov, 6:31:53 PM

[Edit Event](#)

Status	Active (1)	Event Type	Duty Status (1)
Driver	JohnSmith	Event Code	On Duty Not Driving (4)
Vehicle	LM543426	Origin	Manual or Edited by Driver (2)
Location	20 Enterprise, Aliso Viejo, California	Time Zone Offset	+13:00
Comments	-		

**Details**
Activity

UPDATE TIME	DESCRIPTION	STATUS
Tue, 7 Nov, 6:31:53 PM	<b>John Smith</b> created event	Active (1)

Close

8. Change the **Status** or **Time** or both, and enter a mandatory note into the **Comments** field to explain why you have edited the event. Other fields cannot be changed.

The screenshot shows a modal window titled "Edit Event" with a close button (X) in the top right corner. The form contains the following fields:

- Driver:** JohnSmith (dropdown menu)
- Vehicle:** LM543410 (dropdown menu)
- Status:** On Duty Not Driving (dropdown menu)
- Date:** Tue, 21 Nov, 2017 (calendar icon)
- Time:** 3:50 PM (dropdown menu)
- Comments:** An empty text area with a red border.
- Location:** Automatic (dropdown menu)
- Address:** 20 Enterprise, Aliso Viejo, California (text field)

At the bottom of the form are two buttons: "Save" (blue) and "Cancel" (white).

9. Click **Save**.

10. The updated event shows in the driver's event list, and in the table on the **Events** tab, with a status of "Pending" appended to the event's name in the **Event** column. The event also displays on the **Carrier Edits** screen in the Hours of Service app for the specified driver, so that the driver can accept or reject the suggested changes to the event. This step is required by the ELD mandate.

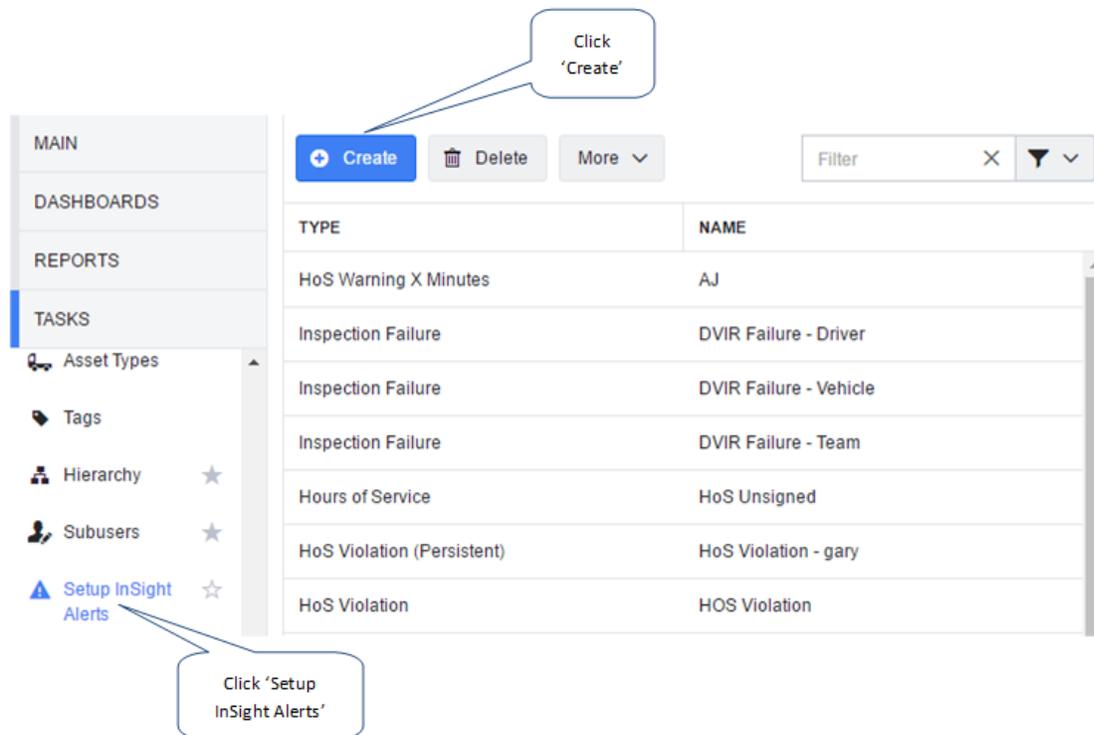
11. If the driver accepts the changes to the event, the updated event continues to be displayed in the driver's event list. The status of "Pending" is removed from the event's name. You can still see the original event, with grayed-out details and with a status of "Inactive", in the full events list on the **Events** tab. You cannot edit this inactive event.

If the driver rejects the changes to the event, the original event is displayed in the driver's event list. You can still see the updated event, in red, with grayed-out details, and with a status of "Rejected", in the full events list on the **Events** tab. You cannot edit this rejected event.

# Setting up HOS InSight Alerts

Use the following procedure to set up HOS InSight Alerts

1. [Sign in to the Verizon Connect platform.](#)
2. Expand the **Tasks** option, then select **Setup InSight Alerts**. On the **Setup InSight Alerts** screen click **Create**.



3. Select one of the following Hours of Service options and click **OK**:

- HoS Unmeasured Driving
- HoS Violation
- HoS Warning X Minutes
- Hours of Service

Create ×

ALERT TYPE	DESCRIPTION
HoS Unmeasured Driving	
HoS Violation	Triggers an alert when an HoS Violation is detected
HoS Violation (Persistent)	
HoS Warning X Minutes	Triggers when the number of minutes before a HoS viola...
Hours of Service	Check for unsigned Hours of Service.
Idle	Vehicle is idle for longer than specified time

Page 1 of 2 1 - 25 of 43

OK Cancel

4. Complete the following setup tabs as needed:

- [Parameters tab](#)
- [Email Options tab](#)
- [Popup Options tab](#)
- [Roles tab](#)
- [Schedule tab](#)

## Completing the Parameters Tab

**Parameters** Email Options Push Notification Options Popup Options Roles Schedule

Type: In Marker

Name:

Item Type:

Fleet:

Marker:

Aggressive

Only if the ignition is on

Ignore unreliable location data

Time to trigger:  minutes

Severity:

Severity Color:

Insight Alert Disabled

Use trigger time to specify minimum time on site.  
Send on trigger sends after arrival for X minutes,  
send on close sends at departure.

Created:

Last Modified On:

Complete the following in the **Parameters** tab:

1. Type a value in the **Name** box.
2. Select the appropriate option in the **Item Type** drop-down list:
3. Complete the following based on the option selected on Step 2:

- Fleet - Select the appropriate **Fleet** folder.

Item Type:

Fleet:

Severity:

Severity Color:

NAME	VEHICLE CO...
Active	100
Coach	33
Fleets	
Canada	11

- Team - Select the appropriate **Team** option.

Item Type:

Team:

Severity:

Severity Color:

NAME
All
AST Team
Auckland

Page 1 of 2

- Vehicle - Select the appropriate **Vehicle** option.

Item Type:

Vehicle:

Severity:	NAME
Severity Color:	AJ Vehicle 03
	AJ Vehicle 04
	AJ Vehicle 05

Page 1 of 4

- Driver - Select the appropriate **Driver** option.

Item Type:

Driver:

Severity:	NAME	EMPLOYEE NO.
Severity Color:	Dan Brown	
	davidb	

Page 3 of 15

Rows: 30

- Install Type - Select the appropriate **Install Type** option.

Item Type:

Install Type:

Severity:

Severity Color:

NAME	VEHICLES	READ ONLY
VaaH Heavy Duty	1	
VaaH LD	1	
VaaH LD	0	

Page 1 of 1

- Asset Type - Select the appropriate **Asset Type** option.

Item Type:

Asset Type:

Severity:

Severity Color:

NAME
Double Truck
Intermediate Truck
Single Truck

Page 1 of 1

4. Select **Only if the ignition is on**, if applicable.
5. Select the appropriate setting in the **Severity** drop-down list.
6. Select the appropriate color in the **Severity Color** drop-down list.
7. Select **Insight Alert Disabled**, if applicable.

## Completing the Email Options Tab

Parameters **Email Options** Push Notification Options Popup Options Roles Schedule

---

Email Address(es):

\*Separate addresses with a ','

Email roles with access

---

Send on:  Send email immediately after Alert triggers

Send email immediately after Alert has ended

---

Message Body:

Complete the following in the **Email Options** tab:

1. Type the appropriate email address(es) in the **Email Address(es)** box.
2. Click **Send test email** to validate email address(es). (optional)
3. Select **Email roles with access** if you would like an alert email notification to be sent to all subuser accounts with roles added to this alert on the Roles tab, in addition to any addresses entered into the **Email Address(es)** field.
4. Type a value in the **Message Body** box (if needed).

## Completing the Popup Options Tab

Parameters   Email Options   Push Notification Options   **Popup Options**   Roles   Schedule

---

Enable Popup Alert

Type:  Fade

Sticky

Duration (seconds):

Sound:

Complete the following in the **Popup Options** tab:

1. Select the **Enable Popup Alert** check box.
2. Click **Preview Popup**. (optional)
3. Select the appropriate type of popup: **Fade**, if you want the alert to appear for the amount of time specified in Duration (seconds) or **Sticky**, if you want the alert to remain on the screen until you explicitly close it.
4. Set an appropriate value in the **Duration (seconds)** box, if you have chosen a type of Fade.
5. Set the appropriate sound in the **Sound** drop-down list.

## Completing the Roles Options Tab

Parameters   Email Options   Push Notification Options   Popup Options   **Roles**   Schedule

---

Users with the roles specified here are able to see alerts triggered by this InSight alert.

Driver ✕ Supervisor ✕ | Click to add Role...

Complete the following in the **Roles Options** tab:

1. Click the text **Click to add Role**.
2. Select the appropriate role to add.
3. Repeat steps 1 and 2 as needed.



Users with the roles specified here are able to see alerts triggered by this InSight Alert.

## Completing the Schedule Options Tab

Parameters Email Options Push Notification Options Popup Options Roles **Schedule**

Alerts are active during the times

	Monday:	12:00 AM	▼	and	12:00 AM (+1)	▼	<input type="checkbox"/> Inverted
	Tuesday:	12:00 AM	▼	and	12:00 AM (+1)	▼	<input type="checkbox"/> Inverted
	Wednesday:	12:00 AM	▼	and	12:00 AM (+1)	▼	<input type="checkbox"/> Inverted
	Thursday:	12:00 AM	▼	and	12:00 AM (+1)	▼	<input type="checkbox"/> Inverted
	Friday:	12:00 AM	▼	and	12:00 AM (+1)	▼	<input type="checkbox"/> Inverted
	Saturday:	12:00 AM	▼	and	12:00 AM (+1)	▼	<input type="checkbox"/> Inverted
	Sunday:	12:00 AM	▼	and	12:00 AM (+1)	▼	<input type="checkbox"/> Inverted

Prevent activated InSight Alerts from turning off outside of the scheduled active times

Complete the following procedure in the **Schedule Options** tab:

1. Click the padlock icon to be able to edit all days.
2. Set the active times you want the InSight Alert to trigger.
3. Select the **Inverted** check box to invert the active time period for the specific day.
4. Select the check box beside **Prevent activated InSight Alerts from being turned off outside the scheduled active times** to specify that triggered alerts can only be deactivated during the times you have scheduled as being active. By default this check box is not selected, and any new alerts will be allowed to deactivate outside the scheduled active time, allowing for greater alert accuracy.

# Generating HOS Reports

You can choose from several built-in report types to display various hours of service information.

To access the built-in reports:

1. [Sign in to the Verizon Connect platform](#).
2. Expand the **Reports** option, then select **Create Report**.
3. Use the **Search** option or browse the list of reports. The hours of service reports are listed under **Reports > HOS Report**.

The following HOS reports are available:

- **HOS Driver's Daily Log:** Lists information about the hours of service reported by an individual driver over a 24-hour period.
- **Driver ELD Health:** Shows driver details and the number of ELD events, malfunctions, and diagnostic events per driver.
- **Driver ELD License Check:** Shows whether the drivers' usernames and driver's license details are correct.
- **ELD Diagnostics By Driver:** Lists the failures for a driver and unit, with details about the failure. The reports are sorted by driver.
- **ELD Diagnostics By Unit:** Lists the failures for a driver and unit, with details about the failure. The reports are sorted by vehicle tag.
- **ELD Unidentified Driving:** Lists ELD trips that were not assigned to a driver.
- **HOS Available Hours:** Shows how much time each driver has left for driving and for on-duty tasks before breaching HOS regulations.
- **HOS Driver Duty Status Summary:** Lists all duty status changes for selected drivers.
- **HOS Driver Duty Sub Status Summary:** Lists the duty status changes that have a sub status, along with its event type, for selected drivers.
- **HOS Enterprise Violation Report:** Summarizes HOS violations per operating company within an enterprise.
- **HOS Log Audit:** Lists all modifications made to an event by a driver or <%FLEET\_NC%> user.
- **HOS Sensor Failures:** Lists all sensor failures for particular drivers.
- **HOS Summary:** Summarizes the amount of time selected drivers spent in each duty status.
- **HOS Summary With Meals:** Summarizes the amount of time selected drivers spent in each duty status, including time spent on meal breaks.
- **HOS Unassigned Miles:** Lists trips that were not assigned to a driver.
- **HOS Unsigned Logs:** Lists the occasions where selected drivers did not sign their log.
- **HOS Violations:** Lists HOS violations made by selected drivers.
- **HOS Weekly Available Hours:** Shows, over a period of 8 days, how much time each driver has

spent driving or on duty per day, and how much time is remaining for on-duty tasks before breaching HOS regulations.

## Ensuring That the Duty Status Changes Automatically

You can configure your drivers' accounts so that their duty status changes automatically at login or logout. Switching to Driving works if there is a connection to the VaaH hardware or to GPS, and Location Services is enabled on the device.

To ensure that the duty status changes automatically:

1. Ensure that the **Mobile Defaults** settings are configured correctly, under **Settings** (when you click on your username in the upper right corner of the screen).
  - If you are using VaaH hardware, make sure that **GPS Tracking** (under **Device**) is "Off".
  - If you are not using VaaH hardware, make sure that **GPS Tracking** (under **Device**) is "On".
2. Ensure that the following HOS settings (under **Settings > Mobile Defaults**) are configured correctly:

OPTION	DESCRIPTION
<b>Login Status Change</b>	Select "On" to specify that the driver's status will automatically be set to On Duty when they first sign in.
<b>Logout Status Change</b>	Select "On" to specify that the driver's status will automatically be set to Off Duty when they sign out.
<b>Allow Switch from Off Duty to Driving</b>	Select "On" if you want to allow switching directly from Off Duty to Driving. Otherwise the drivers have to switch to On Duty before switching to Driving.

3. Ensure that **Show Sensor Failures** is "On" in the **Mobile Defaults** settings under **HOS**, so that the drivers can see whether they have a functioning VaaH or GPS connection. This is indicated in the lower part of the **HOS Status** screen in WorkPlan.
4. Ensure that the drivers' devices have **Location Services** enabled. To check, go to the **Settings** on the mobile device.

# Denying Drivers Access to the Platform

To deny drivers access to the Verizon Connect platform:

1. [Sign in to the Verizon Connect platform](#).
2. Expand the **Tasks** option, then select **Roles**.
3. Click the "Driver" role (if it exists) or create a new role called "Driver".
4. Click the **Rights** tab and set **Fleet access** (under **Applications**) to "Denied".

The screenshot displays the 'Roles' configuration page in the Verizon Connect platform. On the left, a table lists various roles and the number of users associated with each. The 'Driver' role is highlighted. On the right, the 'Rights' tab is active, showing a list of permissions under the 'Applications' section. The 'Fleet access' permission is set to 'Denied'.

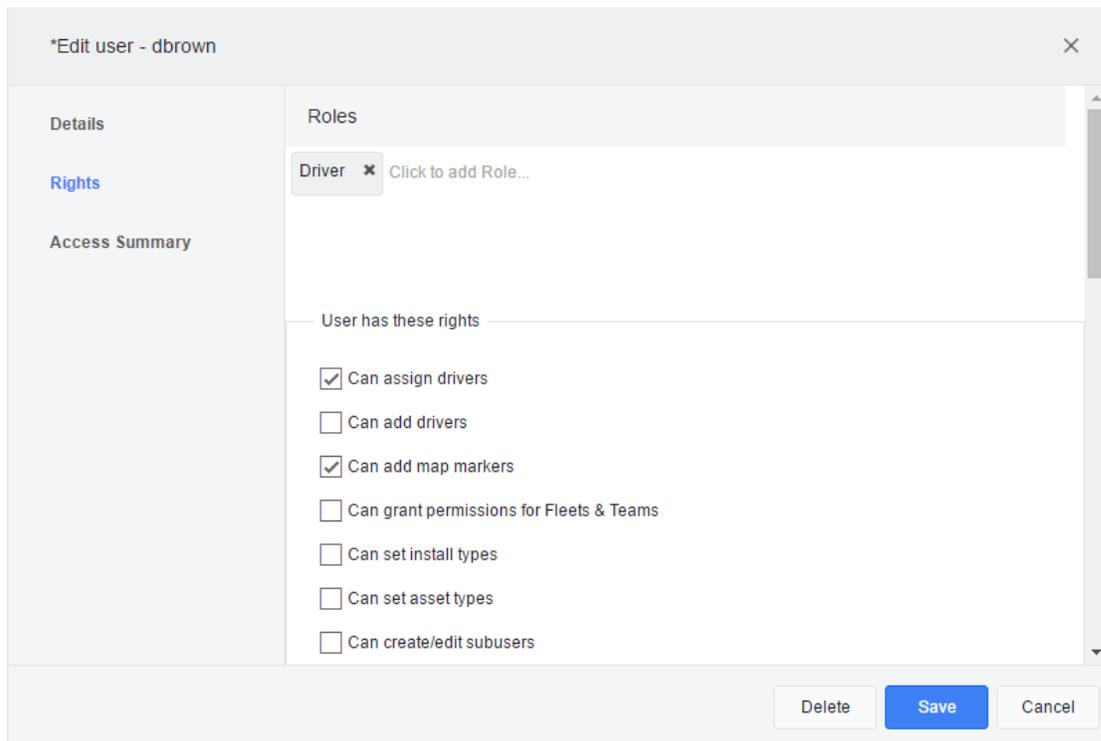
ROLE	USERS
AssetTypes	1
Driver	8
Enterprise Dashboard User	2
Fleet UI Messaging	0
Fuel Log Access	9
Fuel Log Access	8
HOS Daily Log	0

NAME	RIGHT
Applications	
Can edit allowed applications	Allowed Default Denied
Fleet access	Allowed Default (Allowed) Denied
Mobile access	Allowed Default (Allowed) Denied

5. Expand the **Tasks** option, then select **Subuser**.

6. For each driver, click on the subuser, go to the **Rights** tab and add the "Driver" role. Click **Save**.



## Setting a Fixed Event Location

If your drivers are using Hours of Service in a fixed location, for example at a kiosk, and you want to set the HOS event location to a fixed address, you can do this via the **Kiosk Settings**. Using this feature ensures that any HOS events that occur have the same event location and drivers don't need to enter the location manually if their GPS connection is down.



The **Kiosk Mode** feature is available only if running Hours of Service standalone within a browser (not from within WorkPlan).

To set a fixed event location:

1. In a browser, go to <https://hos.telogis.com>.
2. Sign in with a mobile user account.
3. Ensure you are on the **HOS Status** screen.
4. Click or tap **Info** in the upper right corner of the screen.
5. Click or tap the **Settings** icon  in the upper right corner of the screen.

6. Add the address details for the location and click or tap **Search**. The GPS co-ordinates for the location are displayed.

The screenshot shows a mobile application dialog box titled "Kiosk Settings". At the top, there are buttons for "Cancel", "Clear", and "Done". Below the title bar, the section "Kiosk Location" contains four input fields: "Street + ..." with the value "20 Enterprise", "City" with "Aliso Viejo", "Region" with "California", and "Country" with "USA". Each of these fields has a small "X" icon to its right. Below these fields is a prominent "Search" button. Underneath the "Search" button, two more fields are displayed: "Lat" with the value "33.58436218406928" and "Lon" with the value "-117.73096771424817". Both of these fields also have "X" icons to their right.

7. Click or tap **Done**.

If you would like to remove the event location, open the **Kiosk Settings** and click or tap **Clear**. Either enter a new location and click or tap **Done**, or just click or tap **Done** to no longer use a fixed location.

# HOS Violations and Breaks

The following violations can be reported based on a driver's hours-of-service report, as generated using data provided by the Hours of Service mobile app:

## Driving Limit Violations

Within a work shift, there is a limit on the time a driver may spend driving, before a [between-shifts rest break](#) is necessary. This driving limit is:

- 11 hours for federal US rules
- 12 hours for California, Texas, and Florida rules
- 13 hours for Canada South rules

## Federal Rest Break Violation

According to federal US rules, a driver may not drive for more than 8 consecutive hours without taking a [rest break](#) of at least 30 minutes. This break can be either spent off duty, in the sleeper berth, or waiting in an oilfield (if oilfield options are used).

## On Duty Limit Violations

Within a work shift, a driver can be on duty (driving or on duty) for a limited amount of time. After this time limit, a driver may not drive before a [between-shifts rest break](#) is completed. Hours of Service uses the following on-duty limits:

- 14 hours (including rest breaks) for federal US rules
- 14 hours (not including rest breaks) for Canada South rules
- 15 hours (not including rest breaks) for Texas rules
- 16 hours (including rest breaks) for California and Florida rules
- 16 hours (including rest breaks) for Canada South rules

This violation rule is about driving. As long as a driver does not start driving after the time limit stated above, this violation is not recorded. For example (if using federal US rules), after 14 hours spent on duty and/or driving, the driver can perform non-driving tasks without violating this rule. If, however, after that, the driver starts driving again before taking another 10 hour break, a violation is recorded against this rule.

Exceptions that Hours of Service applies to the on-duty limit rule are:

- The [16-hour on-duty limit rule](#), which allows a single violation of the on duty limit rule (up to 16 hours on duty) within a weekly on-duty period. This exception is applicable to federal US rules only.
- The [100 air-mile exemption rule](#), which allows for different limits if drivers stay within a 100 air-mile radius of a specific location and return to that location within 12 consecutive hours. This exception is applicable to federal US rules only.
- The [non-CDL short-haul exemption rule](#), which allows for different limits if you drive a vehicle that doesn't require a commercial drivers license, stay within a 150 air-mile radius of a specific location and return to that location every day. This exception is applicable to federal US rules only.

## Federal 16-Hour On-Duty Limit Violation

Once within a weekly on duty period (between two [long rest breaks](#)), drivers can be on duty (driving or on duty) for up to 16 hours if they meet the following requirements:

- Use federal US rules.
- Start from and return to the same location as for the previous 5 work shifts. It doesn't matter whether there are any long rest breaks between these 5 work shifts.
- Take a continuous [between-shifts rest break](#), and not a [split between-shifts rest break](#), before and after the shift.
- Use the exemption only once within a weekly on duty period (between two long rest breaks).

If a driver violates the 16-hour on-duty limit rule there is no direct violation displayed to the driver. Instead, the 16-hour exception is canceled and normal on duty limits apply. Drivers will then see violations for normal on duty limits.

## Weekly On-Duty Limit Violations

The weekly on-duty period and the required [long rest breaks](#) between the periods depend on the rule set that the drivers use:

### Federal US rules

According to federal US rules, drivers may not drive if they have spent either 60 hours within 7 consecutive days or 70 hours within 8 consecutive days on duty. To be allowed to drive again a long rest break of 34 or more consecutive hours is required. Otherwise there will be a violation.



A driver can use either the 60 hour-7 day rule or the 70 hour-8 day rule, but not both. The rule to use depends on how many days per week your organization operates.

### California rules

According to California rules, drivers may not drive if they have spent 80 hours within 8 consecutive days on duty. To be allowed to drive again a long rest break of 34 or more consecutive hours is required. Otherwise there will be a violation.

### Texas rules

According to Texas rules, drivers may not drive if they have spent 70 hours within 7 consecutive days on duty. To be allowed to drive again a long rest break of 34 or more consecutive hours is required. Otherwise there will be a violation.

### Florida rules

According to Florida rules, drivers may not drive if they have spent either 70 hours within 7 consecutive days or 80 hours within 8 consecutive days on duty. To be allowed to drive again a long rest break of 34 or more consecutive hours is required. Otherwise there will be a violation.



A driver can use either the 70 hour-7 day rule or the 80 hour-8 day rule, but not both. The rule to use depends on how many days per week your organization operates.

### Canada South rules

According to Canada South rules, which apply to the area south of 60 degrees latitude, drivers may not drive if they have spent either 70 hours within 7 consecutive days or 120 hours within 14 consecutive days on duty. If using the 7 day period, drivers may not drive again after they have taken a long rest break of 36 or more consecutive hours. If using the 14 day period, drivers may drive if they have a rest period of 24 or more consecutive hours after the first 70 hours of on-duty time and a long rest period of 72 or more consecutive hours after the remaining 50 hours of on duty time. Otherwise there will be a violation.



A driver can use either the 70 hour-7 day rule or the 120 hour-14 day rule, but not both.

## 100 Air-Mile Exemption Rule Violations

Some drivers using federal US rules might be able to use the 100 air-mile exemption. This rule exempts drivers from complying with the federal rest break rule, which requires drivers to take a [rest break of 30 minutes or more](#) if driving for more than 8 hours. To be eligible for the 100 air-mile exemption drivers must:

- Return to the same location where they started their shift, within 12 hours of the start of their shift.
- Not drive for more than 11 hours without having a rest break of 10 consecutive hours.
- Not go further than 100 air-miles (185200 meters) away from where they started their shift.

If a driver violates the 100 air-mile exemption rule, the exemption is canceled and normal on duty limits and break requirements apply.

The 100 air-mile exemption can be turned on or off from within the Hours of Service app.

## Non-CDL Short-Haul Exemption Rule Violations

Some drivers using federal US rules might be able to use the non-CDL short-haul exemption. This rule exempts drivers from complying with the federal rest break rule, which requires drivers to take a [rest break of 30 minutes or more](#) if driving for more than 8 hours.

Drivers are eligible for the non-CDL short-haul exemption if they meet the following conditions:

- Use federal US rules.
- Drive a vehicle that does not require a commercial drivers license (CDL).
- Drive a vehicle that falls between the qualifying weight classes.
- Start and end each qualifying shift at their normal work reporting location.
- Stay within 150 air-miles of their normal work reporting location.

The following rules apply when using the non-CDL short-haul exemption:

- 10 hour off duty rule
- 11 hour driving rule
- 60/70-hour cycle limit
- 34 hours cycle reset rule
- Instead of the 14 hour on duty rule, drivers must not drive after the 14th hour after coming on duty on 5 days of any period of 7 consecutive days, or after the 16th hour after coming on duty on 2 days of any period of 7 consecutive days.

If a driver uses the non-CDL short-haul exemption, they are not eligible to use:

- The [100 air-mile radius exemption](#)
- The [16-hour exemption](#)
- The split [sleeper-berth provision](#)

If a driver violates the non-CDL short-haul exemption rule, the exemption is canceled and normal on duty limits and break requirements apply.

## Breaks

The following types of breaks are defined for the purposes of hours-of-service reporting:

### **30-minute rest break**

According to federal US rules, a driver may not drive for more than 8 consecutive hours without taking a rest break of at least 30 minutes. This break can be either spent off duty, in the sleeper berth, or waiting in an oilfield (if oilfield options are used).

### **Between-shifts rest break**

Between work shifts drivers must take rest breaks of 8 (for Texas rules) or 10 (for other rule sets) consecutive hours. These breaks are required to restart a driver's driving allowance for the next work shift. Between-shifts rest breaks can be spent:

- Entirely in the sleeper berth.
- Entirely off duty.
- Entirely in the 'Waiting' state (when using oilfield options).
- As a combination of off duty time, waiting and sleeper berth time with no interruptions.

### **Split between-shifts rest breaks**

Between work shifts drivers can also take split rest breaks instead of continuous rest breaks. Split rest breaks allow drivers to restart their driving allowance if the following requirements are met:

- One rest break must consist of at least 8 consecutive hours spent in the sleeper berth.
- The second rest break must consist of at least 2 consecutive hours spent off duty, waiting, in a sleeper berth or as a continuous combination of two of these states.
- If using oilfield options, the split rest break is a combination of 2 different rest periods of at least 2

hours that when summed together make at least 10 hours. Requirements for the periods:

- At least 1 of the rest periods must be at the oilfield.
- A rest period at the oilfield can be off duty, waiting or sleeper berth time or a continuous combination of them.
- A rest period outside the oilfield can only be sleeper berth time.

The two split rest breaks can be separated by driving time. The driving time between the two split rest breaks counts towards the work shift after the rest break.

### **Long rest breaks between weekly on duty periods**

Between weekly on duty periods drivers must take long rest breaks to restart their driving allowance for the next weekly on duty period.

The required length of the long rest break between weekly on duty periods depends on the rule set the driver uses:

- If drivers use any US rule sets, a long rest break of 34 consecutive hours is required.
- If drivers use the Canada South 70 hour-7 day rule, a break of 36 consecutive hours is required.
- If drivers use the Canada South 120 hour-14 day rule, a break of 24 consecutive hours is required after the first 70 hours of on duty time and a break of 72 consecutive hours is required after the remaining 50 hours.

Long rest breaks must be spent off duty.

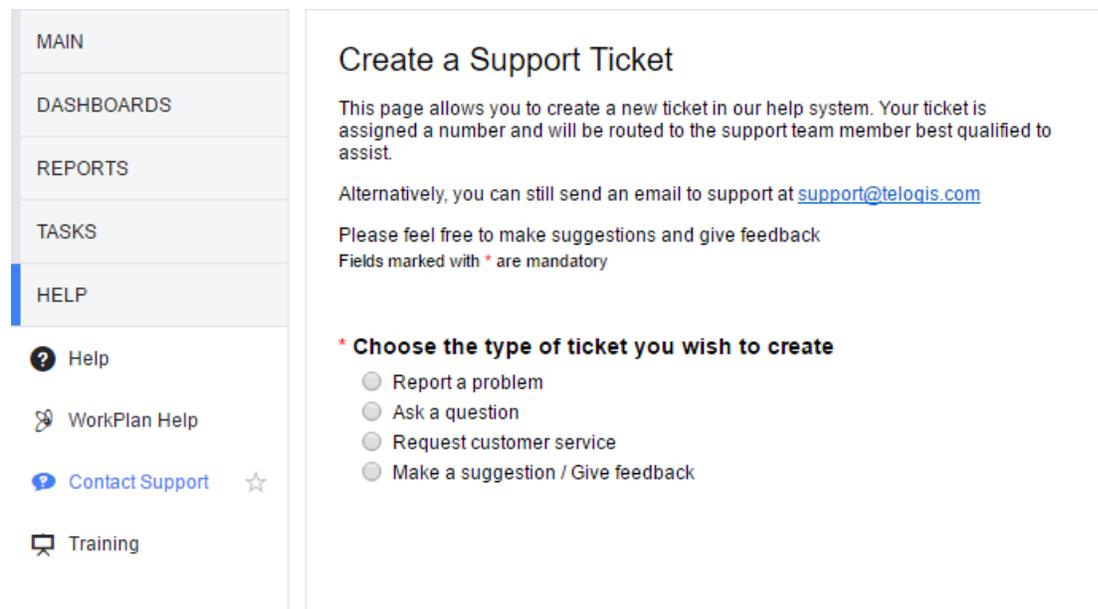
# Contacting Technical Support

Verizon Connect Technical Support Contact Information:

- Office Hours: 7:00AM to 7:00PM Central Standard Time
- Toll Free Number: 1-877-943-7306 Option 4

Use the following procedure to contact Technical Support online:

1. [Sign in to the Verizon Connect platform.](#)
2. Expand the **Help** option, then click **Contact Support**.



The screenshot shows a web interface for creating a support ticket. On the left is a navigation menu with categories: MAIN, DASHBOARDS, REPORTS, TASKS, and HELP (highlighted). Under 'HELP', there are links for 'Help', 'WorkPlan Help', 'Contact Support' (with a star icon), and 'Training'. The main content area is titled 'Create a Support Ticket' and contains the following text: 'This page allows you to create a new ticket in our help system. Your ticket is assigned a number and will be routed to the support team member best qualified to assist.' Below this, it says 'Alternatively, you can still send an email to support at [support@telogis.com](mailto:support@telogis.com)'. It then asks 'Please feel free to make suggestions and give feedback' and notes 'Fields marked with \* are mandatory'. A section titled '\* Choose the type of ticket you wish to create' has four radio button options: 'Report a problem', 'Ask a question', 'Request customer service', and 'Make a suggestion / Give feedback'.

3. Select one of the following options:

- Report a problem
- Ask a question
- Request customer service
- Make a suggestion/Give feedback



Each option will require you to fill out more information.

4. Enter the required information.

5. Click **Submit**.

# Legal Notice - Terms of Use

There should be a written contract between Verizon Connect Inc. ("Verizon Connect") and the company by which you are employed (hereinafter, "Company") that governs you and your Company's use of this Confidential/Proprietary Verizon Connect document. In the unlikely event such contract does not exist or has expired, then the use of this document, including the information contained therein, by you, not only individually, but also as an employee and on behalf of your Company, is subject to the CONFIDENTIALITY AND NONDISCLOSURE provisions below. IF YOU OR YOUR COMPANY DOES NOT AGREE WITH THESE PROVISIONS, YOU AND YOUR COMPANY MUST IMMEDIATELY CEASE USING THIS DOCUMENT AND DESTROY IT.

## CONFIDENTIALITY AND NONDISCLOSURE PROVISIONS

This document, including the information contained therein, constitutes the valuable confidential and proprietary information and property (hereinafter, "Confidential Information") of Verizon Connect or its suppliers. Your use of this Confidential Information is subject to the following terms and conditions:

1. Verizon Connect may disclose to you (a "Recipient") certain Confidential Information (as defined below). The terms "Discloser" and "Recipient" include a Party's Affiliates. "Affiliate" shall mean any person or entity that controls, is controlled by or is under common control with a Party.
2. "Confidential Information" means information (in whatever form and medium) designated as confidential by the Discloser by conspicuous markings (if tangible Confidential Information), or by announcement at the time of initial disclosure (if oral or non-tangible Confidential Information), or if not so marked or announced should reasonably have been understood as confidential to the Recipient (or one of its employees, contractors, Affiliates, or Affiliate contractors (collectively, "Representatives")), either because of legends or other markings, the circumstances of disclosure or the nature of the information itself, and that (a) relates to the Purpose; (b) relates to the Discloser's customers, products, services, finances, developments, trade secrets, know-how or personnel; and (c) is received by the Recipient from the Discloser during the term of this Agreement. Confidential Information may include information acquired by the Discloser from a third party under an obligation of confidentiality.
3. A Recipient of Confidential Information may use the Confidential Information only for the Purpose, and shall protect such Confidential Information from disclosure to others, using the same degree of care used to protect its own confidential information of like importance, but in no case less than reasonable care, except that the information disclosed by VZT concerning its customers shall remain confidential forever. Without limitation of the foregoing, neither the Recipient nor its Representatives shall cause or permit reverse engineering of any Confidential Information or recompilation or disassembly of any software programs which are part of the Confidential

Information received by them under this Agreement. Recipient may disclose Confidential Information to its Representatives (including legal and accounting advisors) who have a need to know for the purpose of this Agreement, provided that (a) such Representatives agree, in advance and in writing, to be bound by confidentiality provisions at least as protective of Discloser's Confidential Information as those contained in this Agreement; and (b) such Representatives are not competitors of VZT. Upon request, the Recipient shall provide copies of such agreements to the Discloser. Confidential Information shall not otherwise be disclosed to any third party without the prior written consent of the Discloser. Recipient shall be responsible for any breach of such confidentiality provisions by its Representatives. Recipient shall promptly report to the Discloser any actual or suspected violation of this Agreement and shall take all reasonable further steps as requested by Discloser to prevent, control, or remedy such violation.

4. The restrictions of this Agreement on use and disclosure of Confidential Information shall not apply to information that Recipient can show:
  - a) Was publicly known at the time of Discloser's communication thereof to Recipient;
  - b) Becomes publicly known through no fault of Recipient subsequent to the time of Discloser's communication thereof to Recipient;
  - c) Was in Recipient's possession free of any obligation of confidence at the time of Discloser's communication thereof to Recipient;
  - d) Is developed by Recipient independently of and without reference to any of Discloser's Confidential Information or other information that Discloser disclosed in confidence to any third party that Recipient should have reasonably known was Discloser's confidential information;
  - e) Is rightfully obtained by Recipient from third parties authorized to make such disclosure without restriction;
  - f) Is identified by Discloser as no longer confidential;
  - g) Is required to be disclosed by subpoena or other legal process, limited to the extent required by the terms of such subpoena or other legal process as further set forth in Section 5; or
5. In the event Recipient is required by law, regulation or court order to disclose any of Discloser's Confidential Information, Recipient will (except as prohibited by law, regulation, or court order) use commercially reasonable efforts to (a) promptly notify Discloser in writing prior to making any such

disclosure in order to facilitate Discloser seeking a protective order or other appropriate remedy from the proper authority; (b) cooperate with Discloser in seeking such order or other remedy; and (c) furnish only that portion of the Confidential Information which is legally required. The foregoing obligations shall not apply to any request designated by law enforcement or emergency services personnel as an emergency.

6. All Confidential Information (including information in computer software or held in electronic storage media) and all patent, copyright, trade secret, trademark and other intellectual property rights therein shall be and remain the property of Discloser. All such information in tangible form shall be returned to Discloser promptly upon written request or termination or expiration of this Agreement, and shall not thereafter be retained in any form by Recipient, its Affiliates, or any employees or contractors of Recipient or its Affiliates.



[www.verizonconnect.com](http://www.verizonconnect.com)