Hours of Service

System Administrator's Guide

omnitracs

Contents

About this Guide

Welcome to the Hours of Service (HOS) System Administrator's Guide. This guide is for fleet administrators who are responsible for setting up and maintaining the HOS host software. It assumes that administrators have a working knowledge of the OmniTRACS® and Mobile Computing Platform systems.

This guide has the following chapters and appendix:

1	**Overview**	Gives a high-level overview of the HOS system for producing paperless driver logs.
2	**Access Hours of Service**	Shows administrators how to access the HOS host software.
3	**Planning**	Provides administrators with a guide for developing a plan for setting up the HOS host software.
4	**Setup**	Documents the steps required for an administrator to set up the HOS host software.
5	**Daily Tasks**	Describes how administrators, safety managers, and dispatchers use the HOS software daily.
6	**Going Paperless**	Describes the preparation and change in processes required when using a system producing electronic driver logs.
7	**Integration Capabilities**	Describes how the HOS host software can be integrated with a fleet's back office operations.
A	**Troubleshooting**	Provides tips for solving system and sensor failure problems and time zone issues.

Overview

This chapter provides a high-level overview of Hours of Service (HOS). This overview covers:

- What is Hours Of Service?
- Automatic Driving Detection
- HOS Users
- Benefits of HOS

What is Hours Of Service?

The HOS application continuously monitors driver duty status activity and produces accurate electronic driver logs. The mobile unit is connected to vehicle sensors so driving time is automatically captured. The driver uses the mobile display unit to manage other duty statuses.

Fleet managers can use the data in HOS software to proactively manage their fleets and to ensure that drivers are in compliance with HOS regulations.

The HOS application does not relieve HOS users of their obligation to retain supporting documentation as required and in accordance with FMCSA regulations.

Automatic Driving Detection

HOS automatically detects when the vehicle is in motion and when the vehicle stops. HOS detects that a vehicle is driving once it reaches a configurable threshold of from 0-2 miles. This threshold is designed to disregard instances when a driver is moving a vehicle at the depot while preparing for a load or in a private yard.

Prior to driving, the driver logs into HOS on the display unit. When the vehicle begins moving, the driver's status automatically changes to "Driving" and all driving time is assigned to him or her.

For team drivers in the OmniTRACS® system, driving time is assigned to the last person to log in. For team drivers using Mobile Computing Platform (MCP) units, drivers must tell HOS who is the active driver.

At the end of the trip, the system detects that the vehicle is stopped when the ignition is turned off or if the vehicle has not moved for five minutes. The driver's duty status is set to "On-Duty, not driving." The five-minute threshold prevents the system from erroneously ending a trip when a vehicle is at a traffic light or in heavy traffic.

HOS Users

The principal users of the HOS system on a daily basis are drivers, safety managers, and dispatchers.

Drivers use their in-cab display unit to review and approve daily driver logs, send duty status changes, request logs if a roadside inspector requests them, and send a "switch drivers" notification when one driver takes over for another (for team drivers).

Safety Managers use the HOS software to monitor driver duty status activity and compliance with HOS regulations. They edit records when necessary, such as when a driver forgets to log in and drives for a period of time.

If set up to use HOS capabilities fully, dispatchers can monitor driver availability for load assignments. Our technical services staff can assist in integrating HOS with the fleet's dispatch operations.

Benefits of HOS

HOS has the following benefits:

- Elimination of the requirement for drivers to keep paper logs

- Continuous near real-time information about duty status, driving time, and remaining hours of service

- Warnings and alerts to drivers who are about to violate or who have violated hours of service rules

- Immediate access by safety personnel and dispatchers to driver's duty status activity through a web browser

- Ability to proactively manage drivers by continuously monitoring driver activity, productivity, adherence to hours of service rules, and availability

- Improved accuracy of logs due to automated detection and collection of driving time

- Ability to generate reports to support both DOT/MOT requirements and review by safety and operations

- Ability for companies to access up to six month's worth of driver's duty status data

- Easy driver acceptance because auto-captured driving time is more precise (not rounded to nearest 15 minute interval)

CHAPTER 2

Access Hours Of Service

You can access the Hours of Service (HOS) application from your Services Portal login. After logging in, you click **Hours of Service** on the left side of the page.

Determine if your company is accessing HOS through Single Sign-On (SSO):

- With SSO—the HOS application opens seamlessly (without requiring that you enter another set of credentials)

- Without SSO—another login page opens and you must enter different credentials for the HOS application.

If your company does **not** access the HOS application using Services Portal Single Sign-on, you can go directly to the HOS login page. See "Log in to the HOS application" on page 5.

Task: Log in through the Services Portal

1. Enter the Services Portal URL, https://services.omnitracs.com, in your web browser.

FIGURE 1.
Services Portal login page

2. Type the **Company ID**, **User ID**, and **Password** in the boxes provided, then click **Log In**.

   The Services Portal landing page opens.

Password entries are case sensitive. To find out your password, talk to your company system administrator.

To use HOS, you must enable pop-ups for the omnitracs domain in your browser.

3. Click **Hours of Service** on the left side of the page.

FIGURE 2.
HOS home page

You are now ready to perform the setup tasks to use the Hours of Service application.

Task: Log in to the HOS application

Use this procedure to access the HOS application without first logging in to the Services Portal. If your company uses single sign-on, you cannot use this procedure. See "Log in through the Services Portal" on page 3.

1.   Enter the HOS URL, https://hosx.omnitracs.com/QHOS/, in your web browser.

2.   Type the **Customer**, **User name**, and **Password** in the boxes provided, then click **Log In**.
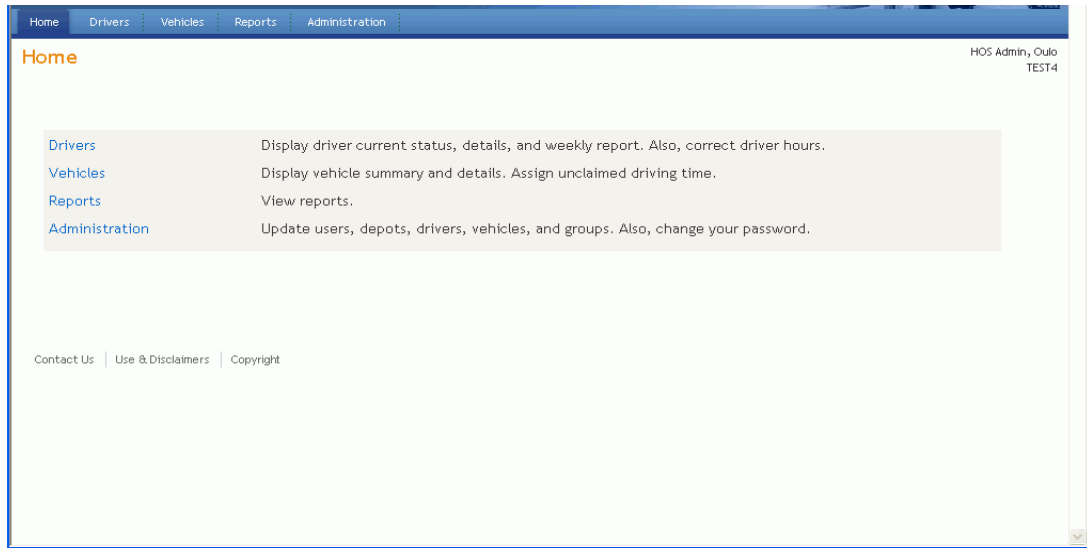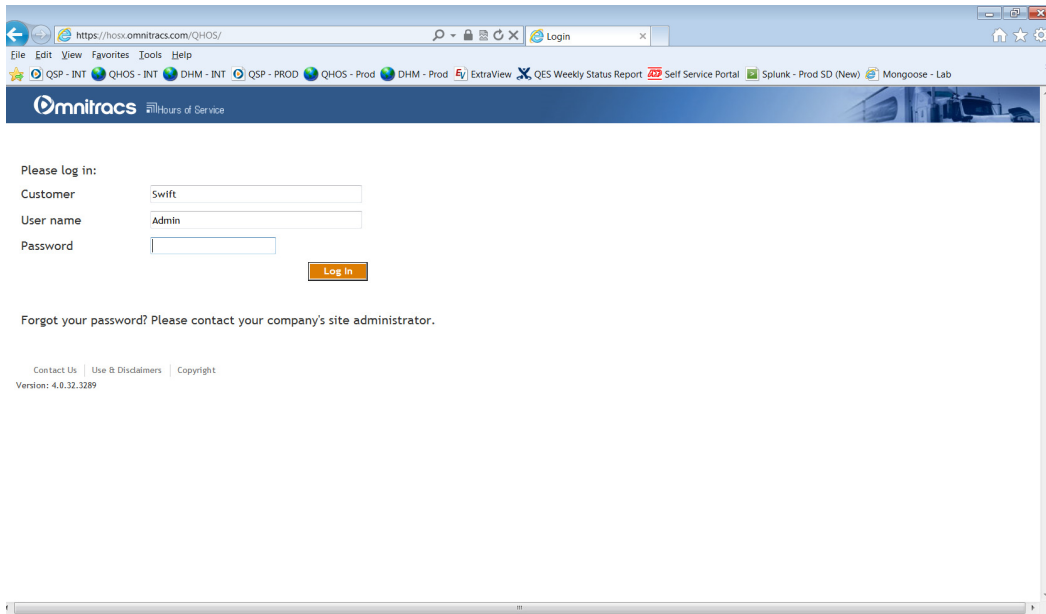
The HOS Home Page displayed in Figure 2 on page 4 opens.

Password entries are case sensitive. To find out your password, talk to your company system administrator.

To use HOS, you must enable pop-ups for the omnitracs.com domain in your browser.

By the Way

Performing HOS Administrator Tasks

As an administrator, you can perform all functions in the HOS application.

Use the screens on the Administration tab to set up HOS. Prior to setup, it is important that you design a plan for setting up and implementing the HOS system.

For information about what goes into a plan, see Chapter 3, "Planning"

Planning

It is essential to develop a good plan prior to setting up the HOS application. Planning helps you think through user and organizational issues and prepare the information you use during the setup process. Having a good plan makes the setup process smoother and more efficient.

This chapter covers:

- Roles and Responsibilities

- Organization

- Impact

Roles and Responsibilities

HOS users are assigned different roles, such as administrator and safety manager, each with its own sets of responsibilities and permissions to perform those duties. If you access HOS:

- Seamlessly through your Services Portal login (single sign-on), you define roles and create users in Services Portal Administration.

- By entering login credentials on the HOS login page (not single sign-on), you define roles and create users in the HOS application.

Services Portal Role Administration

When you access HOS seamlessly through your Services Portal login, you manage users in Services Portal Administration. You create roles to assign to your company's users. Roles contain permission for HOS functions as well as other applications your company uses.

In addition, you assign a user's depot in his/her Services Portal user account.

To allow access to the HOS application, the permission "Can use Hours of Service" must be enabled in the user's role. This places the Hours of Service button on the user's Services Portal landing page.

HOS administrators can be granted permission to perform any combination of the following administrative tasks:

- Maintain depots
- Maintain drivers
- Maintain vehicles
- Maintain groups
- Maintain company settings
- Maintain office info
- Maintain email alerts

These tasks correspond to the tabs found under Administration in the HOS application. There is not an exact match between these permissions and the HOS Administration tabs.

HOS users, such as dispatchers or Safety Department staff, can be granted the following permissions to edit driver duty status records:

- Perform all duty status edits
- Perform non-driving edits

For more Information

To learn how to create a new role or perform other user administration tasks in Services Portal Administration, consult online help.

HOS Application Role Administration

Initially, the only role available is the HOS Administrator. The HOS Administrator role can access all of the functions under Administration in the HOS application.

Before entering users, you must define all of the user roles applicable to your organization (such as Safety Manager and Dispatcher). For each role, assign the applicable permissions, as follows:

- User role administration
- User administration
- Depot administration
- Driver administration
- Vehicle administration
- Group administration
- HOS setup administration
- Office administration
- All duty status edits
- Non-driving edits

For example, if you create a Safety Manager role, you may assign all permissions except user role administration and user administration. If you create a dispatcher role, you may assign only the permission to edit non-driving duty status records. This allows the dispatcher to view all of the driver, vehicle, and report information, but not to edit driving records or perform any administrative tasks.

Organization

After establishing who the HOS users are, as well as their roles and permissions, you need to specify the areas of your organization that monitor duty status activity. These include:

1. **Depots**—The specific locations or terminals that are the home base for drivers. Record the time zone of each. The time zone is applicable to all log activity for drivers assigned to the depot.

2. **Drivers and Vehicles**—The drivers and vehicles assigned to each of the depots you have documented in your plan. Include each driver's name and ID as well as each vehicle's ID and mobile unit's comm unit (UA) number.

    You set up driver IDs and passwords in both QTRACS software and in HOS. The driver ID and password must match exactly in both applications.

    Be
    Careful

3. **Groups**—Groups of drivers and vehicles that allow you to manage your drivers and vehicles more efficiently. This is an optional activity. A driver or vehicle can belong to more than one group.

    You can create depot groups that include drivers or vehicles from a specified depot. Some companies find it useful to place drivers in groups that work for a specific manager.

You use your lists of depots and groups when setting up HOS, as described in Chapter 4, "Setup"

Impact

After you identify all of the individuals who use HOS and their roles, consider how they use HOS and how it impacts their current daily process. Considerations include the following:

• Think about all business systems in use for managing paper logs. Do you want to replace all of them? What kind of integration with HOS could be done instead?

• How will a user's current processes differ from those required when using HOS?

• Do you anticipate additional or fewer responsibilities for HOS users?

• Are more or fewer managers needed to monitor drivers and vehicles with HOS?

• What kind of training will each type of user need?

Anticipate as many issues as you can so that users have an easier time adapting and accepting the new system. Thinking ahead can help you to prepare for possible challenges and be ready with solutions.

You should plan to have drivers continue to keep paper logs in parallel with the electronic logging while they are getting used to it. This way, if there is ever a question of accurate reporting, the paper log can be presented and used to correct the electronic log (except, of course, for driving times).

Implementation

When you first implement HOS, it is recommended that you start small and enable three to five units.

With that in mind, make a list of the mobile units that you want to enable in each phase of implementation.

CHAPTER 4

Setup

Refer to your plan (set up in Chapter 3) as you prepare to set up HOS software. This chapter assumes that you have logged into the HOS application. It covers the setup of:

- Office Information

- HOS Setup

- Roles

- Depots

- Users or Web Administration Users

- Drivers

- Vehicles

- Group

- Email Alerts

It is recommended that you perform the setup tasks in the order given. Use the online help for information about the fields on a page or to help you understand how HOS works.

By the Way

Office Information

You enter your company name and address. This information displays on the mobile unit.

Task: Enter office information

1. From the HOS home page, click **Administration**.
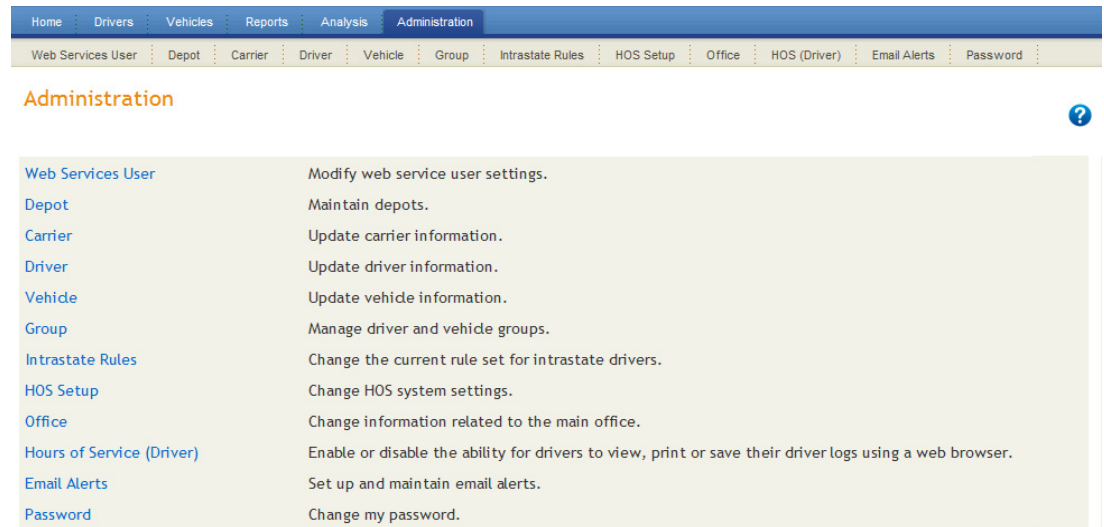
2. Click **Office**.

3. Type the company address information and any important miscellaneous information.
4. Click **Save**.

HOS Setup

Next you set up mobile settings for your OmniTRACS® and/or MCP-equipped vehicles. These control warnings and other company policy enforcement.

Task: Configure HOS Setup

1. On the Administration tab, click **HOS Setup**.

For field descriptions, see Table 1.

TABLE 1. HOS Setup fields

Field	Description
OmniTRACS® Settings	
Warning Threshold	The number of minutes before an Hours of Service violation that an alert is sent to the driver.
Unknown driver alerts	Check to send alerts to vehicles in motion with no driver logged in.

TABLE 1. HOS Setup fields

Field	Description
Allow Off-Duty driving	Allow Off-Duty driving for all drivers in OmniTRACS®-equipped vehicles.
MCP Settings	
BOT distance / speed threshold	Beginning of trip (BOT) is established when the first of these thresholds is met. If you set one value to 0, the other value cannot be 0 and is always used to detect BOT.
Minimum duty period	The minimum number of minutes that a duty status can consist of.
Allow log correction by drivers	Allow drivers to correct their duty logs. Drivers are still not permitted to edit driving times.
Clock in / Clock out	Allow clock-in and clock-out for all drivers. This feature lets drivers account for on-duty work time at the beginning or end of the day that is spent away from the vehicle.
Off-Duty driving	Off-duty driving allows the driver to use the vehicle for personal use, such as driving home at the end of a shift.
Off-Duty driving limit	If off-duty driving is set to Limited, type the daily limit in minutes.
24-Hour Weekly Reset	Allows you to assign drivers who are using the USA rule set or Texas Intrastate rule set, who are eligible to do so, the option to use a 24-hour reset instead of 34-hour reset. Drivers with this option can take 24 hours off any time during their duty cycle and this resets their HOS clocks. **This is only valid in conjunction with Oil Field rules.** You must select this option here first before you can assign this to any drivers. Once checked here, go to **Administration** > **Driver** and assign this to each driver who you want to have it.
Well Site Wait Time	Allows you to give drivers, who meet oil well exemption requirements, the ability to record their wait time (while in OFF or SB status) such that it does not subtract from their daily 14 hour On-Duty limit. You must select this option here first before you can give this option to any drivers. Once checked here, go to Administration>Driver and assign this to each driver who you want to have it.
Hazmat Loads	Allows you to assign drivers who are required to take rest breaks but who are carrying hazardous materials that require they stay with the vehicle, the ability to take rest breaks while on-duty. Once checked here, go to Administration>Driver and assign this to each driver who you want to have it. Use of this exception is only intended for drivers carrying loads containing a Division 1.1, 1.2, or 1.3 (explosive) material, which requires the driver to remain in attendance of the vehicle at all times.

TABLE 1. HOS Setup fields

Field	Description
Allow carrier selection on the mobile	When selected, and at least two carriers are created, drivers will see another tab on the mobile unit called "Carriers." These drivers will be able to select /change the carrier assigned to them right from the mobile unit.
Include Edit Reason in Driver Logs Report	Check to include the edit reason (entered when a host user or driver makes an edit to a log) in the Remarks section of the Driver Logs report.
Edit Reason Required	Check to require host users to enter an edit reason when editing a driver's log. Edit reason is meant to capture "Why the edit was made."
Allow free form text in the edit reason	Check to allow host users to type text in the Edit Reason field on the Correct Duty Status page.
Allow free form text in remarks on host	Check to allow host users to type text in the Remarks field on the Correct Duty Status page.
Allow free form text in remarks on mobile	Check to allow drivers to type text in the Remarks field when editing their log on the mobile unit. At initial setup, this is checked by default.
Require remarks for all status changes	Check to require drivers to enter a remark every time they make a change to their log. When checked, the driver cannot save unless he or she has entered a remark. Remark is meant to capture "What was happening during that status." Note: If you require a remark in this setting and you do not allow the driver to type a remark (Allow free form text in remarks on mobile is unchecked) you must create remarks for drivers to select from (do this under Remarks/Edit Reasons).
Remarks / Edit Reason	Create, edit, or delete remark phrases that host users and drivers can select from when changing duty status or editing a log. Create a separate list of pre-defined remarks for each duty status. Select a duty status, click --Add--, type a phrase, then click **Update/Add to List**. Select an already created remark, edit the text and click **Update/Add to List,** or just click **Delete** to remove it. Use the same steps to create edit reasons, only available to host users.

You must click **Save** on the HOS Setup page to apply changes you have made to Remarks/Edit Reasons. When saved, a message is sent to all units with the latest remarks.

Limitations to consider include:

- A maximum of 1200 characters for all remarks across Off-Duty, Sleeper, Driving, and On-Duty statuses

- A maximum of 40 remarks across Off-Duty, Sleeper, Driving, and On-Duty statuses

- A maximum of 10 edit reasons on the edit reason list

- A maximum of 40 characters for each edit reason

TABLE 1. HOS Setup fields

Field	Description
Common Settings	
Default US duty cycle	Set the length of the US duty cycle to 7 days or 8 days.
16 hour exception	Check to allow drivers to take the 16-hour exception.
Default CAN duty cycle	Set the length of the Canadian duty cycle to 7 days or 14 days.
Ferry crossing	Check to allow the driver to use the ferry crossing exemption in Canada.
Off-Duty deferral	Check to allow the driver to use the Off-Duty deferral in Canada.
Message blocking	Block Hours of Service messages to drivers having a current duty status of "sleeper berth."

2. Complete the settings for your OmniTRACS® and MCP equipped vehicles, and the common settings.

Did you Know?

> It is recommended that you leave the violation warning period set to 60 minutes.

3. Click **Save.**

Roles

You set up roles early in your setup process because the HOS users that you set up are assigned a role. If needed, refer to the discussion about user roles in Chapter 3, "Planning"

If you access HOS:

*   Seamlessly through your Services Portal login (single sign-on), you define roles in Services Portal Administration. Follow the procedures under Services Portal Roles.

*   By entering login credentials on the HOS login page (not single sign-on), you define roles in the HOS application. Follow the procedures under "HOS Application Roles" on page 17.

Services Portal Roles

Task: Create a Services Portal role with HOS permissions

1. In the upper right corner of any Services Portal application page, roll over **Administration** and click **Administration**.

    The Set Up Users page appears.

2. Click **Set Up Roles**.

    The Set Up Roles page appears.

3. Click **Create Role**.

    The Create Role page appears.

4. Type the name of the role and a description of the types of access the role provides, such as "Dispatcher and HOS with all edit capabilities."

5. Check the boxes next to each permission to grant to the role. To allow access to the HOS application, be sure "Can use Hours of Service" is checked.

   For more information about each permission, click 🛈 below the tab bar.
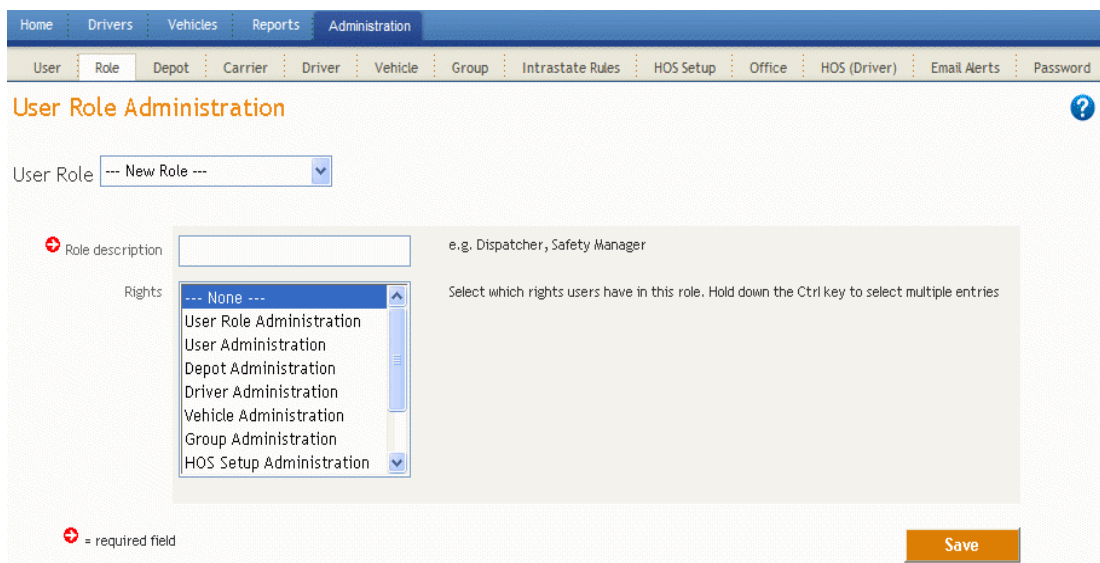
6. When you've finished application permissions, scroll to the bottom of the page and click **Save**.

   The Set Up Roles page reopens with the message "The role "<role name>" has been created."

HOS Application Roles

Task: Set Up Roles

1. Click **Role**.

2. Complete the required fields. For more information on the fields, see Table 2.

3. Click **Save**

TABLE 2. User Role Administration page

Field	Description
User Role	Drop-down list of previously defined user roles. Click **New Role** to create a new user role.
Role Description	Brief descriptive label for the role, such as *Safety Manager*.
Rights	Permissions to access and perform administrative tasks. To select multiple rights, hold down the **Ctrl** key when selecting.

Depots

Depots are the physical locations (terminals) where drivers are based. If you are accessing the HOS application seamlessly through your Services Portal account (single sign-on), you assign users to the depot in the Services Portal user record.

Task: Create depots

1. Click **Depot**.

FIGURE 8. Depot Administration page

2. Complete all required fields. For more information on the fields, see Table 3
3. Click **Save**.

By the Way

You may use different terminology, but the term "depot" is used throughout the HOS application to refer to the driver's home base.

TABLE 3. Depot Administration page

Field	Description
Depot	Drop-down list of previously defined depots. Click **New Depot** to create a new depot.
Depot name	Brief descriptive label for the home base of drivers and vehicles, such as *Portland* or *San Diego*.
Depot ID	Company-assigned identifier for the depot.
Street Address	The street address of the depot.
City	The city in which the depot is located. This field is required if a driver assigned to this depot may drive into Canada.

TABLE 3. Depot Administration page

Field	Description
State/Province	The state in which the depot is located
Zip/Postal	Zip code of depot address
Time zone	Depot time zone
Start of Day	Official DOT start of day for the depot based on a 24-hour clock. This will always be 00:00 or midnight and cannot be changed.

Carrier

The carrier is the company that the driver is carrying the load for. A driver may have one or multiple carriers assigned to him or her in a day, depending load assignments.

Task: Create carrier

1. Click **Carrier**.

FIGURE 9. Carrier Administration page

2. Complete all required fields. For more information on the fields, see Table 4.
3. Click **Save**.

TABLE 4. Carrier Administration page

Field	Description
Carrier	Drop-down list of previously defined carriers. Click **New Carrier** to create a new carrier.
Carrier name	Brief descriptive label for the carrier.
Street	The street address of the carrier's home office
City	The city of the carrier's home office
State/Province	The state or province of the carrier's home office
Zip/Postal	The zip or postal number of the carrier's home office
Misc Info	An area to write notes about this carrier

Users

Create accounts for all of the users of HOS software. You either create the role in the Services Portal Administration application (single sign-on), or in the HOS application.

Services Portal User Administration

Your users are created in the Services Portal, but if one or more back-office systems are integrated with HOS data, you maintain the web services user credentials in the HOS application.

Task: Create a user in the Services Portal

1. In the upper right corner, roll over **Administration** and click **Administration**.
   The Set Up Users page opens.
2. Click **Create User**.
3. Complete or change the General settings for the user.
4. Click **Save**.
5. To assign the user's HOS depot, click the **HOS** tab. This tabs appears only if the role assigned to the user is defined to use HOS.
6. In the **Depot** drop-down list, select the user's depot.
7. When you are finished, click **Save and Return to Users**.

By the Way

Depending on the applications the user's role is enabled to access, you may see tabs for setting up QTRACS application and alert preferences. If you change these settings, click **Save** on each page before clicking another tab.

HOS Application User Administration

If your users log in directly to the HOS application (not single sign-on), you create users using the procedures described in the following sections.

Task: Create an HOS web services user

1. Click **Web Services User**.

2. Complete the required fields. For more information on the fields, see Table 5.

3. Click **Save.**

TABLE 5. Web Services User Administration page

Field	Description
User Name	Brief descriptive label for the user, such as *jdoe*.
Full Name	First and last name of the user, such as *John Doe*.
Depot Name	Physical location to which the user is assigned.
Password Confirm	The user's HOS login password. You must type it twice to confirm it. Passwords must be between 8 and 35 characters long, contain only letters, numbers, and certain special characters, and include at least one number, one lowercase letter, and one uppercase letter.

Drivers

You can set up drivers using the Administration tab or through integration as described in "Integration Capabilities" on page 61. Before setting up drivers, make sure they are set up in QTRACS software, and note the driver IDs and their passwords.

When you create a new driver, the driver's create date is pre-dated two weeks. Look under the Time Started column on the new driver's log to see the driver's start date. In addition, the system automatically creates 2 weeks of Off-Duty time as the new driver's current duty status in the new driver's log. This allows you to edit the new driver's log to reflect any On-Duty time before he or she begins driving.

By the Way

At driver creation the pre-date is set to 2 weeks ago midnight UTC time. Therefore, depending on your time zone, and the time of day you create the new driver, the duration of Off-Duty time applied to the new driver log may vary.

Also, note that the pre-date may be less than 2 weeks if the driver is assigned a depot or carrier that was created less than 2 weeks ago. In this case, the driver create date is the depot or carrier create date, whichever is most recent. This supports the system rule that a driver can not be assigned a depot or carrier that did not exist when the driver was created.

Task: Set up drivers

1. Click **Driver**.

FIGURE 11.
Driver
Administration page

2. Complete all required fields. For more information on the fields, see Table 6.
3. Click **Save**.

TABLE 6. Driver Administration page

Field	Description
Depot	Drop-down list of previously defined depots to which drivers can be assigned.
Driver	Drop-down list of previously defined drivers. Click **New Driver** to create a new driver.
Driver ID	Driver's personal ID number assigned by the company. This ID must match any QTRACS driver ID.
Password	Password the driver uses to log in to HOS on the mobile unit. For MCP units, driver ID and password must match Driver Login ID and password.
US duty cycle[1]	Days in the duty cycle for United States drivers. • Federal cycle: 60 hours on duty are allowed for a seven-day cycle, and 70 hours for an eight-day cycle. • California: 70 hours on duty are allowed for a seven-day cycle, and 80 hours for an eight-day cycle. • Florida: 70 hours on duty are allowed for a seven-day cycle, and 80 hours for an eight-day cycle. • Texas: 70 hours on duty are allowed for a seven-day cycle, and 70 hours for an eight-day cycle. • Alaska: 70 hours on duty are allowed for a seven-day cycle, and 80 hours for an eight-day cycle
Canada duty cycle[1]	Days in the duty cycle for Canadian drivers. • South of the 60th latitude (Main): 70 hours on duty are allowed for a seven-day cycle, and 120 hours for a 14-day cycle • North of the 60th latitude (North): 80 hours on duty are allowed for a seven-day cycle, and 120 hours for a 14-day cycle
Current rule set	The driving rules used by this driver: US, Canada Main, Canada (North). If using intrastate rules, choices include CA, FL, TX, or AK.
Allow Off-Duty driving	Whether the driver participates in the company's Off-Duty driving policy.
Allow 24-Hour Weekly Reset	Click **Yes** if the driver is allowed to use 24-hour reset. If selected, this driver can, at any time during their duty cycle, take 24 or more successive hours off and this resets their HOS clock. Allow 24-Hour Weekly Reset can only be set for this driver, if his or her current rule set is USA or Texas Intrastate (TX), and the company setting has been made. To make the company setting, go to Administration>HOS Setup and under MCP Settings, check **24 Hour Weekly Reset.**

TABLE 6. Driver Administration page

Field	Description
Allow Well Site Wait Time	Click **Yes** to allow drivers who service oil wells (and who meet the oil field exemption rules) to record their wait time (Off-Duty status or Sleeper-Berth status) such that it does not subtract from their daily 14 hour On-Duty limit. If selected, this driver will see an option on the mobile to mark the wait time "At Well Site". Allow Well Site Wait time can only be set for this driver, if his or her current rule set is USA or Texas Intrastate (TX), and the company setting has been made. To make the company setting, go to Administration> HOS Setup and under MCP Settings, check **Well Site Wait Time.**
First/Last name	The driver's first name and last name
Assign/change depot	The driver's home depot
Assign/change Carrier	The carrier assigned to the driver
Groups	The group, if any, to which the driver is assigned. To select multiple groups, hold down the **Ctrl** key when selecting the groups. To set up groups see "Group" on page 27.

[1] Drivers that cross the US/Canada border while driving notify the dispatcher either by macro (OmniTRACS®) or, on MCP units, by using the Border button on the Clocks tab in HOS (only visible on mobile units that have been licensed for Canada or US & Canada).

Driver clocks are not recalculated automatically upon a border crossing. They are recalculated after the next change in driver status, if the driver also indicates a need to operate under new rules.

Vehicles

Set up vehicles in the fleet using the Administration tab or through integration as described in "Integration Capabilities" on page 61. Vehicles are added automatically when they first communicate with HOS, if they have not already been added manually.

Task: Set up vehicles

1. Click **Vehicle**.

2. Complete all required fields. For more information on the fields, see Table 7.
3. Click **Save**.

> After creating a vehicle, do not change its ID. If you do change the ID, all driver logs for the past six months are changed to the new ID.

By the Way

TABLE 7. Vehicle Administration page

Field	Description
Depot	Drop-down list of previously defined depots to which vehicles can be assigned.
Vehicle	Drop-down list of previously defined vehicles. Click **New Vehicle** to create a new vehicle.
Comm unit #	Serial number (SN) or unit address (UA) of the mobile unit on the vehicle. On an existing vehicle, click the radio button next to **This unit does not have a comm unit.** to assign no unit to the vehicle.
Tractor ID	Vehicle number assigned by the company.
Plate Number	The vehicle's license plate number. This information is required for all vehicles traveling in Canada. License plate number entered here appears on the Vehicle Info tab on all mobile units (both U.S. and Canadian)
Vehicle alias	Optional nickname for the vehicle.

TABLE 7. Vehicle Administration page (continued)

Field	Description
Depot name	Home depot of the vehicle.
Groups	Specific group, if any, to which the vehicle is assigned. To select multiple groups, hold down the **Ctrl** key when selecting the groups.

Task: Change the Electronic Odometer settings

1. This setting applies to the OmniTRACS® system only. To change the Electronic Odometer settings from the Vehicle Administration page, do the following: Click **Electronic Odometer Config** from the top of the **Vehicle** page.

FIGURE 13.
Odometer
Configuration

2. Complete all required fields. For more information on the fields, see Table 8.
3. Click **Send**.

TABLE 8. Odometer Configuration page

Field	Description
Sensor type	The type of sensor: JBUS or axle
RPM calibration	Number of pulses per revolution
Speed calibration	Number of pulses per mile

Group

Specify groups of drivers and vehicles, as needed. You can create global groups that can include drivers or vehicles from multiple depots, or you can create depot groups that include drivers or vehicles from a specified depot. Note that a driver or vehicle can belong to more than one group.

Some companies find it useful to place drivers that work for a specific manager into groups. You may also want to consider creating groups for drivers who you want to monitor closely. For example, you could create a group of drivers who get violations often. Then you can then set up email alerts for that group of drivers, and be notified when they are approaching a violation.

Task: Set up groups

1. Click **Group**.

FIGURE 14.
Group
Administration page

2. Complete the fields used to define a group. For more information on the fields, see Table 9.

3. Click **Save**.

TABLE 9. Group Administration page

Field	Description
Type	Either Driver group or Vehicle group.
Depot	**Global groups** is the selection that includes all drivers or vehicles. Select a depot from the drop-down list to create a group within a depot.
Group	The groups assigned to the selected depot or, if you selected Global Groups, the groups assigned to your depot.
Group name	Brief descriptive label for the group.

TABLE 9. Group Administration page (continued)

Field	Description
Selected members	The drivers or vehicles that are members of the group.
	To add members, select them in the Available members box and clicking **Add**. To move selected members back to the Available members list, select them and click **Remove**.
Available members	Drivers or vehicles not assigned to the group.

HOS (Driver) Web Site Access

You can enable web access to a Driver portal for all of your drivers to view and print their logs. You can also optionally enable your driver to clock in and out of their mobile from the web site. These settings apply to all active drivers. In other words, you cannot turn on some drivers and not others.

Task: Enable the HOS Driver web site for all your drivers

1. Click **HOS (Driver)**.

FIGURE 15.
HOS Driver page
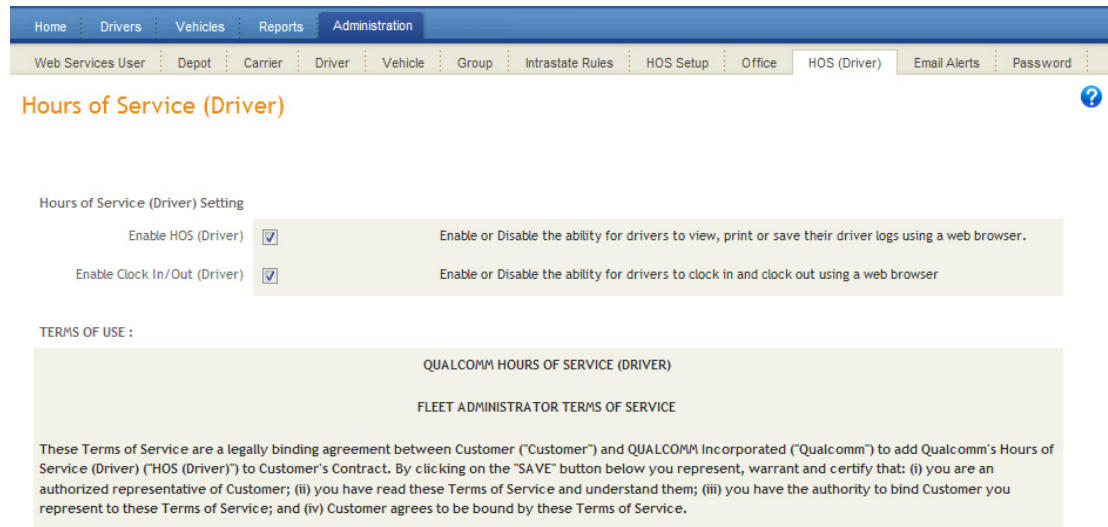
2. Read the terms of service in their entirety.
3. If you agree to the terms of service, check the **Enable HOS (Driver)** check box.
4. If you want your drivers to be able to clock in and out using the Driver portal, check the **Enable Clock In/Out (Driver)** check box
5. Click **Save**.

    Access information appears at the bottom of the page, similar to the information shown in Figure 16.

FIGURE 16.
Access information

```
Url         : https://dhos.omnitracs.com/dhm/
Company Name : ABC Trucking
Direct URL  : https://dhos.omnitracs.com/dhm/?company=ABC%20Trucking
```

6. Scroll to the Access Information section, and copy and paste the information posted there to another document, such as Notepad.

7. Save the other document.

Using the HOS Driver Access Information

To log in to the HOS Driver web site, your drivers need:

• The URL to the web site

• The login ID and password they use on the mobile unit

• Your company name, unless you provide the company-specific (Direct) URL as described below

• The last name that appears when they successfully log in to their mobile unit

The HOS Driver access information shown in Figure 16 on page 28 lists the URL of the web site, and the exact company name your driver needs. You must provide this information to your drivers to allow them to use the HOS Driver web site.

If you provide drivers with the Direct URL, then the company name is filled for them when the web site login page appears.

Customizable driver training materials are provided to help you communicate the availability of this web site to your drivers. Contact your customer service representative for information on downloading these materials.

Email Alerts

You can create email alerts to be sent to any email address when the following occurs:

• When a driver is approaching or is in a driving violation

• At the start and end of an unassigned driving event

• At the start and end of a personal conveyance event

To create the alert you must define a unique name for the alert, select the event type to alert about (violation, unassigned driving, or personal conveyance), select the HOS group to include in the alert, define when to send the alert, and select the recipient of the alert.

As you complete each step to create an email alert, a green check appears. All steps must have a green check before you can save the email alert.

Alerts you create are listed on the Email Alert page in alphabetical order by alert name. Click the name column to sort the list, or click a table cell to open the alert to view its' details or edit it. You can also duplicate an alert to create a new one.

By the Way

The Omnitracs Hours of Service (HOS) email alerts are provided for reference purposes only and are not a substitute to actual HOS driver logs. Email content and delivery is based on information known at the time it is generated, however due to various factors such as radio coverage limitations and operational issues, alerts may be delayed or information inaccurate. Omnitracs disclaims any liability arising out of, or related to HOS email alerts.

Task: Create email alerts

1. Click **Email Alerts**.
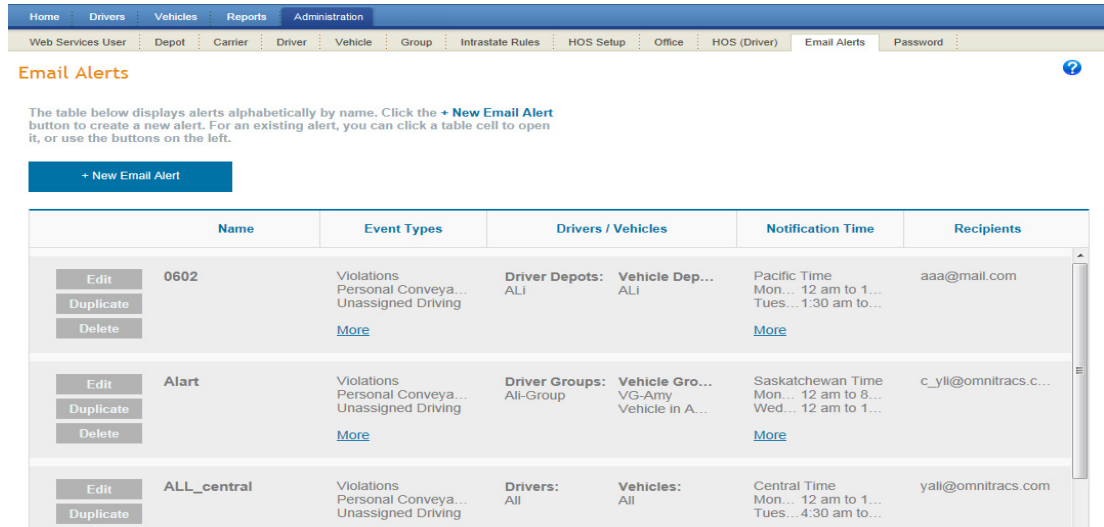
2. Either click **Duplicate** to create an alert based on an existing alert, or click the **+New Email Alert** button.

    The edit alert window opens.
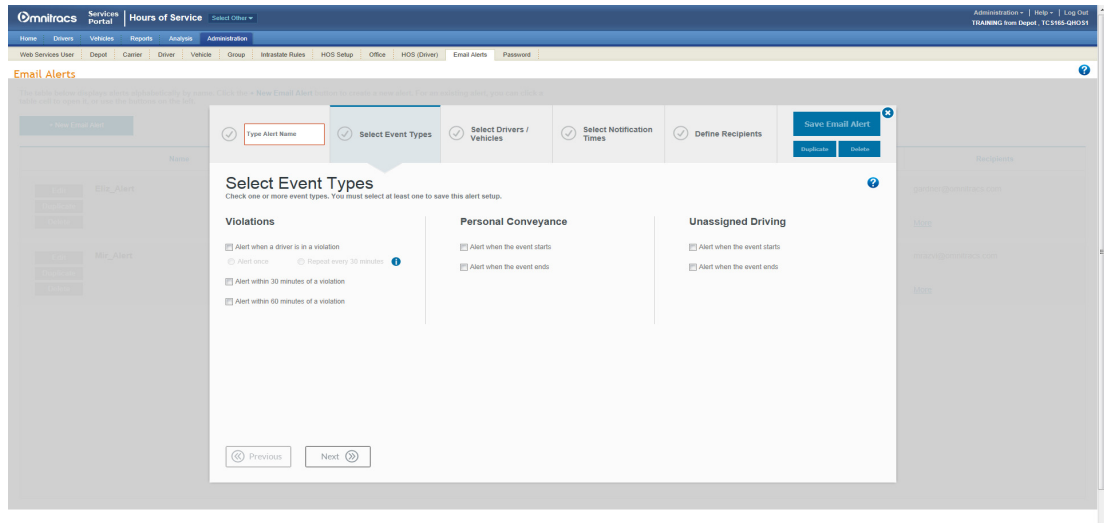
3. Type a unique alert name. Consider that alerts appear alphabetically in the alert list and can be up to 250 characters.

4. On the **Select Event Types** tab select at least one event type.

    -   **Violations:** Choose to generate an alert when a driver is in a driving or working violation. Select whether you want the alert sent once, or to repeat every 30 minutes while the driver is still in violation. Consider that if the driver is out of coverage this alert could continue indefinitely. Then decide if you want to generate violation alerts within 30 minutes of a violation and/or within 60

minutes of a violation. When deciding, consider that you want drivers to drive as much as they can but not go into violation, and that selecting these options could lead to a lot of email alerts. Note that you can select these options and decide later to turn them off. You may decide to make these selections just for a group of drivers who go into violation often and with whom you want to closely monitor.

- **Personal Conveyance:** Choose to generate an alert when a driver starts a personal conveyance event (driver changes status to OFF-DRV). Then decide if you want to generate an alert when that event ends.

- **Unassigned Driving:** Choose to generate an alert when a vehicle moves and no driver is logged into the mobile unit (an unassigned driving event begins). Note that this is only captured when the vehicle has exceeded the speed and distance thresholds defined in the BOT settings. Then decide if you want to generate an alerted when that event ends.

5. Click **Select Drivers/Vehicles** and based on the event type(s) you selected in the last step, select which drivers and/or vehicles to include in this alert. You many need to go back and create a HOS group if the group you want to send alerts about is not listed.

6. Click **Select Notification Times** and define when to send the alert. Select a time zone from the drop down menu. Then define the times each day an alert can be sent. Drag the bars to change the length of the time segment. Right click to copy/paste a segment. Drag in an open area to create a new time segment. You can create up to two time segments in a day.

7. Click **Define Recipients.**
   - **Reply To:** Enter an email address for the person or group who will manage recipient requests to be removed from the email alert.

   - **Recipient(s):** Type up to 25 email recipients. If you have more than 25 email recipients, consider either creating an email group, or duplicating this alert and adding the additional recipients to the second but same alert.

   - **Notes (optional):** Type a note (up to 500 characters) that you want to appear in this email alert.

8. Click **Save Email Alert.** This button is only available when all of the steps are complete (all check marks are green).

Below is an example of a driving violation email alert. Be aware that there can be a lot of email generated based on your settings. This is because a separate email is sent for each driver or vehicle in the group you selected when you set up the alert.

Tue 4/21/2015 8:59 AM

no-reply@omnitracs.com

[Omnitracs HOS Alert] - Driving Violation for choucer1, choucer1 [CHOUCER1], Vehicle 105426975

To   Gardner, Elizabeth

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.
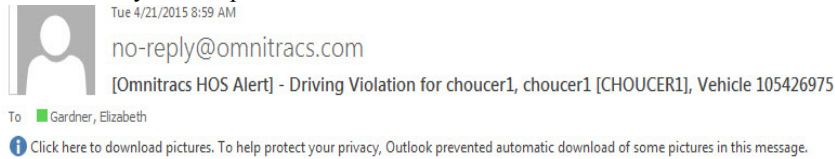
4/21/2015

Driving Violation

Event Details

Calculated at:	4/21/2015 8:58 AM CDT	
Driver:	choucer1, choucer1 [CHOUCER1]	
Violation start time:	4/20/2015 5:57 PM CDT	
Driver's rule set:	USA	
Time remaining on driver's clocks:	Driving Hours:	-09 hours 32 minutes
	On Duty Hours:	-09 hours 1 minutes
	Next Break:	-15 hours 1 minutes
	Cumulative On Duty:	36 hours 59 minutes

Click here for more alert details.
(Requires login access to the HOS application).

By the Way

Omnitracs recommends that alert recipients set up filters in their email client using the information in the email subject line.

Enabling Mobile Units

MCP units

When you implement HOS, you log into the Customer Portal and move MCP mobile units into op profiles that have HOS enabled. Check the HOS web site periodically after saving the op profiles until you see the units appear in the vehicle list.

Customer Portal web site: https://login.omnitracs.com/login.jsp

If any problems occur, or you need additional setup help, contact your customer service representative.

OmniTRACS® units

When you implement HOS, you must ensure that your account is enabled for HOS, then provide your customer service representative a list of the OmniTRACS® units you want enabled for HOS.

It is recommended that you begin by enabling no more than five units. This allows you to become familiar with the new processes and proactive management style required to manage paperless logs.

CHAPTER 5

Daily Tasks

This chapter reviews the typical daily tasks of HOS application users and covers the following topics:

- Viewing a Driver's Availability

- Reviewing Driver's Duty Status Activity

- Correcting Records

- Manually Sending Logs to a Driver

- Assigning an Intrastate Rule Set

- Managing Units on Vehicles

Your organization may want to integrate its dispatch functions with the HOS system. Back office integration gives dispatchers the additional capability of viewing driver availability and assigning loads appropriately. See Chapter 7, "Integration Capabilities."

The Technical Services team can assist with integrating your company's dispatch functions.

Viewing a Driver's Availability

Task: Check driver availability

1. In the HOS application, click the Drivers tab.

FIGURE 19.
Drivers page

MAY CONTAIN U.S. & INTERNATIONAL EXPORT CONTROLLED INFORMATION

For field descriptions, see Table 10.

Select another depot from the depot drop-down list, or select a driver group, a vehicle group, or individual driver to view.

2. Review which drivers are available for load assignment.

3. If necessary, click 🖼 to view driver details or 📅 to view the week chart.

    This lets you review the driver's activity over time and see which drivers require rest or Off-Duty time. By viewing the driver week chart, the dispatcher can see at a glance which drivers are available for load assignment.

TABLE 10. Drivers page

Field	Description
Depot, Driver Group, Vehicle Group, Driver, Search	The type of data to view. Select a depot, driver group, vehicle group, or driver from the drop-down list.
	If you select Search, type all or part of the driver name and click **Go**.
Logged in	When checked, lists drivers who are currently logged into HOS on the mobile unit.
Duty Status	The driver's current duty status:
	⊘ Driving
	⌂ Off Duty
	📺 Sleeper berth
	🚩 On-Duty, not driving
	🎏 Off-Duty driving
Driver Name	The driver's full name.
Driver ID	The company-assigned identifier for the driver.
	• Week Chart (📅)—Click to see a color-coded chart of the driver's duty status changes for the most recent week. See Figure 20 on page 39.
	• Details (🖼)—Click to see duty status details for the driver on the Driver Details page. See Figure 21 on page 41.
Rule set	The HOS rule set currently in effect for this driver:
	🇺🇸 USA
	CA USA: California
	FL USA: Florida
	TX USA: Texas
	AK USA: Alaska
	🇨🇦 Canada
	🇨🇦 Canada north of 60 degrees latitude

TABLE 10. Drivers page (continued)

Field	Description
DOT/MOT Clock	The number of driving hours currently available for the driver. This represents the lowest value of Driving Hours, On-Duty Hours, and Cumulative On-Duty Hours.
Driving	The cumulative hours of driving for the driver.
	If the cell is yellow, the driver is within 60 minutes of a rule violation and warning has been sent to him or her. If the cell is red, the driver has exceeded the allowed maximum and the negative number indicates the amount of time that the driver is past the maximum allotted time.
	Rules for driving hours vary by location:
	• In the United States, according to DOT regulations, drivers may not exceed 11 hours of driving within a period between a 10-hour break.
	• In Canada and Canada North, according to Canadian MOT regulations, drivers may not exceed 13 hours of driving within a period between an 8-hour break.
On-Duty	The cumulative hours that the driver has been On-Duty.
	A positive number indicates the hours and minutes left before the driver exceeds the 14-cumulative-hours-On-Duty rule. If the cell is yellow, the driver is within 60 minutes of a rule violation. If the cell is red, the driver has exceeded the allowed maximum and the negative number indicates the amount of time that the driver has exceeded the rule.
Shift	Applicable to Canada and Canada North driving rules only. Duration of the driver's shift, in hours; maximum is 16.
	This column remains empty for drivers not assigned Canadian driving rules.
DayOff Remaining	Applicable to Canada and Canada North driving rules only. The number or hours before the driver must begin the mandatory 24 Off-Duty hours.
	This column remains empty for drivers not assigned Canadian driving rules.
Work Left	The minimum applicable value of all daily-off-duty clocks. This field displays N/A if the driver has already completed his hours off for the day.
Next Break	Time remaining before a driver is required to take a 30 min break in an off-duty status.

TABLE 10. Drivers page (continued)

Field	Description
Cumulative On-Duty	The cumulative On-Duty hours for the driver.
	If the cell is yellow, the driver is within 60 minutes of a rule violation and a warning has been sent to him or her. If the cell is red, the driver has exceeded the allowed maximum and the negative number indicates the amount of time that the that the driver has exceeded the rule.
	Rules for cumulative On-Duty hours vary by location:
	• In the United States, this value indicates the cumulative hours that the driver has been On-Duty during the most recent 7- or 8-day duty cycle. The 60 Hour (or 7 Day) rule states that drivers cannot drive if they have been On-Duty for more than 60 hours within 7 days. The 70 Hour (or 8 Day) rule states that drivers cannot drive if they have been On-Duty for more than 70 hours within 8 days.
	• In Canada and Canada North, this value indicates the cumulative hours a driver has been On-Duty during the most recent 7- or 14-day duty cycle. The 70 Hour (or 7 Day) rule states that drivers cannot drive if they have been On-Duty for more than 70 hours within 7 days. Similarly, the 120 Hour (or 14 Day) rule states that drivers cannot drive if they have been On-Duty for more than 120 hours within 14 days.
Tractor	The company-assigned ID number for the vehicle.
Last Duty Status Change	The date and time that the driver last changed duty status.
Last Recalc[1]	The date and time that the system last recalculated the driver logs, which describe:
	• whether any warnings or violations took place.
	• the Driving, On-Duty, and Cumulative On-Duty clocks.
	• the current location of the vehicle.
	The last recalculation is processed every 30 minutes (not configurable), and also takes place:
	• any time an individual driver's Driver Summary is loaded by the HOS user.
	• when a driver changes duty status.

Reviewing Driver's Duty Status Activity

Task: Review driver's duty status activity

1. Click the **Drivers** tab.

   The page shown in Figure 19 on page 35 opens.

2. Review the current duty status of the selected drivers. See Table 10 for a description of the fields.

3. Click ▦ (week chart) in the Driver ID column.
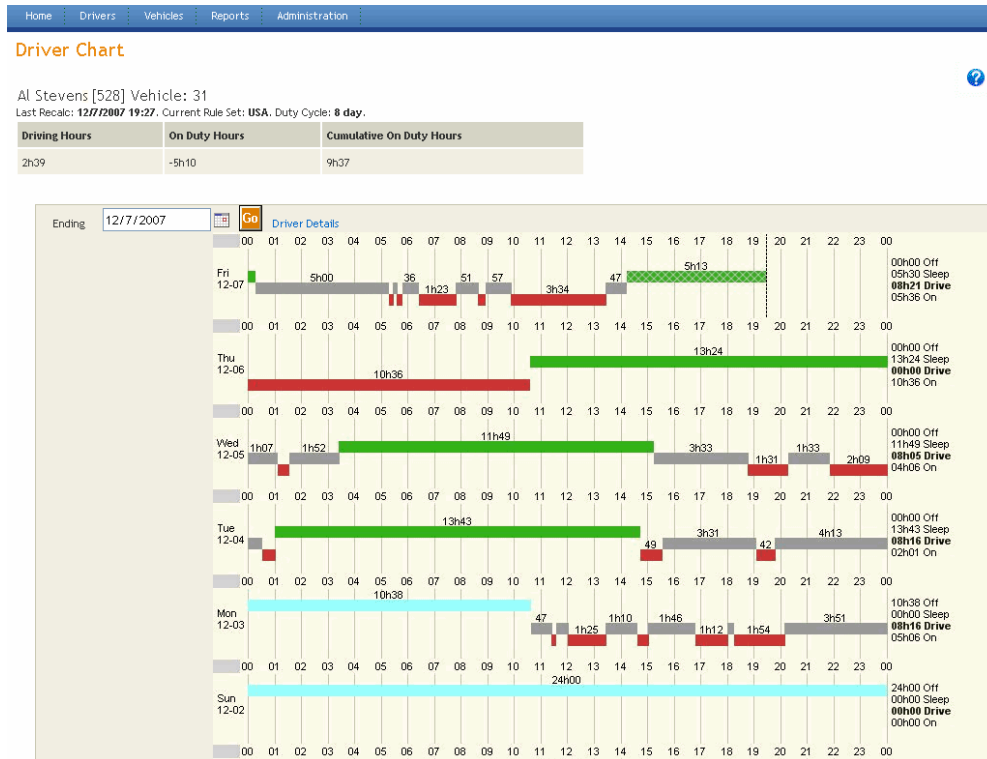
4. Review the selected driver's duty status changes for the past week. For a description of the fields in the chart, see Table 11.

   Use this chart to view at a glance the driver's duty activity from hour to hour and day to day over the course of the past week. You can identify drivers who are driving too long without resting, and quickly see a driver's availability.

TABLE 11. Driver Chart

Field	Description
Driver information	Full name of the driver and his or her company-assigned ID. Logged-in status and vehicle ID, if logged in. Last recalculated time stamp, current rule set, and duty cycle.
DOT/MOT Clock, Driving, On-Duty, Day Off Remaining, Work Left, Cumulative On Duty	Summary of the driver's current status in terms of the clocks governing hours of service rules. If the cell is red, the driver is still driving and has been sent a message that he is in violation of the rule. If the cell is yellow, the driver is still driving and has been issued a warning that he will soon be in violation of a rule.
Driver Details	Click to open the Driver Details page as shown in Figure 21 on page 41.
Color-coded chart	A chart showing all duty statuses from the most recent day through the past week. The chart is divided into hour increments for each day, from the DOT start of day (00:00) to the last hour of the day (23:00). Duty status colors:
	• Blue**:** Off-Duty
	• Green**:** Sleeper berth
	• Gray**:** Driving
	• Red**:** On-Duty
	• Yellow**:** Off-Duty driving
	The exact duration of the duty status (hours / minutes) appears above each colored status.

5. Click **Driver Details**.
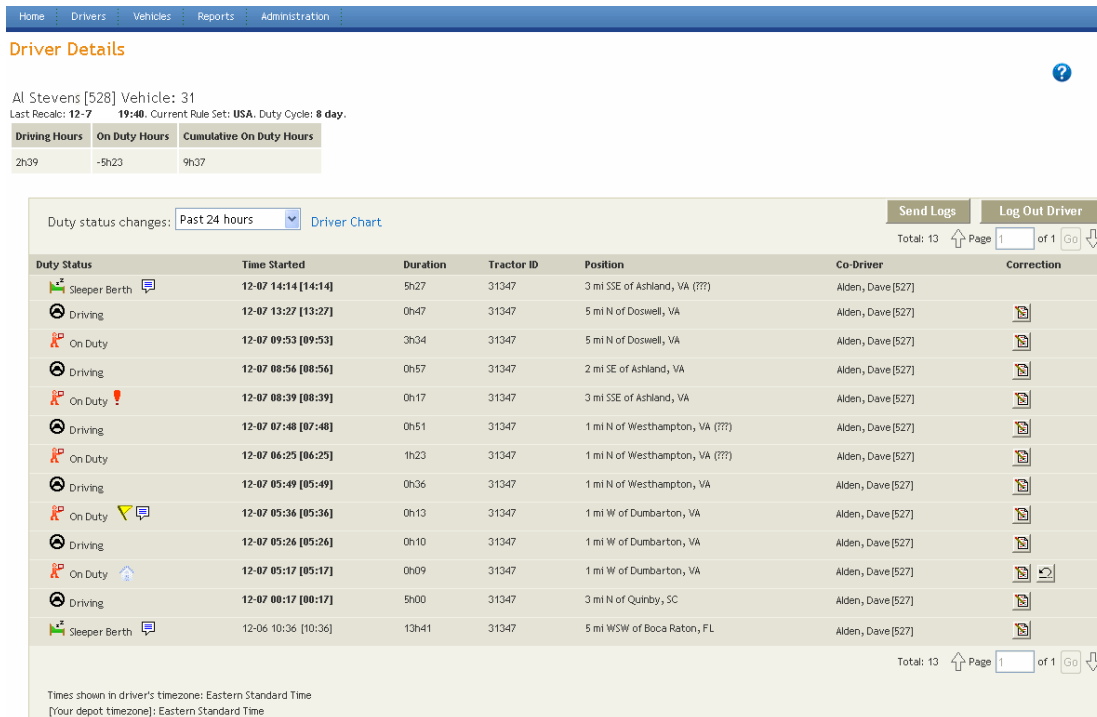
For field descriptions, see Table 12.

6. On the Driver Details page, review specific details about driver duty status information for a selected period of time.

System Failure. ❗ in the Duty Status column indicates a system failure. Hold the cursor over ❗ to see the type of failure. Train drivers to keep paper logs during system failure. They can resume sending duty status changes electronically after they are notified that the system is fully operational.

Did you Know?

TABLE 12. Driver Details

Field	Description
Driver information	Full name of the driver and his or her company-assigned ID. Logged-in status and vehicle ID, if logged in. Last recalculated time stamp, current rule set, and duty cycle.
Driving Hours, On-Duty Hours, Cumulative On-Duty Hours	Summary of the driver's current status in terms of the clocks governing hours of service rules. If the cell is red, the driver is still driving and has been sent a message that he is in violation of the rule. If the cell is yellow, the driver is still driving and has been issued a warning that he will soon be in violation of a rule.
Driver Chart link	The link that opens the Driver Chart as shown in Figure 21 on page 41.
Duty status changes	Drop-down list to select the time interval for which to see the selected driver's duty status details.

TABLE 12. Driver Details (continued)

Field	Description
Send Logs	Send the past seven or eight days of log data to the driver, regardless of the "Duty status changes" interval selected.
	You can click this button to manually send logs. However when you are adjusting driver duty status records, logs are automatically sent at regular intervals.
Change Status	Changes the driver's status to Off-Duty, or logs the current driver out of the system (OmniTRACS® system only). This must be configured from the HOS Admin Site.
Duty Status	The duty status for each segment of the driver's trip:
	⊗ Driving
	⌂ Off-Duty
	▣ Sleeper berth
	▤ On-Duty, not driving
	▣ Off-Duty driving
	Other icons include:
	• A faded duty status icon (▤) is the duty status for the record before it was corrected.
	• ▽ indicates that the driver has selected a 16-Hour Request, Off-Duty Deferral, or Ferry Crossing exception.
	• ▣ is shown when there is a comment associated with a duty status. Comments are required when making corrections to a driver's log. Hold your cursor over the icon to see whether the correction was an edit or assignment, and to read the comment.
Time Started	Date and time the duty status started
Duration	Length of time duty status lasted
Tractor ID	Vehicle ID associated with the duty status
Position	Position of the vehicle at the start of the duty status, including the proximity to the nearest city or place of interest
Co-Driver	Team driver, if any, assigned to the vehicle
Correction	▣ Correct past duty status record.
	▤ Correct a current duty status record.
	↺ Undo the correction. Only appears next to records that were edited. Click it to undo the correction if a mistake was made.
	When you undo a correction, a pop-up window opens to notify you of the duration of time you are undoing duty status records. If an original record was edited into multiple duty statuses, you may not want to undo all of the changes you entered. If desired, click **Cancel** and edit the single changed record.
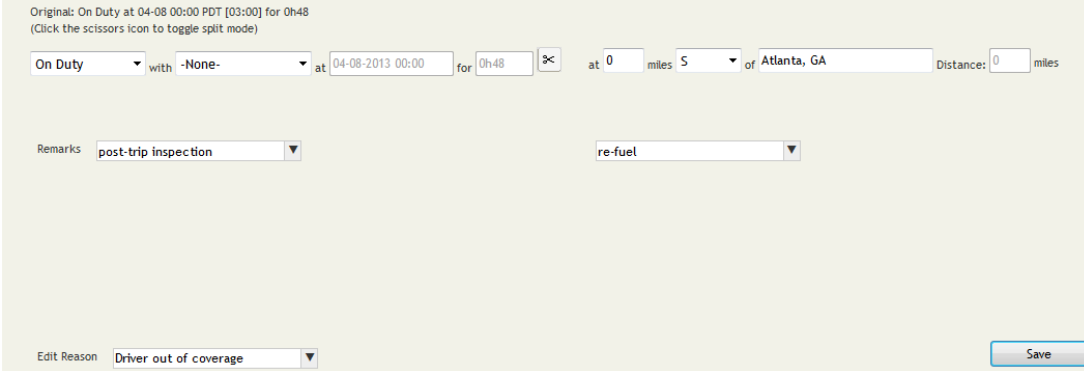
Correcting Records

The driver cannot edit driving times, but sometimes a correction is needed. An example is if a system failure occurred when a vehicle was still in motion.

Task: Edit a driver's past duty status record.

1. Click the **Drivers** tab.
2. Click ▦ to display the Driver Details page.
3. Click 📇 next to the record that requires a correction.

For field descriptions, see Table 13.

4. Do one of the following:

If	Do this
The duty status was different	Select the correct status from the first drop down list.
An exception needs to be added	Select 16-Hour Request, Off-Duty Deferral, or Ferry Crossing from the second drop-down list

5. Type a remark (what happened during the status) in the text box, or select a value from the drop-down list. To add a another remark, use the second Remarks text box. Settings on the Administration HOS setup page determine whether you can type in the Remarks field, and what the values are in the drop-down list.

   When a remark is added, 💬 appears next to the duty status icon on the Driver Details page.

   When correcting a driver log for a 16-hour exception, add the exception to the first duty status of the day to ensure that it is correctly applied.

   By the Way

6. Type an edit reason (why you are making this edit) in the text box, or if available select a value from the dropdown menu. Settings on the Administration HOS setup page determine whether you can type in the Edit Reason field, what the values are in the drop-down list, and whether this field is required.

7. To split a single duty status into two or more, or to add multiple exceptions, click ✂ to expand the Split mode options.

FIGURE 23.
Split mode options

8. In split mode, choose the correct duty status, then type the time it began or change the duration in hours and minutes, as needed. Enter remarks and edit reason.

9. Click **Save**.

   The Correct window closes. On the Driver Details page, [icon] *(Undo) and the ghosted icon of the original duty status indicate that the record was edited.*
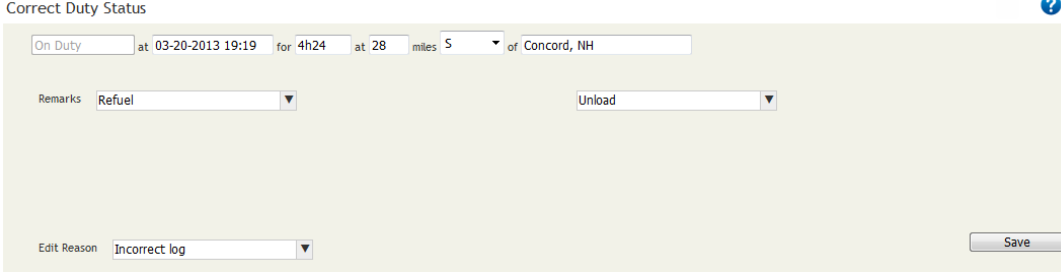
TABLE 13. Correct Window

Field/button	Description
(Duty Status)	Drop-down list containing all duty status types
with (Exception)	Drop-down list containing exceptions: • 16-Hour Request (U.S. rules) • Ferry Crossing (Canada rules) • Off-Duty Deferral (Canada rules)
at	Initially this field is read-only showing the date and time that the duty status started.
for	Duration of the duty status in hours and minutes.
starting at/miles/of	Position of the vehicle at the start of the duty status, including the number of miles and direction from the nearest city or place of interest.
Distance	For MCP units, the distance traveled during the duration of the duty status.
[scissors icon]	Click to open and close the split mode used to assign two duty statuses to the period shown.
Save	Saves the changed record in the log. When the logs are sent to the driver, the driver can view and approve the changes.

Task: Edit a driver's current duty status record.

1. Click the **Drivers** tab.
2. Click ⊞ to display the Driver Details page.
3. Click 🏃 next to the current duty status record that requires a correction.
4. Enter the date, time, and location of the On-Duty segment you are adding.

Correct Duty Status   ❓

| On Duty | at 03-20-2013 19:19 | for 4h24 | at 28 | miles S ▾ | of Concord, NH |

Remarks   Refuel ▾   Unload ▾

Edit Reason   Incorrect log ▾   Save

TABLE 14. Current Duty Status-Correct Window

Field/button	Description
(Duty Status)	You can only change the current status to On-Duty, so this field is not editable.
at	This defaults to the date/time that the current duty status started. Adjust this date and time for the On-Duty segment you are adding.
for	Duration of the duty status in hours and minutes.
at/miles/of	Driver position at the start of the On-Duty status segment you are adding. Only city and state are required.
Remarks	Why the status is changed.
Edit Reason	Why you are making this edit.
Save	Saves the changed record in the log. When the logs are sent to the driver, the driver can view and approve the changes.

5. Type a remark in the text box, or select a remark from the drop-down list.

    When a remark is added, 💬 *appears next to the duty status icon on the Driver Details page.*

6. Type an edit reason in the text box, or select an edit reason from the drop-down list.

> When you want to correct a driver's log for a status other than On-Duty, change the current duty status to a past duty status. One way to do this is to change all but 1 minute of the current duty status to On-Duty and then click undo. When you click undo, the current duty status is not changed, leaving 2 Off-Duty segments. Now you can use the second Off-Duty segment and the past duty status

By the Way

correction process to correct a driver's log to any duty status type.

Assigning Assignable Events

Driving time is unassigned when the system is unable to determine which driver to assign the driving time to. Generally, this occurs when a driver makes no attempt to log in to the mobile unit and accumulates driving.

Unassigned driving events also occur if the driver was not set up in HOS and began driving. The driver is notified to contact dispatch to be set up, but if the authentication takes more than a few moments due to a data transmission or other problem, driving time may accumulate. To set up a driver who is not in HOS, see "Set up drivers" on page 22.

Unknown driver duty status records occur when a driver enters duty status information after entering an incorrect login ID or password while authentication is pending. This happens if the vehicle is out of coverage or has a data transmission problem for an extended period of time. Unknown driver events can occur also if the driver is not set up in the Hours of Service application.

Both of these types of records (unassigned driving and unknown driver) are called "assignable events." Assignable events should be reviewed and assigned on a regular basis to keep driver logs up-to-date.

From the Services portal, click **Help** > **Training**. Then go to the Hours of Service Training page, in the Self-Paced Training section to click a link to a video on how to find no driver assignable events.

Task: Assign assignable events

1. Click the **Vehicles** tab.

FIGURE 25.
Vehicles page

For field descriptions, see Table 15.

TABLE 15. Vehicles page

Field	Description
All, Depot, Vehicle Group, Vehicle, Search	The type of data to view. All includes all vehicles. Use the drop-down list to specify the depot, vehicle group, or individual vehicle. Type all or part of the vehicle ID to search for and click **Go**.
Filter Vehicles	Check to view just unassigned driving events and/or unknown driver events. These are the events that need to be assigned to keep driver's logs up to date.
Within Date Range	Select the date range to look for vehicles with duty status records. If you checked the boxes in Filter Vehicles, then only those vehicles that have assignable events are listed.
Tractor	The company-assigned vehicle ID number. • 🔑 indicates that the tractor ignition is on. • ❗ indicates the vehicle has been out of coverage for more than 90 minutes, or has not obtained a GPS position for more than 120 minutes.
Plate Number	The vehicle's license plate number. This information is required for all vehicles traveling in Canada.
Comm Unit # [Alias]	The mobile unit serial number (SN) or Unit Address (UA). Click the UA to see the unit history on that vehicle.
Driver(s)	The name of the driver currently logged in to the vehicle. For team drivers, both of the drivers' names appear.
Last Position	The geographic location of the vehicle the last time a position report was received.
Last Position Time	Date and time of the vehicle's last received position.
Last Message Time	Date and time information was received.
Assignable Events	The number of unassigned driving and/or unknown driver events, depending on the filters used. • 🔧 indicates there are unassigned driving events • 🔒❓ indicates there are unknown driver events
Assignable Event Time	The amount of time in hours and minutes that is available for assignment.

2. Click the tractor number that has an assignable event to view the list of duty status records.

FIGURE 26.
Vehicle Details page

For field descriptions, see Table 16.

TABLE 16. Vehicle Details page

Field	Description
Vehicle/driver information	Information for the vehicle whose events you are viewing is listed at the top.
Filter Vehicles	The filter settings that you used to locate vehicles in the vehicle list appear. You can check or uncheck a type of assignable event and/or change the date range.
# of unassigned driving and unknown driver events	The number of listed unassigned driving events and unknown driver events appears above the list.
Assign/Reassign	After you select one or more events to assign, one or more action buttons become available. Only applicable actions are available.
	Help text next to the buttons further explains what action(s) you can take.
Duty Status	The type of event
Start Time	The date and time the event started
Duration	The length of the event (hours and minutes)
Position	The vehicle's position when the event began
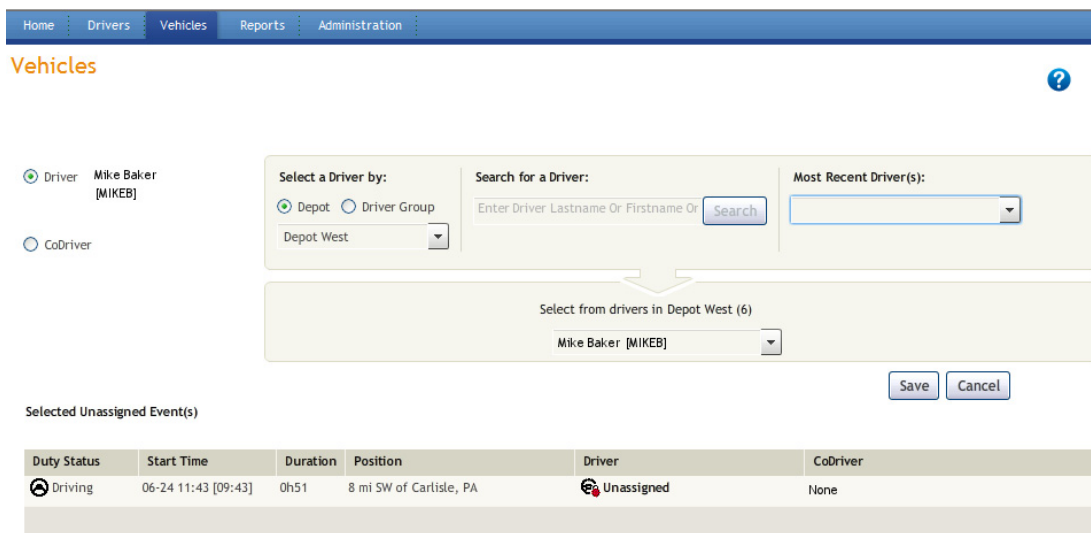
TABLE 16. Vehicle Details page (continued)

Field	Description
Driver	For events where the driver was logged in, the driver name and ID display. Click to open driver details.
	🔴 **Unassigned** appears for all unassigned driving events, when driving occurred with no active driver logged in. You can assign a driver, co-driver, or no driver with a reason code.
	Unassigned driving events that occur because the driver was not set up in HOS must be assigned to no driver with a reason code. You cannot assign a driving event prior to the date the driver was set up in HOS.
	. 🔒 **Unknown** appears for unknown driver events. The information entered by the driver appears to help you identify which driver to assign. For example, if the driver entered the right ID but the wrong password, it shows the driver name and ID that was recognized.
	You can assign a driver and/or co-driver to an unknown driver event. You cannot assign no driver.
CoDriver	**None** means no co-driver is assigned. You can select duty status records with a known driver and assign a co-driver. If a co-driver is already assigned, the new assignment overwrites the current assignment.

3. Click a check box next to a record you want to assign.

   Similar records on the page that can be assigned at the same are highlighted. The check boxes next to records that cannot be assigned at the same time disappear.

4. Check additional records you need to assign to the same driver/co-driver.

5. Click **Driver/CoDriver**.

FIGURE 27. Assign driver/co-driver screen

In this assignment screen, you can select a driver from a depot or driver group, or select from the most recent list of drivers logged in to that vehicle. You can type all or part of the driver's last name, first name, or ID and click **Search**.

You can also locate and assign a co-driver and complete the assignments in one step.

6. Locate and select the driver to assign.

The driver name and ID appear next to the Driver radio button.

7. To assign a co-driver, click the radio button next to **CoDriver**, than locate and select the co-driver.

The driver name and ID appear next to the CoDriver radio button.

8. Click **Save**.

The vehicle detail page reopens. If you were viewing just assignable events, the assigned events no longer appear in the list.

If any of the assignable duty status records have a conflict with the driver(s) you selected, those are highlighted with an explanation. You can click **Remove** to delete those events from the list, then continue with the assignment.

Task: Unassign assignable events

Assigned events can be unassigned if you realized that you assigned the wrong driver. However, you cannot unassign a driver whose driving time was captured based on a successful login; you must edit that driver's record as described in "Edit a driver's past duty status record." on page 43.

1. Click **Vehicles**.

The Vehicles page shown in opens.

2. Uncheck the filters to list all vehicles for the date range that includes the record(s) to unassign.

3. Locate the vehicle to unassign an event and click its ID.

The Vehicle details page shown in Figure 26 on page 48 appears.

4. Locate the event(s) to unassign. appears for assigned unassigned driving events and appears for assigned unknown driver events.

5. Click the check boxes next to the record(s) you want to unassign.

Similar records on the page that can be unassigned at the same time are highlighted. The check boxes next to records that cannot be unassigned at the same time disappear.

6. Click **Unassign**.

A window opens to warn you of the entire duration of assigned records that will be unassigned if you continue.

7. To unassign the selected records, click **Continue**.

The assignable events revert to the unassigned state.

Manually Sending Logs to a Driver

You can send the selected driver's logs for the past week. It is not necessary to manually send records after you make corrections, because the system periodically checks for updated records and sends them automatically.

You might send the driver his logs if you want to make sure they go out without waiting the 10-15 minutes for the automatic process.

Task: Manually send logs
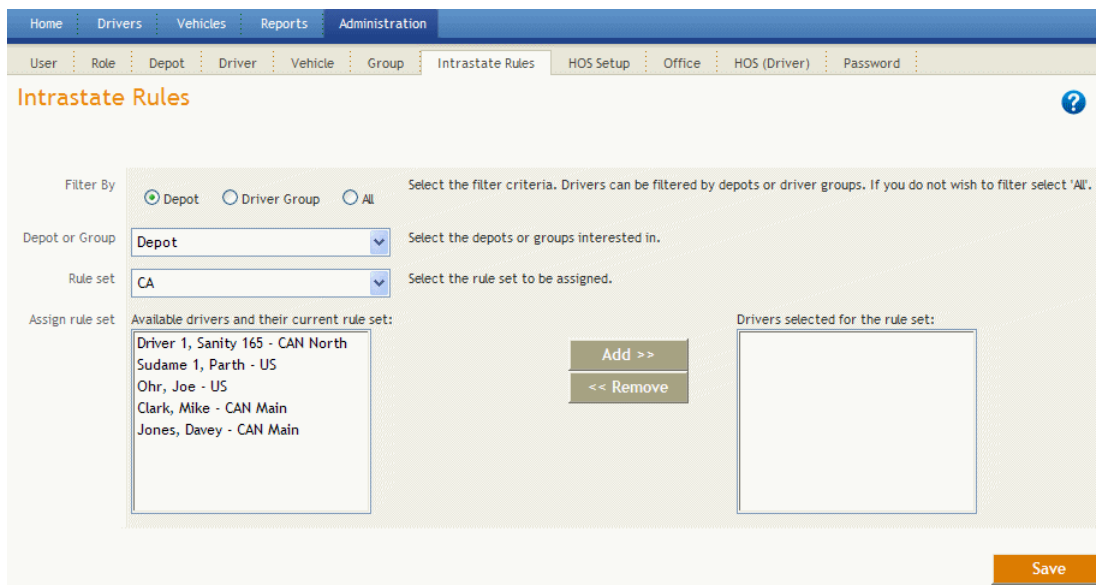
1. Click the **Drivers** tab.
2. Locate the driver and click ▦ to display that driver's details.
3. Click **Send Logs**.

Assigning an Intrastate Rule Set

California, Florida, Texas, and Alaska have specific rule sets that must be assigned to drivers who drive within those states.

If the Intrastate rule information does not appear, contact your Customer Service Representative to request they be activated. These rule set options must first be activated or turned on by Omnitracs. When they are, the HOS Administrator can configure them.

1. Click the **Administration** tab.
2. Click **Intrastate Rules**.

FIGURE 28.
Intrastate Rules

For field descriptions, see Table 17 on page 52.

3. Select the filter, then select the depot or group and rule set to assign.

   The list of drivers in the depot or group appear in the list on the left.

4. Select one or more drivers and click **Add**.

   The selected drivers are removed from the Assign rule set list and placed in the Drivers selected for the rule set list.

5. To remove the assignment of this rule set from drivers, select those drivers in the list on the right and click **Remove**.

   The selected drivers are removed from the assignment.

6. Click **Save**.

TABLE 17. Intrastate Rules

Field	Description
Filter by	The type of group to narrow the selection of drivers for assignment, or all drivers.
Depot or Group	Drop-down list containing the names of depots or driver groups, depending on the filter chosen. Appears only if Depot or Driver Group is selected above.
Rule Set	Drop-down list containing the available state rule sets to assign.
Assign rule set	List of drivers in the selected depot or group that are not assigned to the rule set.
Drivers selected for the rule set	List of drivers in the depot or group currently assigned to the selected rule set.

Managing Units on Vehicles

You can easily remove or reassign a unit from a vehicle.

Task: Remove a unit

1. Click the **Administration** tab.
2. Click **Vehicle.**
3. Find the vehicle you want to remove the unit from.You may have change the depot to find the vehicle.
4. Select the radio button next to **This unit does not have a comm unit**.
5. Click **Save**.

Task: Reassign a unit

1. Click the **Administration** tab.
2. Click **Vehicle.**
3. Find the vehicle you want to assign a unit to. You may have change the depot to find the vehicle.
4. Type the Comm Unit # (also known as the UA or the SN# located on the MAS label).
5. Click **Save**.

   If the unit is assigned to another unit, a message appears. Click OK to remove it from the other unit and assign it to this unit.

If you are creating a new vehicle and the unit is assigned to another vehicle, you will see an error message. Do one of the following to resolve:

If the error message says the unit is already assigned to a tractor whose ID is the same as the Comm Unit #, find the vehicle and replace the tractor ID with the one you are trying to create.

If the error message says that the unit is already assigned to a tractor whose ID is NOT the same as the Comm Unit #, then find the vehicle and remove the unit from that tractor. Once removed, you can assign it to a new vehicle you create.

By the Way

Running a Report
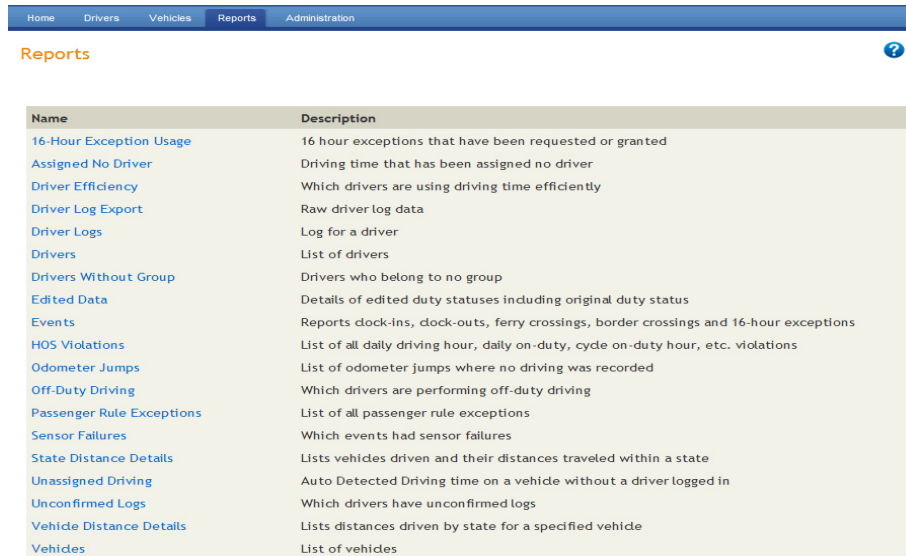
Reports allow HOS users to view specific duty status, driver, and vehicle information. For example, the HOS Violations report lists drivers who have not complied with HOS regulations for a specified period.

The Reports page lists each report and a description. When you click a report to run, its parameters open in a new window.

Task: Run an HOS Violations report

1.   Click the **Reports** tab.

FIGURE 29.
Reports page

2.   Click **HOS Violations**.

FIGURE 30.
Parameters for HOS
Violations Report
window

3.   Specify whether you want to run the report for a driver or driver group.

4. Type the driver ID or select the group to report.

5. Type or select the date range to report. Click the **Calendar** icon to select the start and end dates.

6. Select the report format. Select **PDF** if you want to print or save the report.

Many reports let you select CSV, Excel, or XML format in addition to PDF and HTML. If you select one of these formats you are prompted to save the file that is generated.

By the Way

---

7. Select the rule set to use in the report from the drop-down list.

   All violations are calculated based on the selected rule set.

8. Click **View Report**.

   The report opens in your selected format. For an example of the report, see Figure 31 on page 55.

9. Do one of the following:

To	Do this
Print the report	Click your browser's print icon, or the PDF tool bar print icon if you are viewing a PDF.
Save a copy of the PDF report	Click the PDF save icon.

10. When you're finished with the report, close the report window.

FIGURE 31.
HOS Violations
report

Violation Report

Driver groups: All
Rule Set: US DOT Rules
Dates: 12/2/2013-2/10/2014

Driver Name [Driver ID]	Start Time	Duration	Violation Type(s)
Aoto, Dale [DALEO]	Total = 4		
	12/23/2013 14:27	0h09	RestBreak
	12/20/2013 20:00	4h00	OnDuty
	12/20/2013 18:00	6h00	Driving
	12/20/2013 14:00	10h00	RestBreak
Concannon, Steve [MCPDRIVER]	Total = 26		
	1/7/2014 16:44	0h49	RestBreak
	1/7/2014 15:54	0h37	RestBreak
	1/6/2014 19:07	2h24	RestBreak
	12/30/2013 16:36	0h05	RestBreak

CHAPTER 6

Going Paperless

It is important to understand how the use of electronic logs impact your organization and change the way you perform administrative tasks.

This chapter covers:

- Managing Driver Log Confirmation
- Viewing Reports

Managing Driver Log Confirmation

One of a driver's primary responsibilities is to confirm the accuracy of his driver logs. Drivers should approve their logs as soon as they review them, typically each morning.

If drivers disagree with one or more records in their logs, they need to indicate what corrections are required.

- Drivers can correct non-driving activities on their logs, such as sleeper berth time.
- When the driver has a problem concerning driving time, such as when he forgets to log into HOS and drives for a period of time, the driving time is identified as unassigned. Unassigned driving time must be resolved by an administrator or safety manager, as documented in ""Daily Tasks," below 35.

Consider using the Unconfirmed Logs Report to check for daily driver confirmations on their logs.

By the Way

Review which drivers are available for load assignment.

Ensure that drivers are confirming their logs on a regular basis. If they are not confirming their logs, remind them that they must do this. Drivers are responsible for the accuracy of their driver logs.

Viewing Reports

"Managing Units on Vehicles" on page 53 shows you how to create a report to review all DOT violations that occurred during a specified period for a group of drivers. You can use the following reports to analyze other driver activity:

- **16-Hour Exception Usage** - Lists instances of16 hour exemptions that have been requested or granted to drivers.
- **Assigned No Driver** - Lists instances when driving time was assigned to no driver. The report can be generated for all or a selected group of vehicles over a specified period of time.

- **Driver Efficiency** - Lists the drivers who use driving time efficiently and those who are not as efficient. You can report on all or a selected group of drivers over a specified period of time for either U.S. or Canadian rules.

- **Driver Log Export -** Lists unformatted log data for a specified driver or group of drivers over a specified period of time.

- **Driver Logs -** Shows all duty status change details for a specified driver over a specified period of time for the specified rule set.

- **Drivers** - Lists all or a selected group of drivers over a specified period of time.

- **Drivers Without Group -** Lists any drivers in the fleet that have not been assigned to a group.

- **Edited Data -** Provides details of duty status records of drivers that were edited, including the original duty status. You can report on edited data for all drivers or a selected group over a specified period of time.

- **Events -** Lists clock-in, clock-out, ferry and border crossing and 16-hour exception events. You can report on events for a single driver over a specified period of time.

- **HOS Violations -** Indicates driving violations, On-Duty violations, and cumulative On-Duty violations for all or a selected group of drivers over a specified period of time for the specified rule set. For Canadian rules, lists potential violations indicated by an asterisk (*).

- **Odometer Jumps** - Lists instances where there is between a 10 and 5000 mile jump in the odometer reading and no driving was recorded for that time. For each Vehicle ID, the start and end time (which appears in the web user's time zone) and the start and end odometer readings are presented. The report also provides the total jump distance (between the start and end odometer readings) in miles.

- **Off-Duty Driving -** Lists drivers who have used a tractor for personal conveyance. You can report on all drivers in the fleet or a selected group over a specified period of time.

- **Passenger Rule Exceptions -** Lists which drivers, if any, have been alerted to a passenger rule violation. Administrators and safety operations personnel can use this report to review and fix driver logs.

- **Sensor Failures -** Shows all instances of sensor failures for vehicles. You can report on sensor failures that have occurred in all or a selected group of vehicles over a specified period of time.

- **State Distance Details** - Lists vehicles and the distance each traveled within a state. You can report state distance details for a specified vehicle group and state over a specified period of time.

  You must assign all unassigned driving and unknown driver events before running this report. Distances recorded in unassigned events are not included.

- **Unassigned Driving** - Shows all instances when a vehicle was being driven with no driver logged in. You can report on unassigned driving time by vehicle group over a specified period of time.

- **Unconfirmed Logs -** Lists drivers who have not yet confirmed their log data. You can report on unconfirmed logs for all drivers or a selected group of drivers over a specified number of days.

- **Vehicle Distance Details -** Lists distance driven by state for a specified vehicle over the specified period of time.

- **Vehicles -** Lists the tractor ID, unified address or serial number, and alias for all or a selected group of vehicles.

Providing Data to Auditors

By law, your organization must be able to provide law enforcement with the last 6 months of logs for any of your drivers. The Hours of Service application automatically stores 6 months of data for you. This data is accessible via reporting so that you can provide driver logs to law enforcement staff.

To access these records when asked by an auditor for a driver's duty status data, do the following:

1. Log into the HOS application.

    The HOS Home page opens.

2. Click the **Reports** tab.

    The Reports page shown in Figure 29 on page 54 *opens.*

3. Click **Driver Logs**.

FIGURE 32.
Parameters for
Driver Logs report

4. Type the **Driver ID**.
5. Type or select the beginning and end dates. Click the calendar icon to select dates.
6. Select the rule set to use. Canada rules reports show odometer readings and vehicle license plate numbers, both required in Canada.
7. Select the desired format for the report.

    PDF format is recommended if you are going to print the report.

    Did you
    Know?

8. Click **View Report**.

Driver Log

Dale Aoto	Carrier:	Main Office:
(8 day cycle)	QCSEDEMO	5225 Morehouse Drive
		123 Main
		San Diego, CA
		92121
		None

12/23/2013	Start of Day: Midnight Eastern	
Document(s):		Off Duty: 15h51
Trailer(s):		Sleeper Berth:
Tractor(s): 105301328		Driving: 7h23
Co-Driver(s):		On Duty Not Driving: 0h46
Edits: 4		Total Hours On Duty Today: 8h09
Sensor Failures: 0		Total Hours On Duty for Week: 26h09
34 Hour Reset:		Distance Driven (mi): 250

00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 00

Mon 12-23   6h27   7h23   9h24

15h51 Off
00h00 Sleep
07h23 Drive
00h46 On

Start Time	Duration	Activity	Location	Flags*	Remarks
00:00	6h27	Off-Duty	8 mi SSE of Solana Beach, CA	C/E	Edit Reason: Driver Error
[00:00]	[24h00]	[On-Duty]	[8 mi SSE of Solana Beach, CA]	[C]	
06:27	0h46	On-Duty	8 mi SSE of Solana Beach, CA	C/E	Edit Reason: Driver Error
07:13	7h23	Driving	8 mi SSE of Solana Beach, CA	C/E/D	
14:36	9h24	Off-Duty	8 mi SSE of Solana Beach, CA	C/E	

Driver's Signature

9. Repeat this process for each driver the auditor wants to review.

Did you Know?

If a driver or vehicle has no activity for the past 200 days, it is purged from the system automatically.

Integration Capabilities

When you implement Hours of Service (HOS), the system can be integrated so that your fleet management center is copied about any warning or violation information sent to drivers. Your organization can also integrate the HOS system with dispatch operations. This chapter covers:

- Warnings and Violations Integration
- Dispatch Integration
- User Integration

Warnings and Violations Integration

By default, HOS automatically sends a warning to drivers in OmniTRACS®-equipped vehicles 60 minutes before they are in violation of an HOS rule. When drivers violate HOS rules, they receive a violation alert.

The 60-minute threshold when a warning is sent to the driver is configurable. It is recommended that you keep this value until you have seen how the system operates.

By the Way

When using HOS with Mobile Computing Platform (MCP) units, the driver receives three warnings: one at 60 minutes, one at 30 minutes, and one at 15 minutes.

For OmniTRACS® (HOS macro) users, the system can be set up to copy warning & violation macros to the owning account on the Services Portal or customer-hosted AS/400.

All warnings and violations for drivers using MCP-equipped vehicles are generated on the mobile unit and are not sent over the air. Warnings for MCP units are not configurable.

Dispatch Integration

To take full advantage of HOS functionality, Technical Services can assist with the integration of your HOS system with your dispatch software.

Once integration is achieved, the dispatch system can periodically pull driver data from HOS to send to your dispatch system, and send driver, vehicle, and load data to HOS.

You must wait six months from the time of the last duty status for a driver before you can reuse the driver ID. Drivers that have been inactive for over 200 days are automatically removed from the HOS system.

By the Way

Dispatchers can monitor all driver, load, and vehicle data and use this information to assign loads according to driver and vehicle availability.

User Integration

Dispatch systems can both import data from and export data to the HOS system. Some examples of data you might export to the HOS system includes new and updated driver information, load/unload times, and vehicle alias and tractor ID information. Some examples of data you might import from the HOS system includes driver On-Duty and Off-Duty statuses and hours spent driving calculations.

Programs can import and export information for single or multiple drivers, loads, and vehicles with a single call to the web service.

A dispatch system accesses HOS information via a secure connection with the NMC based on account information provided in the SOAP header. Information in this header allows programs to securely connect with HOS host services.

For more information regarding user-developed integration, consult the HOS Integration wiki site:

https://intinfo.omnitracs.com/

Contact your Omnitracs customer service representative if you require access to this wiki.

APPENDIX A

Troubleshooting

This chapter contains information for troubleshooting the following versions of HOS:

- Troubleshooting OmniTRACS®/OmniExpress® (HOS Macro Version)
- Troubleshooting Mobile Computing Platforms (HOS Mobile Version: MCP100/110/200)

Troubleshooting OmniTRACS®/OmniExpress® (HOS Macro Version)

This section contains troubleshooting notes concerning the following topics:

- BOT / EOT Values
- Bad Odometer Reading
- Message Beeping
- Forward Transmission Failure
- Return Message Failure
- No Messaging
- Positioning/GPS Failure
- Time Zone

BOT / EOT Values

The system automatically detects vehicle movement based on values defined in SensorTRACS. By default, when a vehicle moves the BOT threshold (a configurable distance from 0-2 miles; e.g., .07 miles), the HOS system automatically sets the status to Driving. The system automatically sets the status to On-Duty, Not Driving when the ignition is turned off or the vehicle has idled for the EOT threshold (a configurable number of minutes; e.g., 5 min). The EOT threshold (e.g., 5 min) timeout before changing to On-Duty prevents the system from changing the status erroneously when a vehicle is temporarily stopped at a traffic light or is involved in other minor traffic delays.

For macro units only, if you send an incorrect BOT or EOT value to a mobile unit (not 0.7 mile or 5 minutes), HOS puts that vehicle in sensor failure mode and alerts the driver to use paper logs. When the HOS system sees those values corrected in another SensorTRACS binary forward message, it removes this sensor failure flag and alerts the driver to return to electronic logs.

The parameters described above are the default SensorTRACS settings. It is not recommended that you change these SensorTRACS settings.

Bad Odometer Reading

To troubleshoot when there is a bad odometer reading:

1. Check the wiring and SensorTRACS settings.
2. Check the macro definitions.
3. Check the odometer fields and ensure they are set to "mandatory."

A bad odometer reading causes HOS to put the vehicle into sensor failure mode. When this occurs, HOS cannot accurately keep electronic logs for the driver. The driver is notified to keep paper logs until the problem is corrected.

Bad odometer readings result in either "no equip" or "not enabled" values being populated in the HOS return macros. The failure could be caused by a problem with the vehicle's sensors or data bus, a wiring problem, or improper configuration from the NMC.

After correcting the odometer problem, have the driver send a HOS return message where the odometer reading is filled in correctly.

Message Beeping

If drivers find message beeping to be too loud or distracting when they are resting in sleeper berth, they can reduce the volume on the MCT, IMCT, or ME-IMCT. These units currently have a setting that gives the driver control of the beep volume on incoming text.

In QTRACS/400 or QTRACS/Portal software, this setting is available when viewing vehicle information. The software contains settings for "Normal Msg Init Beep Volume," "Emergy Msg Init Beep Volume," "Normal Msg Subs Beep Volume," and "Emergy Msg Subs Beep Volume." Each of these is independently configurable as "DISABLE," "DRIVER," or "LOUD." The DRIVER setting gives volume control to the driver.

To access this screen on the QTRACS/400:

1. From the Command Menu, type 4 and press ENTER.
2. Type 5 next to the vehicle you want to view and press ENTER.
3. Scroll to the next screen.

The DRIVER setting allows drivers to turn down the volume on the DU or EDU when they are sleeping.

By the ~~Way~~   Blocking HOS messaging in SB is an option in HOS Setup Administration.

Forward Transmission Failure

HOS uses three forward macro definitions. If one of these definitions was entered incorrectly, or if the mobile unit cannot otherwise display a HOS transmission (driver logs, warnings and violations, or alerts) then HOS puts the unit into sensor failure mode.

To clear this type of failure, first resolve the problem with the mobile unit or macro definition. Then, in the HOS host software navigate to Administration > Vehicle > Reset Macros.

When the "forward message failure" flag is raised, the HOS service does not process any data from the truck and the driver is instructed to keep paper logs.

After the problem is corrected, reset the "forward message failure" flag by navigating to Administration > Vehicle > Reset Macros.

Return Message Failure

If a driver attempts to send a HOS macro, but the message definition is invalid or the wrong macro numbers are mapped in the HOS system (Site Admin), the driver receives an error message explaining the nature of the problem and what the driver should do. Correct the message definition problem or fix the mapping in HOS and send another copy of the return macro that was failing to clear the system.

Whenever drivers send a return macro and the system detects a failed definition for the macro, drivers must send the macro again. If the system detects incorrect definitions for both the Login macro and the Log Request macro, the definitions must be corrected and the drivers must send a new Login macro and Log Request macro in order to clear the failures.

By the Way

No Messaging

If a vehicle is out of coverage and cannot send or receive information for 105 minutes (1 hour 45 minutes) or longer, drivers need to begin keeping paper logs (a point made during driver training). When the system has been repaired or the vehicle is back in coverage, drivers receive a message indicating the period for which the vehicle was out of coverage and instructions to review and update their logs as soon as possible. Drivers can only edit non-driving events, such as sleeper berth time. Only authorized host administrators can make adjustments to the driver's driving time.

Out of coverage failures are only detected on vehicles with the last known ignition state of "on" Vehicles with the ignition "off" can stop transmitting for any length of time with no adverse indications.

By the Way

Positioning/GPS Failure

When a mobile unit is transmitting, but has not had a valid position for 105 minutes (1 hour 45 minutes) and the ignition is on, HOS puts a vehicle into positioning/GPS failure mode. Drivers should keep paper logs until HOS alerts them to revert back to electronic logs. Have the driver's logs on the HOS host site checked for accuracy and corrected if necessary.

Time Zone

A driver's duty logs are displayed in the time zone that the driver is assigned to in the HOS system. Change the time zone for the driver's depot on the Depot Administration screen in HOS host software, or move the driver into another depot with the correct time zone using the Driver Administration screen.

HOS makes assumptions about time zones when processing driver-entered data (e.g., driver log edits). HOS assumes all times are in the time zone of the driver's depot.

Troubleshooting Mobile Computing Platforms (HOS Mobile Version: MCP100/110/200)

This section contains troubleshooting notes concerning the following topics:

- BOT / EOT Values
- Bad Odometer Reading
- Message Beeping
- Positioning/GPS Failure
- Time Zone

BOT / EOT Values

The system automatically detects vehicle movement. By default, when a vehicle moves the BOT threshold (a configurable distance from 0-2 miles; e.g.,.07 miles), the HOS system automatically sets the status to Driving. Conversely, the system sets the status to On-Duty, Not Driving when the vehicle has idled for the EOT threshold (e.g., 5 min), or when the vehicle ignition is turned off. The EOT threshold timeout before changing to On-Duty prevents the system from changing the status erroneously when a vehicle is temporarily stopped at a traffic light or is involved in other minor traffic delays.

By the Way

These are the default settings. With approval from the legal department, the beginning of trip settings can be modified. If the ability to configure the BOT threshold is enabled for your company, you can change the threshold in Administration>HOS Setup.

Bad Odometer Reading

A bad odometer reading can be caused by a problem with the vehicle's sensors, J1708 bus, or a wiring problem.

A bad odometer reading causes HOS to put the vehicle into sensor failure mode. When this occurs, HOS cannot accurately keep electronic logs for the driver. The driver is instructed to keep paper logs until the problem is corrected.

Message Beeping

If drivers find message beeping to be too loud or distracting when they are resting in sleeper berth, they can reduce the volume on the driver display.

By the Way

Sleeper Berth (SB) blocking is an option in HOS Setup in HOS host software.

Positioning/GPS Failure

HOS records positions at the beginning of every duty status change. When there is a new duty status change and HOS cannot get a current position, it attempts to resolve the position with one that was recorded earlier, if appropriate. If the positions available are more than two hours old, HOS puts a vehicle into positioning/GPS failure mode. Drivers should keep paper logs until HOS alerts them that the failure has been cleared and they can now revert back to electronic logs.

Time Zone

A driver's duty logs are displayed in the time zone of his/her assigned depot in the HOS system. The local times are also visible on the Drivers screen, if different from the driver's default time zone. To change the default depot the driver is assigned to, move the driver into another depot with the correct time zone using the Driver Administration screen.

HOS assumes all times are in the time zone of the driver's depot when processing driver-entered data (e.g., driver log edits).

Time zone information on non-HOS screens is determined by the mobile unit's current time zone settings. For example: If the driver's depot shows Pacific Time and the HOS screen is not showing Pacific Time, the mobile unit or the Driver ID are likely not set up correctly on the HOS admin. site (check both).

If the driver logged in before the HOS system was fully synchronized with the NMC, the time zone may be incorrect. The driver must log out and log back in to get the time zone corrected.