

Geotab Drive

Compliance and Implementation Guide

February 2025

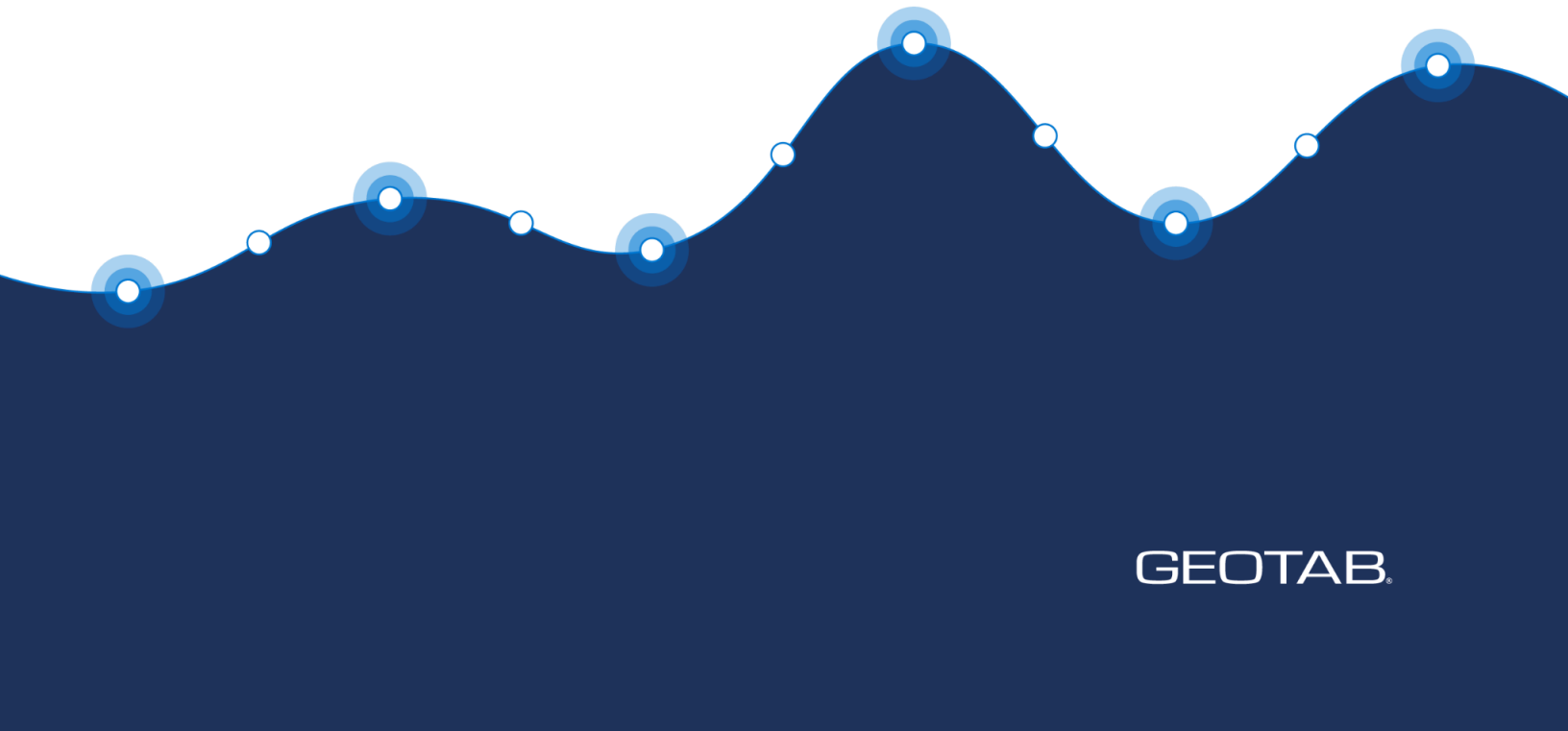


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Overview

*** NOTE:** Use of the Geotab Drive App and Geotab's ELD solution elements outside of the manner in which they are presented in this document and associated documentation may not be compliant with Hours of Service and or ELD regulations. Please reach out to your Geotab Reseller or Support for questions.

The purpose of this document is to provide all the information necessary for successfully deploying a customer's Hours of Service. This document is split into several sections:

[Step 1 – Background](#)

Review this section for details on the ELD Mandates in both USA and Canada, Hours of Service, Rulesets, Frequently Asked Questions, and more.

[Step 2 – Pre-Deployment Steps](#)

Start at this step for Basic ELD Implementation (USA and Canada).

This section covers the steps you should take before purchasing mobile device hardware or deciding on a GO device for your needs. It also covers how to set up mobile devices, installing GO devices, and optional hardware.

! IMPORTANT: The use of Cloud ELD is largely the same in both USA and Canada despite the differences in each Country's ELD mandate. Implementation or differences in use are noted in the respective guides. Please follow the steps in Step 2 and 3 whether implementing ELD in either country.

[Step 3 – Deployment](#)

This section completes the setup and deployment process of the ELD, including the setup of Vehicles, Trailers, and Drivers within the MyGeotab system. This section also looks at Training, Administration, and initial supervision of the ELD.

The Basic ELD Implementation is complete after finishing Steps 2 and 3.

[Step 4 – Ongoing Supervision](#)

This optional section covers the recommended steps to take to ensure proper use of the ELD system and compliance with the ELD mandate.

[Step 5 – Troubleshooting](#)

Review this section if you run into any issues or have questions.

[Appendix](#)

This section contains useful tools and tips for ELD use. It is recommended to review and follow the instructions for anything that may be relevant to your use cases.

Step 1 – Background

The documents in the sections below will help you understand the basics behind Hours of Service, ELDs,

and compliance. Some sections contain videos that provide additional information on the aforementioned topics. It is critical that you go through this material and understand the various features of the system before progressing with the pilot or rollout.

Icon Legend



Important



Please Print

Understanding Hours of Service

The [Driver's Guide to Hours of Service](#) provides an introduction to HOS, duty limits, and duty status logs.

The ABCs of Hours of Service

This [video](#) will help you understand what Hours of Service (HOS) are and why they're required. It will walk you through the FMCSA's 60-hour/7-day ruleset and how it works.

FMCSA Hours of Service Regulations

The regulations can be found [here](#).

Canadian Hours of Service Regulations

The regulations can be found [here](#).

Understanding the Mandates on ELDs

Understanding the USA ELD Mandate

This [video](#) will walk you through the ELD mandate in the United States of America, and will help you understand what an ELD is, why it is required, who is exempt from the ELD mandate, and what the required functionality of an ELD system must be.

Click [here](#) for the official FMCSA ELD website.

2020 changes: Click [here](#) to learn more about the changes to Hours of Service implemented in September 2020 in the USA.

*** NOTE:** These changes may not be reflected in some older Geotab training material.

Understanding the Canadian ELD Mandate

This [video](#) will walk through the similarities and differences between the USA and Canadian ELD mandates. There are far more similarities between the two Countries' ELD mandates than differences.

Click [here](#) for the official ELD website from Transport Canada.

Supported Rulesets Explained



The [Hours of Service Ruleset Matrix](#) document explains each ruleset and exemption supported by the

Geotab system.

FAQ

Read all about the most commonly asked questions surrounding Hours of Service, the ELD Mandate from the FMCSA, and the Geotab Drive ELD solution [here](#).

Cloud ELD Defined

This [document](#) explains how Geotab Drive works, including how the various parts of the system come together; in addition, this [presentation](#) can be useful when presenting to customers.

Understanding Geotab Drive

For more information, refer to the [Administrator's Guide to the Drive App](#) to learn about the basics of Geotab Drive and its interaction with MyGeotab.

ELD Certificate

Although not required by the FMCSA, Geotab has prepared an [ELD certificate](#) explaining what the Geotab Drive Cloud ELD product is self-certified to be compliant with.

The official documentation/proof of Geotab's self certification in the USA with the FMCSA can be found on the ELD list from the FMCSA [here](#). Geotab's third-party certification in Canada with Transport Canada can be found on the ELD list from Transport Canada [here](#).

Step 2 – Pre-Deployment Steps



The following steps detail the setup requirements for compliance with the ELD mandates in the USA and Canada. Please reach out to your Reseller for details and limitations of using Geotab Drive for compliance in other jurisdictions.

[Geotab Drive - Compliance and Implementation Checklist](#): To help with the deployment process, use this checklist to make sure nothing is missed and your company is fully compliant. For further details concerning the HOS Pilot and Onboarding Plan, review this [presentation](#).

This is an important step before deploying Geotab Drive to the entire fleet. Use the [Fleet Setup Project Sheet](#) to assist. Please follow the steps below:



1. Review the cellular coverage maps to ensure the most reliable service possible for your customer's driving routes. Order devices (GO device and mobile device) with the most reliable service for those routes (not applicable to OEM devices).
2. Know the mobile device hardware being used (make, model, OS version, etc.) and ensure that the appropriate settings are enabled as listed in [Android & iOS Setup](#) in the [Driver's Guide to the Drive App](#).
3. ***Optional*** Install a remote access application on the mobile device for troubleshooting purposes:
 - a. [Teamviewer QuickSupport](#) is an app available on both [Android](#) and [iOS](#) platforms, which

allows for remote access.

- b. [SOTI](#) offers an MDM (Mobile Device Management) solution that allows administrators to remotely connect to mobile devices. It also provides the added benefit of restricting the tablet to only use allowed applications.
4. If the customer has an MDM solution on their mobile devices, request the latest [APK](#) and push to all devices.
5. We **do not** recommend using NFC keys to assign vehicles for HOS purposes.
6. It is recommended that the [IOX-USB](#) be used in conjunction with the GO device and the mobile device to ensure that your mobile device is receiving consistent power. Additionally if the fleet will operate for a large duration of time (>30mins) without cellular coverage (offline), IOX-USB is recommended as a wired solution for ELD data to transfer between the GO device and mobile device – this feature is Android + GO device only at this time.
7. Use the [Harness Assessment Cheat Sheet](#) to determine which harness is needed based on the vehicle's VIN/Make/Model/Year, and Install the GO device as per installation instructions (3-wire installations are not compliant with ELD regulations). OEM Devices that are pre-installed do not require installation; however, please refer to the setup process for your specific OEM device.
8. Ensure that a mount for the mobile device is available for use in the vehicle. A portable ELD must be mounted in a fixed position and be visible to the driver from a normal seated driving position when the vehicle is in motion. For more information on this, review the ELD Rule section 395.22(g) (USA) and SOR 313, 77(1) (Canada). Please note that the mobile device must still be able to be viewed from the mount (or detached) during a roadside inspection.
9. Ask the customer if they want to enable data purging. The FMCSA and Transport Canada require that six months of driver logs must be kept. The FMCSA requires that three months of DVIR data must be available for audit, while Transport Canada requires 6 months. If desired, enable the purge settings within System Settings of the customer's database ([How to Purge data in MyGeotab](#)).

*** NOTE:** To learn more about data purging, please review the blog post [How Long Does Geotab Keep My Data?](#)

10. Follow the Device (Android or iOS) setup and installation instructions in the [Driver's Guide to the Drive App](#).
11. Review the [Driver Vehicle Inspection Report](#) video.
12. ***Optional*** Inquire if the customer requires their drivers to create logs for the ON duty status without being assigned to a vehicle. Educate them about the "No Vehicle" option within Geotab Drive for scenarios like this.
13. ***Optional*** Ask the carrier if they have any existing time clock systems for their drivers to punch in and out. If so, ask if we can integrate with the system so that it creates an ON duty log when punching in and an OFF duty log when punching out. Check if a [Geotab Marketplace](#) solution already exists.
14. Ensure that the following documents below will be available to drivers for the next step of the process. These must be kept within the cab of all the vehicles in hard copy or electronic form. Note the documents below are the **same** for both USA and Canada:
 - a. [Driver's Guide to Diagnostic and Malfunction Events](#) [[Spanish](#), [French](#)] (**Must be printed or kept electronically and available in the cab as per the law. Applies to both USA and**



Canada)

- b. [Driver's Guide to the Drive App \[Spanish, French\]](#) (Must be printed or kept electronically and available in the cab as per the law. Applies to both USA and Canada)
- c. [Driver's Guide to Roadside Checks \[Spanish, French\]](#) (Must be printed or kept electronically and available in the cab as per the law. Applies only to inspections in the USA and Canada)

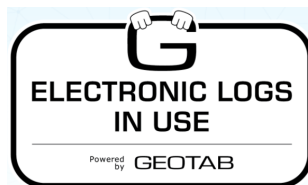
*** NOTE:** The three required documents can be found in the [ELD Info Add-In on Geotab Marketplace](#) in electronic format, which is allowed within the ELD mandates.

*** Best Practice:** Train drivers to log out of the Drive app at the end of the day.

Step 3 – Deployment Processes



1. Ensure that the following documents from Step 14 above are available to the driver. The following documents/hot sheets may also be of assistance, but are NOT required by law.
 - a. [Driver's Guide to Hours of Service](#) (Recommended)
 - b. [Driver's Guide to Asset Inspection](#) (Recommended)
2. Follow the Vehicle, Trailer, and User Setup instructions in the [Administrator's Guide to the Drive App](#) (full version) or the [Administrator's Guide to HOS](#) (short version).
3. Print either the [Android Troubleshooting Guide](#) or the [iOS Troubleshooting Guide](#), depending on the hardware, and provide a copy to all the driver managers/supervisors. It is important for them to understand the common issues and how to resolve them.
4. ***Optional*** Deploy to 5–10 drivers for 1–2 weeks as a pilot to understand the process steps before the full rollout. If the company decides to run Geotab Drive along with a paper logbook (where the logbook is the primary source of logs), ask the customer to create a letter explaining this (consult with local enforcement for additional questions) .
5. Bring all the drivers in to view the video playlist: Geotab Drive [Overview](#).
6. ***Optional*** Print copies of the [Geotab Drive Driver's Quiz](#) and provide them to your drivers to ensure they are properly equipped to use the Geotab Drive app.
7. Select your Carrier Admin users and review the relevant sections in the [Administrator's Guide to the Drive App](#). These users would usually be responsible for editing logs, managing unassigned logs, and other important administrative tasks.
8. ***Optional*** If the customer would like to equip their vehicles with decals noting their drivers are using the Geotab Drive ELD solution, Resellers can use their co-marketing budget to purchase [decals](#) from Geotab. See the Co-Marketing for more details. Decals are **optional** and are not required under any current ELD mandate.



9. For the first 4–8 weeks, schedule weekly review meetings to keep all supervisors informed and to discuss any questions about the app. It is also recommended that administrators visit the [Compliance Support Site](#) for the latest documentation and guides.
10. ***Optional*** If the customer has Trailers, create a group called “Historic Trailers.” If a trailer needs to be removed from the system, all data associated with it (DVIR and Trailer attachment info) will be removed. If the customer wants to keep the historical information, they must move the trailer to this group before they deprecate it.

Step 4 – Ongoing Supervision

With the use of reports, your customer can monitor and review how their drivers are using the system. For additional reports, see the [Reports section](#) below.

Daily Supervision

Driver supervisors need to review the reports below to ensure the system is being used properly:

- [ELD: Number of Drivers Placed ON Duty \(Dashboard\)](#)
- [DVIR: Defects Alert \(Email\)](#)
- [ELD: HOS Driver Violation Alert \(Email\)](#)
- [ELD: Notify Dispatch If Driver Is Approaching Limit \(Email\)](#)

*** TIP:** Unidentified driving logs should also be monitored on a daily basis. For more details on how to view these logs, please review the [Administrator's Guide to the Drive App](#) and the [Driver's Guide to the Drive App](#).

Weekly Supervision

1. Organize a weekly touch-base call with the customer.
2. Document any issues identified during the pilot.
3. Driver supervisors need to review the reports below to ensure drivers are verifying their logs routinely:
 - a. [ELD: Unverified Logs \(Email & Dashboard\)](#)
 - b. [ELD: Total HOS Violations by Reasons \(Email or Dashboard\)](#)
 - c. [ELD: HOS Violations Cost \(Email & Dashboard\)](#)
 - d. [ELD: Excessive Personal Conveyance \(Email or Dashboard\)](#)
 - e. [ELD: OFF Duty to Drive Instances \(Dashboard or Email\)](#)
 - f. [Small Fleet Driver Payroll Report](#) (Bi-Weekly)

Monthly Supervision

Go through the monthly [What's New](#) blog post and let your customers know about any new features added to the system.

Step 5 – Troubleshooting

If any issues arise during the pilot, please read through the following guides. If you're still unable to find a solution, escalate the issue to Geotab Support.

Android Troubleshooting Guide

The Geotab Drive [Android Troubleshooting Guide](#) is designed to assist drivers who are experiencing issues with Geotab Drive on Android devices.

iOS Troubleshooting Guide

The Geotab Drive [iOS Troubleshooting Guide](#) is designed to assist drivers who are experiencing issues with Geotab Drive on iOS devices.

Troubleshooting & Useful Info

The [Geotab Drive Troubleshooting & Useful Information Guide](#) is designed to help Resellers troubleshoot Geotab Drive-related issues before escalating them to Geotab.

Appendix

Driver Guides

Using the Drive App

The [Driver's Guide to the Drive App](#) is a comprehensive, step-by-step guide on how to use the Drive App for maintaining Hours of Service compliance.

HOS & Roadside Inspections

The [Driver's Guide to Roadside Checks](#) is a short guide for drivers if a roadside inspection is required.

The [Driver's Guide to Hours of Service](#) is a short HOS instruction guide for drivers to learn how to use the Hours of Service features in the Geotab Drive app.

Asset Inspection (DVIR) Workflow

The [Driver's Guide to Asset Inspection](#) is a short introduction for drivers to the Asset Inspection (DVIR) workflow within the Geotab Drive App.

Administrator Guides

Setting up the Drive App

The [Administrator's Guide to the Drive App](#) is a comprehensive, step-by-step guide on how to set up the Drive App in the Fleet Management Application.

Administrator's Guide to Hours of Service (HOS)

Before using Geotab Drive as an HOS solution, please ensure that you have followed the steps outlined in the [Administrator's Guide to Hours of Service](#).

Reports

These reports are intended for dispatchers and Administrators to better understand their fleet and to use the system to its full capability.

Hours of Service



ELD: Number of Drivers Placed ON Duty (Dashboard)

At the beginning of a pilot or rollout, drivers may forget to log in to the system before operating their vehicle. This report is intended to help you understand how many drivers are actively logging in to the system. This report is intended to capture the number of drivers that are placed ON duty daily. It is recommended that this report's date range be set to **Yesterday** and the report refresh period be set to **Daily**.

<https://www.geotab.com/marketplace/custom-report/eld-drivers-placed-on-duty>

* **NOTE:** This report only works well when drivers are proactive about logging in and out of the system daily. This report is not useful for carriers whose drivers remain logged in for multiple days at a time.



ELD: Egregious HOS Violations Cost (Email & Dashboard)

The FMCSA considers any driver who continues to drive for more than three hours beyond their driving limits as an egregious violator. The carrier can be fined up to \$16,000, while the driver can be fined up to \$3,750. This report captures any egregious hours of service violations that are longer than three hours and plots the total potential cost of these violations to your organization on a graph. It is recommended that this report's date range be set to **Previous 7 days** and the report refresh period be set to **Weekly**.

<https://marketplace.geotab.com/solutions/egregious-hos-violations-cost-report/>



ELD: Excessive Personal Conveyance (Email or Dashboard)

This report allows the carrier to see when drivers are abusing personal conveyance rules. The carrier is able to specify the value they consider to be excessive use of personal conveyance. By default, excessive use is set to be over 47 mi. or 75 km per driver. It is recommended that this report's date range be set to **Previous 7 days** and the report refresh period be set to **Weekly**.

<https://marketplace.geotab.com/solutions/excessive-personal-conveyance-eld-report/>

* **NOTE:** This report also has a version for Excessive Yard Move:

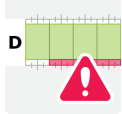
<https://marketplace.geotab.com/solutions/excessive-yard-move/>

BETA

ELD: HOS Exemptions Report (Email or Dashboard)

Custom
Report

This report is intended for small fleets looking to monitor when drivers are utilizing exemptions such as adverse weather, 16-hour exemption, yard move, and WT (Waiting Time). It is recommended that this report's date range be set to **Yesterday** and the report refresh period be set to **Daily**.



ELD: HOS Driver Violation Alert (Email)

Receive an alert (within 30 minutes) every time a driver drives in violation of their daily HOS limits and review the violations. It is recommended that this report's date range be set to **Previous hour** and the report refresh period be set to **Every 30 minutes**.

<https://www.geotab.com/marketplace/custom-report/eld-driver-violations-alert/>



ELD: OFF Duty to Drive Instances (Dashboard or Email)

This report lists all instances of a driver switching from the OFF duty status directly to the Drive status. Generally, drivers must first be in the ON duty status to perform a vehicle inspection before switching to the Drive status and driving their vehicle. This report will flag instances where the ON duty status was absent. It is recommended that this report's date range be set to **Last week** and the report refresh period be set to **Weekly**.

<https://www.geotab.com/marketplace/custom-report/eld-off-duty-drive-instances/>



ELD: Total ELD Violations by Reasons (Dashboard)

This report provides a snapshot of the current HOS violations within your organization. It is recommended that this report's date range be set to **This week** and the report refresh period be set to **Weekly**.

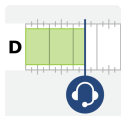
<https://marketplace.geotab.com/solutions/hos-violations-eld-report/>



ELD: Unverified Logs (Email & Dashboard)

This report lists the drivers who have not verified their logs. It is important to note that drivers only have up to 14 days to sign off on their logs. It is recommended that this report's date range be set to **Previous 14 days** and the report refresh period be set to **Every 2 weeks**.

<https://www.geotab.com/marketplace/custom-report/eld-unverified-logs/>



ELD: Drivers Approaching Limit (Email)

The purpose of this report is to alert (within 30 minutes) a manager or dispatcher when a driver is approaching one of their HOS limits. It is recommended that this report's date range be set to **Previous hour** and the report refresh period be set to **Every 30 minutes**.

<https://marketplace.geotab.com/solutions/drivers-approaching-limit>



ELD: Advanced HOS Logs Report (Email or Report View)

The Advanced HOS Logs Report is designed to allow administrators to view advanced details across their drivers' Hours of Service logs. This ELD report is based off of the default Advanced HOS Logs Report within MyGeotab, but it includes additional details on drivers by groups and details the shipping commodities as well. It is recommended that this report's date range be set to **Previous 7 days** and the report refresh period be set to **Weekly**.

<https://marketplace.geotab.com/solutions/advanced-hos-logs-report>



ELD: Diagnostics and Malfunctions (Email or Dashboard)

The ELD Diagnostic & Malfunctions Report is designed to capture data diagnostic & malfunctions events by vehicle. This ELD report can be set up as an emailed or dashboard report within MyGeotab. The Summary tab provides a detailed view of data diagnostic & malfunctions events by vehicle and event counts. The Count tab provides a quick overview of the data diagnostic & malfunctions events by type. Similarly, the Graph tab provides a total count of all events. It is recommended that this report's date range be set to **Previous 30 days** and the report refresh period be set to **Weekly**.

*** NOTE:** ELD diagnostic & malfunctions events follow the vehicle, not a user.

<https://marketplace.geotab.com/solutions/eld-diagnostics-malfunctions/>



Small Fleet Driver Payroll (Email)

This report helps to accurately track the number of hours a driver clocks in and out through the use of Geotab Drive. It is recommended that this report be used as an e-mailed report for fleets with less than 50 drivers. It is recommended that this report's date range be set to **Last 14 days** and the report refresh period be set to **Last 2 weeks**. This report is best viewed as a PDF.

<https://www.geotab.com/marketplace/custom-report/eld-small-fleet-driver-payroll/>

Add-Ins



To install the following Add-ins, click the Marketplace tab from the MyGeotab main menu, and search for the desired Add-in by name. Select the Install button, or manually add it to the database by following the steps in each link below.

[Install Now](#)



ELD Information Add-In

The [ELD Information Add-In](#) provides instant, driver-friendly access to the Reseller Support Helpdesk. View the latest ELD information required for roadside inspections in accordance with §395.22 (h), or stream the latest How-to videos for Geotab Drive.



ELD Settings Validator

The [ELD Settings Validator Add-In](#) is a MyGeotab Add-In designed to help administrators view important driver and vehicle information necessary for roadside inspections. Verify that the driver and vehicle are set up correctly across your database. These details are necessary for error-free ELD data transfers at roadside inspections.



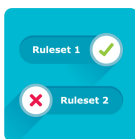
Fuel Tracker

The [Fuel Tracker Add-In](#) helps Drivers add their Fill-Up information like Volume, Cost, and other pertinent information. Once the application has been added, ensure that the following clearances have been enabled for any driver using the application: “View fill ups and fuel transactions” and “Administer fuel transactions clearances to work.”



Import HOS Logs Add-In

The [Import HOS Logs Add-In](#) allows you to quickly import Hours of Service logs of drivers that were previously in another system to the MyGeotab portal.



Ruleset Switcher

The [Ruleset Switcher](#) is a MyGeotab Add-In designed to allow drivers and co-drivers to switch between any two rulesets within Geotab Drive. The changes are implemented immediately upon switching to the selected ruleset.



HOS Driver Summary

The [HOS Driver Summary](#) is a MyGeotab Add-In designed to provide a summary report for driver HOS logs. With the ability to select the drivers and time periods included in the report, ensure you get exactly the data you need.

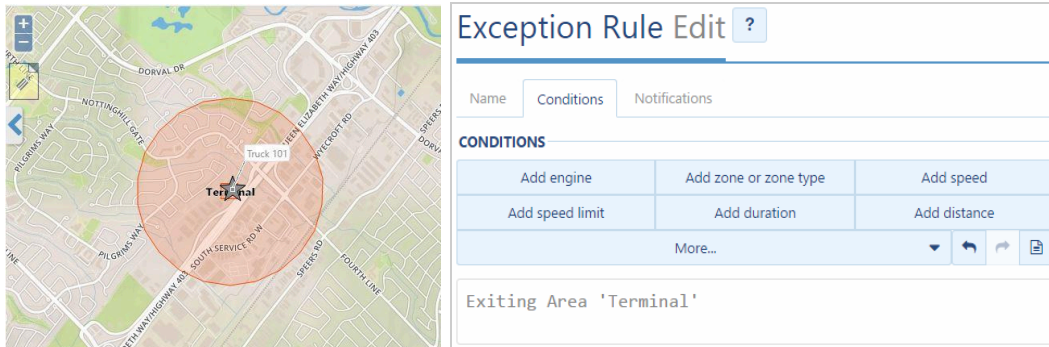
Useful Tools

Bulk Import Drivers

The [Import Driver](#) tool allows you to import your drivers in bulk into the Geotab system.

Short Haul

1. Use the following [150 Airmile Radius Zone Upload Template](#) and use the Import Zones tool on MyGeotab to create a 150-air-mile-radius zone around the main office location.
2. Create a rule to flag instances when the driver goes outside the 150-air-mile radius.
3. Add driver feedback to send a text message to the administrator whenever the vehicle goes outside of the 150-air-mile radius.



Unassigned Logs

Many carriers move their vehicles within their own yards overnight, whether for maintenance, cleaning, or loading. These moves are usually done by drivers who are ELD exempt, and won't log into the ELD for short moves. However, the ELD will create unassigned logs for these movements (this is an ELD requirement). In order to help identify these moves and annotate them correctly, Geotab offers a feature, described in this [blog](#).

Geotab Drive How-to Videos

For more helpful how-to videos, visit the [Geotab](#) YouTube Channel.

Driver Videos	Admin Videos
How to Log in and Perform a DVIR	How to Apply ELD System & Vehicle Settings
How to View the Status & Graph Pages	How to Add a Driver
How to Edit Assets & Shipment Info	How to View HOS Duty Status Logs
How to Accept or Reject Log Edits	How to Add Trailers
How to Add Co-Drivers	How to Add & Edit Driver Logs

How to View Diagnostics & Malfunctions	How to Manage Logs for Unidentified Drivers
How to Manage Logs	How to Identify Drivers for Unassigned Logs
How to Apply Exemptions	How to View HOS Availability
How to Create a Compliance Report & Transfer Logs	How to View HOS Violations
How to Use Messaging	How to Review DVIR Reports
How to Log Out	How to Create Custom DVIR Defects
	How to Use Messaging

What's New!

Please refer to the [What's New section of the website](#) to see new updates in the world of Geotab Drive and MyGeotab.

ELD and Roadside Inspections

This webinar was hosted by Officer Kimberly Hill, a Motor Carrier Inspector with the Indiana State Police. The video covers common questions you may have about the roadside inspection process, and also gives some helpful tips to make the inspection run smoothly.

[ELD and Roadside Inspections Part 1](#)

Continuing our webinar series with Officer Kimberly Hill.

[ELD and Roadside Inspections Part 2](#)

Getting in Gear for the Canada ELD Mandate. This webinar covers the differences and similarities between the Canadian and USA ELD Mandates.

[Getting in Gear for the Canada ELD Mandate](#)