verizon connect

Hours of Service

ELD Driver User Guide

v3.63

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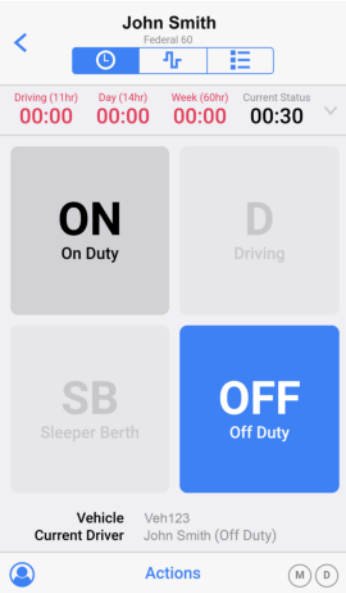
Hours of Service

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

Hours of Service (HOS) for WorkPlan is an application for monitoring your Hours of Service status and checking that it complies with legal restrictions. The **Hours of Service** screen appears when you select **HOS** from the WorkPlan **Home** screen:



Use the following buttons to navigate between the **HOS** screens:

- - The HOS Status screen lets you view and change your current HOS status, and shows time remaining before HOS limits are exceeded.
- - The HOS Chart screen lets you view a graphical display of your HOS status over time.
- - The Event List screen lets you view a list of all HOS events, such as change of status or any HOS limits that you have exceeded.

The HOS module can also be configured to display various Warnings to help you stay aware of your time remaining against HOS rules. To view the HOS module version installed on your device, open the WorkPlan **Setting** screen, then tap **About** and scroll to **Version** under the **HOS** section.

Visit the Hours of Service Guide page here to access user and quick reference guides, or download the latest Hours of Service Quick Start Guides in PDF format.

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What's New?

Hours of Service is an optional module within WorkPlan. You must have the appropriate option enabled in your account to use Hours of Service. WorkPlan and Hours of Service use separate releases and you can upgrade them independently. Some Hours of Service releases are dependent on a specific WorkPlan version.

The current release is 3.63 (November 2021). See information about this release below:

Hours of Service v3.63

New Features and Enhancements

- Improved the way in which driving time is calculated and displayed on the **Driving** screen.
- Improved the calculations of driving violations.

Hours of Service v3.62

New Features and Enhancements

- Changed the order of the unidentified driving periods in the app to show most recent periods first.

Hours of Service v3.61

New Features and Enhancements

- Removed the ability to change your HOS status manually from On Duty to Driving. Any driving time while disconnected from the vehicle continues to be captured as Unidentified Driving.

Hours of Service v3.60

New Features and Enhancements

- Corrected an issue that sometimes caused duplicated engine sync malfunctions to be recorded.

Hours of Service v3.58.1

New Features and Enhancements

- Moved the status timers from the HOS clocks in the upper part of the screen into the current status tile on the HOS Status, Driving, Personal Conveyance, Yard Move, and Unregulated Driving screens.
- Added a count-down timer to the HOS clocks that shows when your next 8-hour break is due, a banner with a count-down timer that shows when your break is complete, and a notification for when you have

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completed your break. These timers and notification are available only if you use the Federal US rule set.
- Updated the notification that is shown when you have completed your daily-reset break.

Hours of Service v3.57

New Features and Enhancements

- Changed the HOS mobile app so that you can enable only one of the following exemptions at a time: CDL short-haul exemption, Non-CDL short-haul exemption, adverse driving exemption, utility services exemption, 16-hour big day exemption, general exemption

Hours of Service v3.53

New Features and Enhancements

- Improved the detection and handling of data from the vehicle tracking unit.

Hours of Service v3.52

New Features and Enhancements

- Added support for Canadian ELD regulations for CMV drivers operating in Canada. The functionality is currently being evaluated by the certification authority, and we will let you know as soon as the certification has been received.

Hours of Service v3.39

New Features and Enhancements

- Made internal changes to prepare the Hours of Service module for a new version of WorkPlan.
- Improved the detection and handling of data from the vehicle tracking unit.

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Using WorkPlan as an ELD

Hours of Service within WorkPlan can be used as an electronic logging device (ELD) to help with ELD compliance. To be compliant with the ELD regulations, you must follow the guidelines and steps described below in the correct order.

Hours of Service is compliant with:

- Regulations on electronic logging devices defined in 49 CFR § 395.20 by the US Federal Motor Carrier Safety Administration (FMCSA)
- Regulations on electronic recording devices defined in Section 83 of the Canadian Commercial Vehicle Drivers Hours of Service Regulations - Certification pending

Hardware Installation

When using WorkPlan as an ELD, a supported hardware unit must be installed in your vehicle. Follow the instructions in the corresponding hardware installation guide, unless the hardware has already been installed for you.

After the installation, your Verizon Connect representative will configure your account appropriately, so that your mobile device, running WorkPlan, will automatically connect to the vehicle unit when you turn the vehicle on and sign in to WorkPlan.

Important Notes

- Always leave your device's screen on, so that you can see the hours of service status screen and any malfunctions or diagnostic events at all times.
- Follow the steps under Starting Your Vehicle and Signing In in the order specified, to ensure that all relevant ELD events are captured correctly.
- You must be signed in to WorkPlan to capture and report hours of service information.
- You must sign out of WorkPlan at the end of the day or shift. This prevents reporting errors and maintains privacy.
- Co-drivers must not use their own device. They must sign in to the same device as the main driver.
- If you are experiencing any malfunctions or diagnostic issues, you must follow the steps described under Troubleshooting Malfunctions and Diagnostic Issues.

Starting Your Vehicle and Signing In

Follow these steps before you start driving:

1. Get into your vehicle.
2. Turn on the vehicle's engine.
3. Turn on your mobile device.
4. Start WorkPlan and sign in.
5. Select your vehicle from the vehicles list in WorkPlan. (You might need to refresh the vehicles list if your

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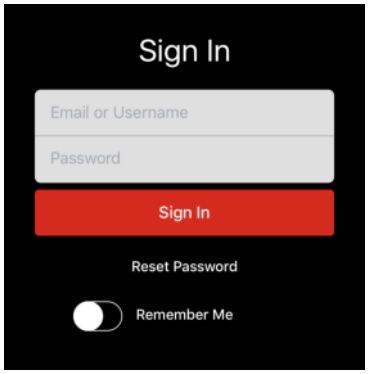
vehicle is not displayed.)

6. Complete any forms you might need to fill out in WorkPlan.
7. If you have a co-driver, he or she must also sign in to WorkPlan.
8. Open Hours of Service from the WorkPlan home screen, so that you can see your HOS timers and diagnostics. Ensure that the screen remains on.
9. Start driving.

Stopping Your Vehicle and Signing Off

Follow these steps after you have stopped driving:

1. Stop your vehicle.
2. Turn off your vehicle's engine.
3. Change your HOS status to Off Duty.
4. Sign out of WorkPlan and complete any forms you might need to fill out.
5. If you have a co-driver, he or she must also sign out of WorkPlan.
6. When you have signed out of WorkPlan you should see the **Sign In** screen:



7. Close WorkPlan.

Additional Information

- Training video on how to use WorkPlan as an ELD
- Hours of Service user guides and quick reference guides

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Installing WorkPlan

On Android Devices

To install WorkPlan onto your Android device:

1. Navigate to the Google Play store from your device and find WorkPlan.
2. Tap **Install**.
3. When the install is complete, open WorkPlan and sign in.

On iOS Devices

To install WorkPlan onto your iOS device:

1. Navigate to the Apple App store from your device and find WorkPlan.
2. Tap **Get**.
3. When the install is complete, open WorkPlan and sign in.

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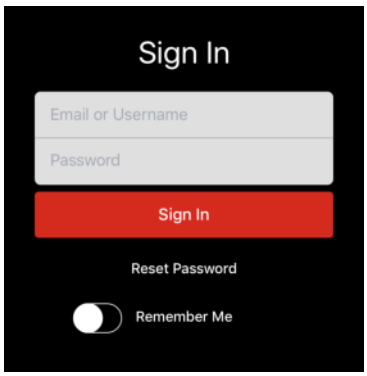
Signing in and Out

Signing In

To sign in to your account:

1. Enter your username (an email address, or a combination of account and username in the format "account: username") into the **Username** field.
2. Enter the password into the **Password** field**.**



3. Select **Remember Me** if you want your username to be added automatically in the future. Do not select this check box if security is a concern. See also the automatic recovery section below to prevent accidental access by unauthorized users.
4. Read through the application's **Terms & Conditions** and the **Privacy Policy**. These are available using the links that appear at the bottom of the screen. By signing in, you agree to be bound to these terms and policy.
5. Tap **Sign In**.
6. If you see a list of vehicles, select the vehicle you will be driving in this shift. If you do not have a vehicle assigned to you yet, select **No Vehicle** from the top of the list.

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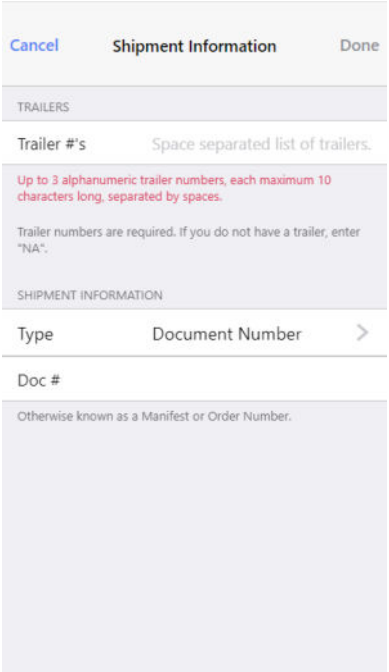
By default, you need to identify your vehicle every time you sign in. Your manager can configure your account such that the vehicles list appears only once following the initial sign-in. On subsequent sign-ins, WorkPlan assumes that you are using the same vehicle.

7. If your account is configured to include an inspection report on start-up, you next see a pre-trip DVIR form. Fill out the form, sign it, and submit it.

8. If you have just selected a new vehicle, you next see the Shipment Information screen. This screen displays information about your shipment and vehicle.



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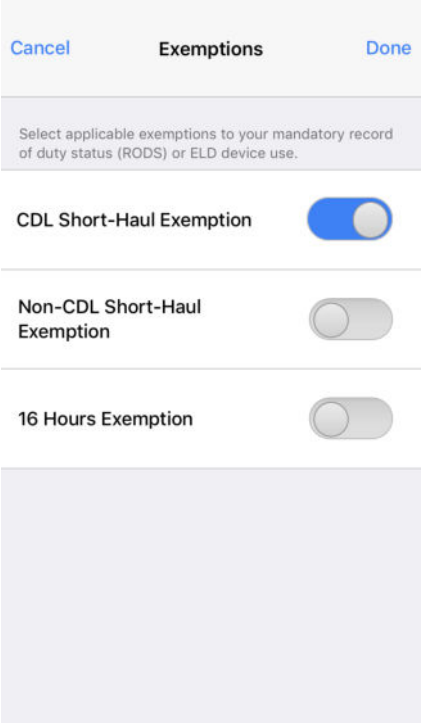
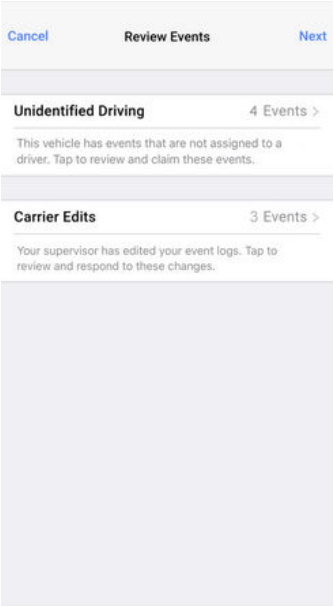
9. Optionally, change any of the settings on the screen and then tap **Done**.

10. If you are eligible for any exemptions, you will see the **Exemptions** screen. On this screen you can enable or disable the exemptions that you are eligible for.



11. If your vehicle has recorded any HOS events that are not assigned to a driver, or if your supervisor has made any changes to your HOS logs, the **Review Events** screen is displayed. See Claiming Unidentified Events and Reviewing Carrier Edits for more information.



12. If you have any uncertified logs, the **Review Days** screen is displayed. This screen lists any uncertified HOS logs. Tap the date for the log you want to certify.

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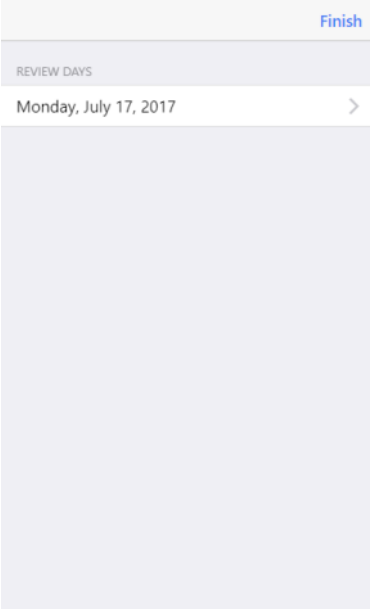

13. When you have completed all of the preceding steps, you see the **Home** screen.

14. If your organization uses the trailer functionality, you can add the trailers that you are using in this work shift so that you can create separate Driver Vehicle Inspection Reports (DVIRs) for your tractor and each trailer. If you have added trailers and your account is configured to use pre-trip DVIRs, the **DVIR** screen will open, from where you can select each trailer and complete each inspection report.

Unable to Sign In

If you are unable to sign in, one of the following reasons could cause this:

- You might be using incorrect credentials. Check that you are using either an email address or the account and username in the format 'account:username'.
- You might have mistyped your credentials. Check your username and type your password in again. Ensure that you do not have 'Caps Lock' on and that there are no trailing spaces.
- You might have access restrictions applied to your account. An administrator can configure a user access window within the Verizon Connect platform, which limits the days and times that you are able to sign in to the WorkPlan app. If you sign in outside of the user access window you see a message stating 'We can't log you in because of your login restrictions.', along with information about whether you are scheduled to work that day, when your shift will start or when it has ended.

Signing Out

If you have trailer functionality:

Before you sign out, you must remove all trailers that you added at the beginning of your work shift. If you have one or more co-drivers, only the last remaining driver needs to remove the trailers.

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If you have co-driver functionality:

To sign out of WorkPlan if you are the active WorkPlan user:

1. Tap the **User** button in the lower right corner of the **Home** screen.
2. Tap **Log Out**.

To sign another co-driver out of WorkPlan see Signing Out a Co-Driver.

If you do not have co-driver functionality:

To sign out of WorkPlan, tap the **Log Out** button in the lower right corner of the **Home** screen.

Automatic Recovery

If WorkPlan stops unexpectedly for any reason - for example, if your mobile device closes the application while it is running in the background to free system resources - WorkPlan automatically resumes to the **Home** screen when subsequently reopened.

Under these circumstances (the application closing without the user first signing out) you are **not** prompted to re-enter your username or password, and the application restores itself to the last known user state: user account, chosen vehicle, Hours of Service status and other settings. For this reason, it is important that when you have finished using the application you sign out from the WorkPlan **Home** screen by tapping the **User** button in the lower right corner of the screen and selecting **Log Out** (or by tapping the **Log Out** button if you are not using the co-driver functionality).

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Selecting Your Vehicle

Vehicle Assignment Options

One of the following vehicle assignment options is available, depending on the configuration of your account:

- **Automatic vehicle assignment**. If your account supports this functionality, you are automatically assigned to your vehicle. In this case, the vehicle selection list is not shown.
- **Vehicle selection at login**. When this option is enabled in your account, a vehicle selection list displays after initial login so you can select a vehicle.
- **Vehicle selection from the Home screen**. When enabled in your account, you can tap the **Vehicle** button on the **Home** screen to select a new vehicle, unassign yourself from your current vehicle (if any), or switch to another vehicle.
- **Vehicle selection from within Verizon Connect® Status™**. If you are configured to use Status, the **Vehicles** screen is launched from within Status at times that have been pre-defined in the status flow template.

If your account is configured to select a vehicle from the **Home** screen, tap the **Vehicle** button to open the **Vehicles** screen:

You can use the **Vehicles** screen to assign yourself to a vehicle, to unassign yourself from a vehicle or to switch your assignment to a different vehicle. You typically assign yourself to a vehicle if you are not currently assigned to one and unassign yourself from your current assigned vehicle if you have finished driving for the day and will now undertake non-driving administrative or training tasks.

Selecting a Vehicle

Unless your account has been configured with the automatic vehicle assignment option, the **Choose Your Vehicle** screen opens if you have no assigned vehicle:

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Vehicle List Order

The vehicle selection list displays a maximum of 50 vehicles, including the **No Vehicle** option. The list includes only those vehicles that you are eligible to drive The vehicles in the list are sorted in the following order:

- The **No Vehicle** option

.
- Vehicles that you have a WiFi or Bluetooth connection to, in order of signal strength.
- Vehicles that are located within a 15 mile radius around you, in order of proximity.
- Other vehicles that you are eligible to drive, sorted alphabetically by name.

If your device does not have a GPS signal, the vehicle list displays in alphabetical order only, and is limited to the first 50 vehicles.

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Signal indicators to the right of the vehicle name show whether there is a Bluetooth or WiFi connection to the vehicle, and how strong the signal is.

Strong Bluetooth or WiFi connection to the vehicle.

Weak Bluetooth or WiFi connection to the vehicle.

No Bluetooth or WiFi connection to the vehicle.

Tap the vehicle you want to assign yourself to. When you have assigned yourself to a new vehicle (or to **No Vehicle**), the **Home** screen is updated to show your new vehicle assignment.

> If your vehicle has failed critical items in a driver vehicle inspection report (DVIR), the vehicle displays in red in the vehicle list, is unsafe to drive, and should not be selected until a mechanic has corrected the failures.

Searching for a Vehicle

To search for a vehicle:

1. Start typing the vehicle name into the text field with the label **Type here to filter by vehicle name**.

2. As you type, the vehicle list is filtered by name and gets shorter. The list is now ordered by name only. Signal strength or proximity are no longer considered in the list order.

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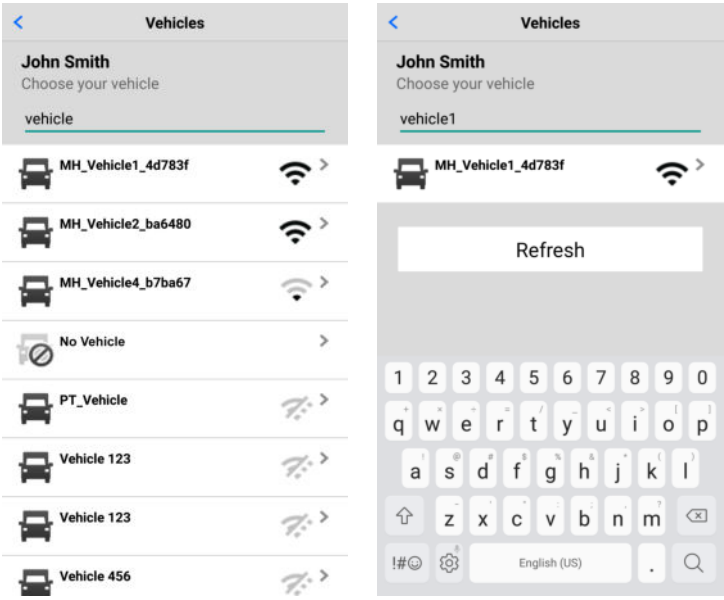
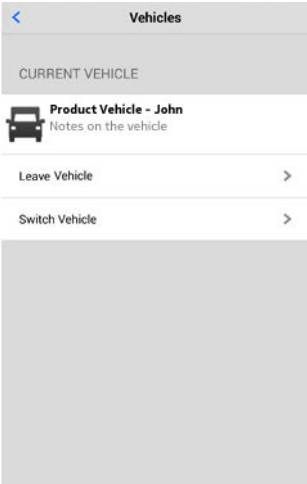


3. If your vehicle is not in the list, tap **Refresh**, in case the list has not been synchronized recently, or check the search term.

Switching or Leaving a Vehicle

> If you are using the trailer functionality, make sure you have removed all trailers before you leave your vehicle.

If you have an assigned vehicle, the **Current Vehicle** screen displays the vehicle's name. From this screen, you can then choose one of these menu options:



- **Leave Vehicle** removes your current vehicle assignment. Depending on your account configuration, you might be required to complete a post-DVIR (driver vehicle inspection report).
- **Switch Vehicle** changes your assignment to a different vehicle. Depending on your account configuration, you might be required to complete a post-DVIR before you can select your new vehicle from the **Choose a**

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Vehicle screen:

After you have assigned yourself to a new vehicle (or to **No Vehicle**), the **Home** screen updates to show your new vehicle assignment.

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Adding Trailers to Your Vehicle

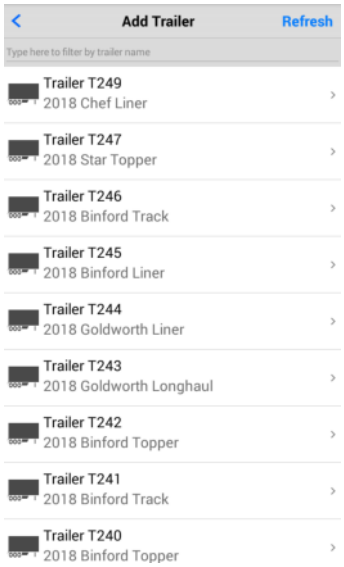
Your organization might use the trailer functionality, so that you can complete separate Driver Vehicle Inspection Reports (DVIRs) for your tractor (also referred to as vehicle) and your trailers.

Adding Trailers

To add one or more trailers so that they are assigned to your vehicle, follow these steps:

1. Make sure that you have selected your vehicle or that you have been automatically assigned to a vehicle.
2. From the WorkPlan **Home** screen tap the **Trailers** button.

3. When you are asked whether you want to add one more trailers, click **Add Trailer**.
4. A list of trailers is displayed. You can scroll through the list and select the appropriate trailer, or start typing the name of the trailer in the search field to reduce the number of trailers in the list. If your trailer does not show, tap **Refresh** to update the trailer list (on Android devices) or pull down the screen to refresh (on iOS devices). If you have the appropriate permissions, you can create a new trailer.



5. When you have selected your trailer, it shows on the **Trailers** screen. Tap **Add Trailer** if you want to add more trailers. Tap **Continue** if you have finished adding trailers.

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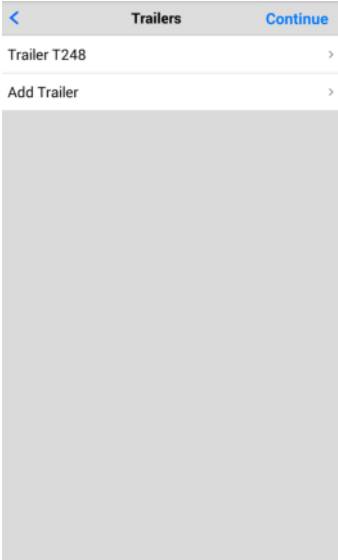

6. You might need to complete a DVIR, if your trailer has a pre-trip DVIR defined.

When you complete an on-demand DVIR, you can now select any of the trailers that you have added and complete a separate DVIR for each trailer.

If you have any co-drivers, they will see the trailers that you have added in their trailers list.

Creating Trailers

> Your account must have the appropriate permissions to create new trailers.

To create a new trailer, if your trailer is not in the trailers list, follow these steps:

1. Make sure that you have selected your vehicle or that you have been automatically assigned to a vehicle.
2. From the WorkPlan **Home** screen tap the **Trailers** button.

3. When you are asked whether you want to add one more trailers, click **Add Trailer**.
4. A list of trailers is displayed. Make sure your trailer is not already listed by browsing through the list or starting to type the name of your trailer into the search field.

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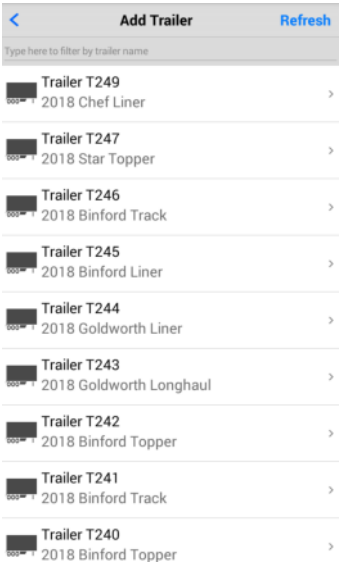

5. Type the entire name of your trailer into the search field. If the name cannot be found in the existing list, "(New Trailer)" is displayed next to the name and "Tap to create trailer..." underneath.

6. Click the **Arrow** > button to open the **Create Trailer** screen.

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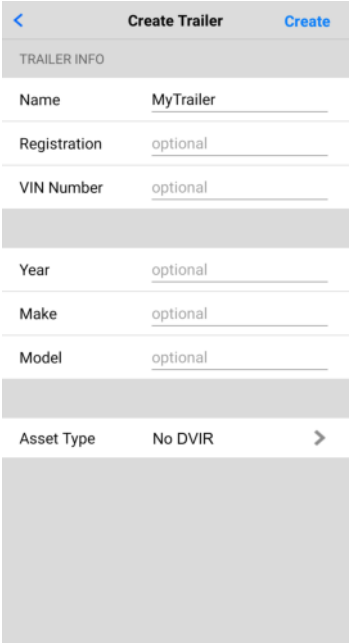
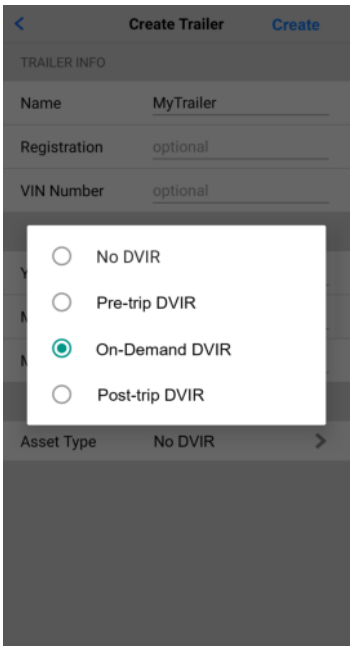


7. If the name you entered is longer than 10 characters, the name is shortened. Also make sure that you use only letters (a-z or A-Z) and numerals (0-9), and no spaces, in the name. Enter any of the optional trailer details.
8. The **Asset Type** is defined by your administrator and determines whether you need to fill out any driver vehicle inspection reports (DVIRs) and when to fill them out. Ask your supervisor which asset type to use. Change the asset type by clicking on the **Arrow** > button and selecting the appropriate asset type from the list.



9. Click **Create**.
10. When you have added your trailer, it shows on the **Trailers** screen. Tap **Add Trailer** to add more trailers. Tap **Continue** if you have finished adding trailers.

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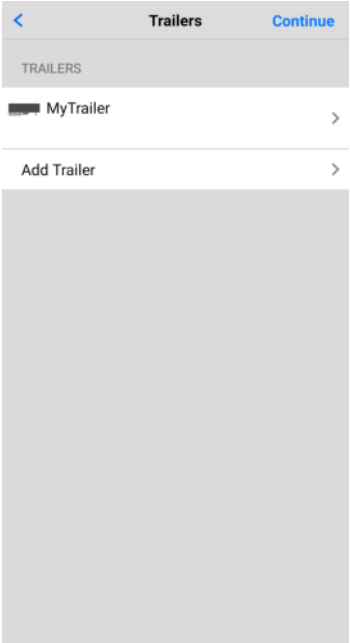


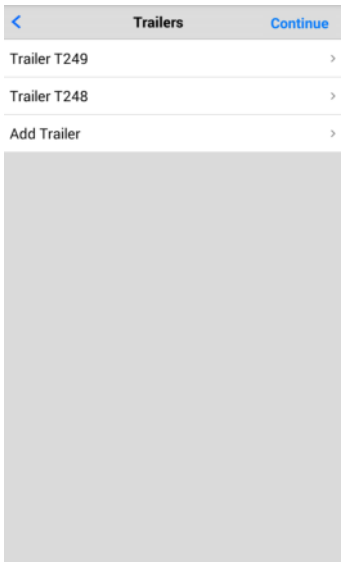
11. You might need to complete a DVIR, if your trailer has a pre-trip DVIR defined.

Removing Trailers

To remove a trailer so that it is no longer assigned to your vehicle, follow these steps:

1. From the WorkPlan Home screen tap the **Trailers** button.

2. From the list of trailers that are assigned to you, tap the trailer you want to remove.



3. Tap **Unassign**.

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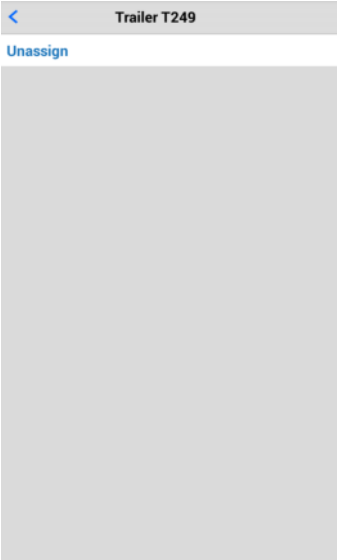

4. The trailer no longer shows on the **Trailers** screen.

5. You might need to complete a DVIR, if your trailer has a post-trip DVIR defined.

If you have any co-drivers, they will no longer see the trailers that you have removed in their trailers list.

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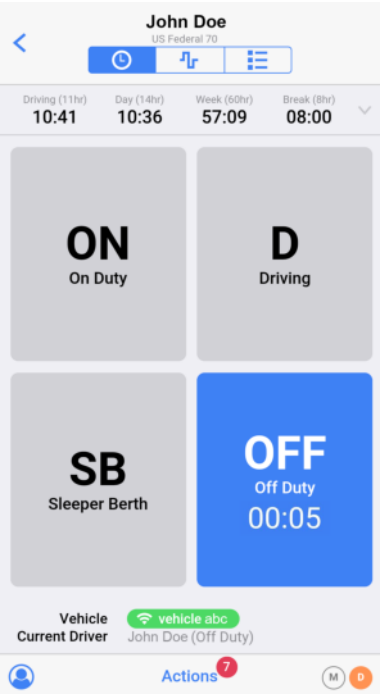
HOS Status Screen

The **HOS Status** screen displays your current status, lets you switch between status codes, and shows time remaining before HOS limits are exceeded. This screen appears when you first tap the **HOS** button from the Home screen, or when you tap the **HOS Status** screen button in the title bar from the HOS Chart or Event List screens.



The **HOS Status** screen can contain the following elements (depending on how your account is configured):

- At the top of the screen, you can see the currently active WorkPlan user. If you are using the co-driver option, this user might not be the current driver.
- Underneath your user name is your assigned HOS rule set (for example Federal 60, Texas 70).
- The countdown timers indicate the time remaining before exceeding HOS limits for the day and the week. The indicators are displayed in red when there has been a violation and no time is remaining. The **Break (8hr)** timer is shown only if you are using the Federal US rule set. It counts down from 8 hours when you start driving, after a rest break, and displays the time when you need to take your next 8-hour rest break.
- Use the button to the right side of the countdown timers to view more detailed HOS status information.
- The main body of the screen lists the various HOS status codes. Your current status is highlighted in blue, and any status codes that you cannot select are shaded light gray. To change your current status, tap the button corresponding to your appropriate status.
- Underneath the status codes is your currently assigned vehicle, displayed with an indicator showing the connection status to your vehicle. The indicator is green if you have an established connection with your vehicle. It is orange if you have lost connectivity to the ECM (engine control module) of your vehicle, but still have a connection to the VCU (vehicle control unit). And it is gray if you have lost VCU connectivity.
- Underneath the currently assigned vehicle is the current driver name. If you are using the co-driver option, this driver might not be the same as the currently active WorkPlan user.
- Use the co-driver button to open the **Manage Users** screen where you can change the current driver (Switching Driver) and change the current user (Switching User).

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- Use the **Actions** button to perform one of the following actions:
  - Review and certify unsigned HOS logs (tap **Review**).
  - Go to the **Review Events** screen to claim unidentified events or review carrier edits (tap **Review**).
  - Deferring off-duty time (available only in Canada)
  - Go to the **Exemptions** screen to enable or disable the general exemption, 16-hour exemption, CDL short-haul exemption, non-CDL short-haul exemption, adverse driving exemption, or public utility exemption.
  - Enter Personal Conveyance mode
  - Enter Yard Move mode
  - Enter Unregulated Driving mode
  - Enter Inspector mode
  - Fill in your shipment information

  The settings that are available in the **Actions** menu depend on how your account is configured.
- The malfunctions (M) and diagnostics (D) indicators show whether there are any connectivity issues or diagnostic information. The icons are colored if there are any issues. Tap the icons to go to the **Indicators** screen, where you can get information on current malfunctions or diagnostic issues.

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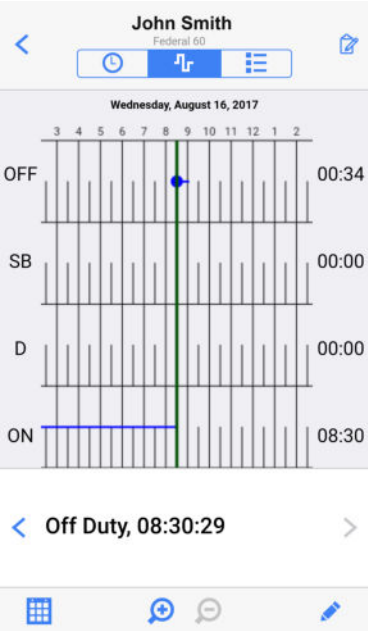
HOS Chart Screen

The **HOS Chart** screen lets you view a graphical display of your HOS status over time. You can display this screen by tapping the **HOS Chart Screen** button from the HOS Status or Event List screens.



This screen displays your daily log as a chart, with a timeline running left to right covering the 24-hour log period, and a row for each possible HOS status. The blue line moves between the different HOS status codes to indicate your status at any given point during the log period. On the far right of each row is the accumulated time spent in that status in the log period. The date of the log you are currently viewing displays above the chart. You can touch-scroll the chart left and right to view the full 24-hour period.

In the title bar, the **Certify** button lets you review and certify the HOS log represented by this chart. If the HOS log has already been certified, the label **Certified** is shown instead.

The green vertical line is a cursor that indicates the currently selected event or time. Just below the chart are two buttons, < and >, which let you move to the previous or next event in your log.

At the bottom of the screen are the following controls:

- Change the date shown in the chart by selecting a new date from a list of possible days.
- Edit the selected event, changing the status, the time, or any notes. Shown only if you have selected an event.
- Add a new event at the time where the cursor is. Shown only if you have not selected an event.
- Zoom in to view a shorter time period.
- Zoom out to view a longer time period.

> The + and buttons are shown if your supervisor has configured your account with permissions to edit events.

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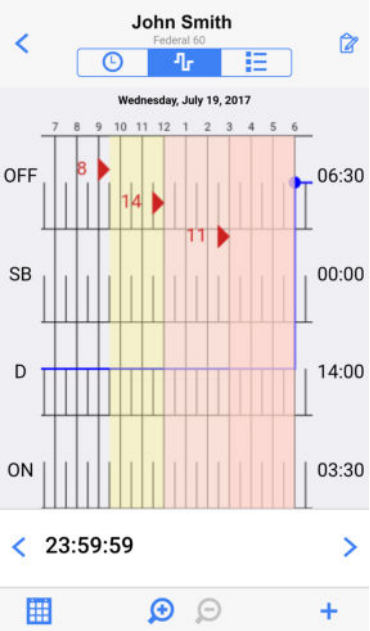
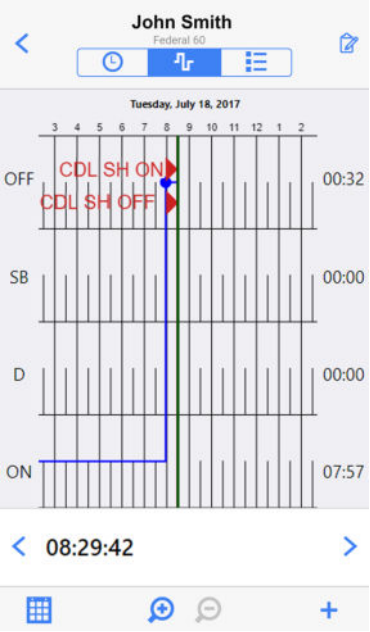
If you have exceeded an HOS limit, red indicators on the chart show the time when the limit was exceeded, and the chart is shaded to indicate the duration of the exceedance.



If you enable or disable the CDL short-haul exemption, a red indicator with the label **CDL SH ON** (when you enable the exemption) or **CDL SH OFF** (when you disable the exemption) shows on the chart.



If you enable or disable the non-CDL short-haul exemption, a red indicator with the label **NON-CDL SH ON** (when you enable the exemption) or **NON-CDL SH OFF** (when you disable the exemption) shows on the chart.

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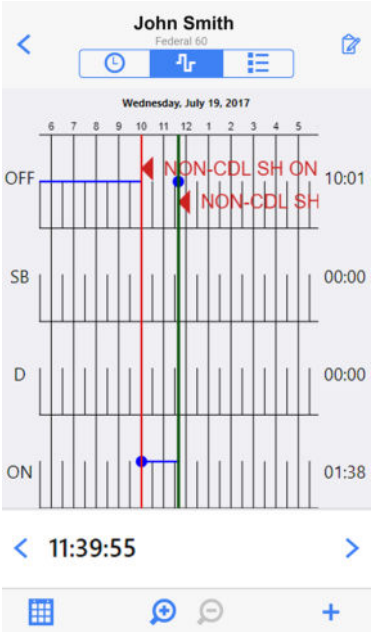
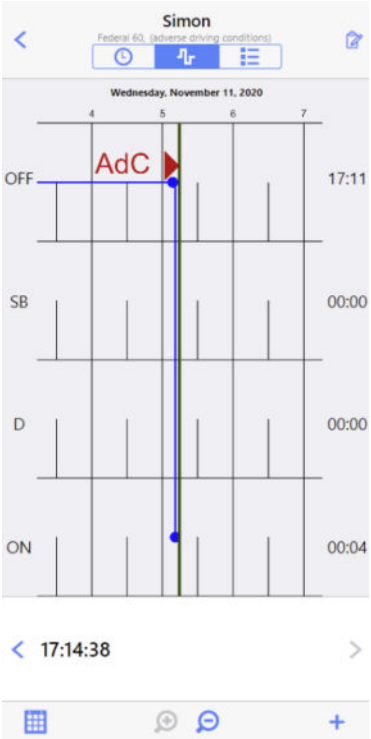


If you enable the adverse driving exemption, a red indicator with the label **AdC** shows on the chart.



If you enable or disable the general exemption, a red indicator with the label **EXEMPT ON** (when you enable the exemption) or **EXEMPT OFF** (when you disable the exemption) shows on the chart.

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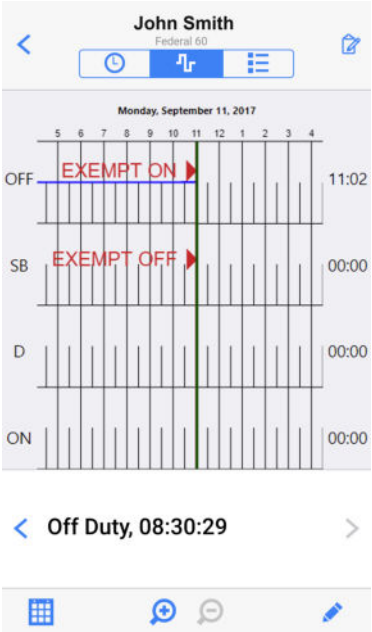
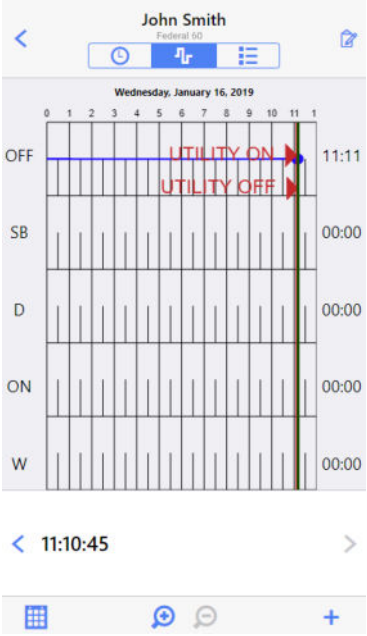


If you enable or disable the public utility exemption, a red indicator with the label **UTILITY ON** (when you enable the exemption) or **UTILITY OFF** (when you disable the exemption) shows on the chart.



If you use the modes Personal Conveyance or Yard Move, a red indicator with the label **PC** (when you enter Personal Conveyance mode) or **YM** (when you enter Yard Move mode) shows on the chart. The time spent in the respective mode is highlighted in light blue on the chart.

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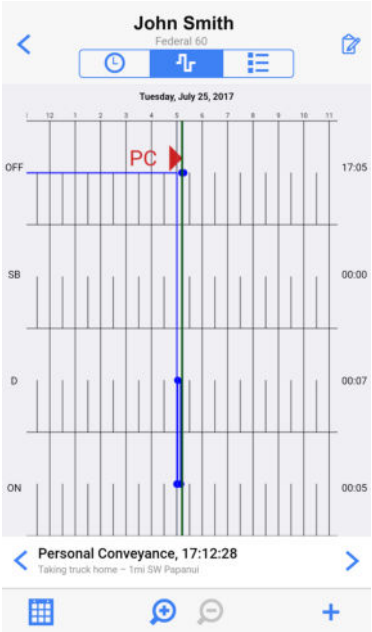
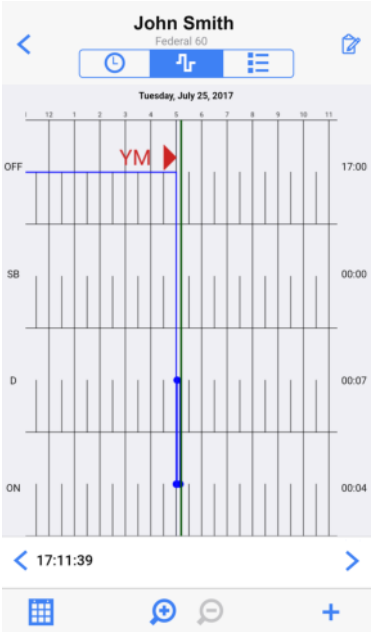
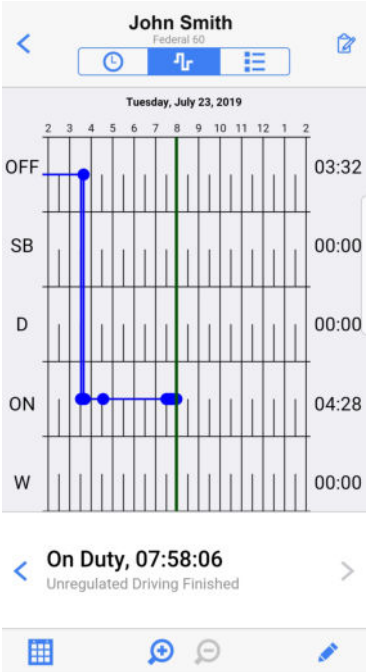




If you use Unregulated Driving mode, the time spent in this mode is shown in the "ON" section of the chart. A blue dot is displayed on the chart for each "Unregulated Driving Started" and "Unregulated Driving Finished " event.



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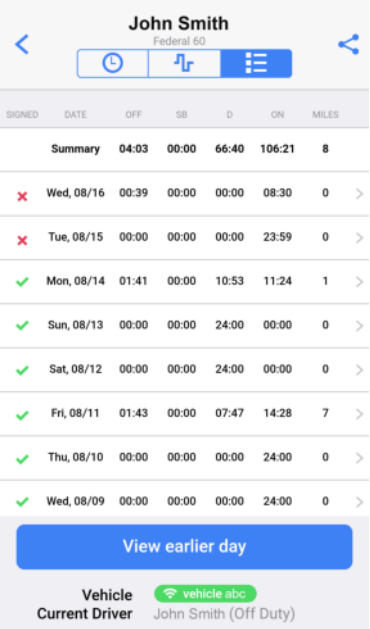
Event List Screen

The **Event List** screen displays a summary of your time over the last 8 days, displaying time spent in each HOS status for each day, and lets you drill down to view individual daily event logs. You can display this screen by tapping the **Event List Screen** button from the HOS Status or HOS Chart screens.



The top row of the table shows a summary of the time that you have spent in each HOS status over the past 8 days, It also displays the total number of miles driven over the same period.

The main body of the table contains one entry for each day in the 8-day period leading up to the current date. The columns contain the following information:

- A restart indicator in the far left column for any off-duty periods that have been used as a weekly reset.
- A tick or a cross to indicate whether the HOS log for this day has been signed off.
- The date of the 24-hour log period.
- The time spent in each HOS status code during the specified period.
- The distances driven on each day.

In the upper part of the screen, you can see the name of the active WorkPlan user and the rule set (for example Federal 60, Texas 70). In the lower part of the screen, you can see the name of the current driver and the assigned vehicle.

Tap Share in the upper right corner to send your HOS logs to a specified email address.

Tap the > button to the right of each daily entry to view the daily log.

Tap **View earlier day** to view the HOS log for a day in the past.

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Changing Your HOS Status

Changing Your HOS Status Automatically

Your HOS status changes automatically from On Duty to Driving if your vehicle is moving. Your status changes automatically from Driving to On Duty if your vehicle is stationary.

If your status does not change automatically, check the malfunction and diagnostic indicators on the HOS Status screen and use the Troubleshooting Malfunctions and Diagnostic Issues section to find out how to solve the issues.

Changing Your HOS Status Manually

To change your HOS status manually, go to the HOS Status screen and tap the appropriate status button whenever your HOS status changes.

> Depending on your account configuration, you might receive a Warning when changing HOS status, to remind you of time remaining against current HOS rules.

When to change your HOS Status Manually

You must change your status manually in the following situations:

- When you start your shift, after you have logged in to the app. Change to On Duty.
- When you finish your shift, before you log out of the app. Change to Off Duty.
- When you are taking a rest break. Change to Sleeper Berth or Off Duty. For the 30-minute break, you can also be On Duty (not Driving).
- When you are in Canada, your administrator has changed your rule cycle, and you have received a notification to take a cycle-reset break. Change to Off Duty.

Entering and Leaving Driving Mode

When vehicle movement is detected, you are automatically placed into Driving mode. The Driving screen displays the following information:

- Current HOS status (Driving)
- HOS clocks showing the time spent in the current status and the time remaining before HOS limits for the day and the week are exceeded.
- Information about the driver, the vehicle, the rule set, and the exemption enabled (if applicable).
- The malfunctions (M) and diagnostics (D) indicators. These are colored if there are any issues.
- An **On Duty** button that allows you to manually switch your HOS status to on duty when you have finished driving. This button is disabled while your vehicle is moving.

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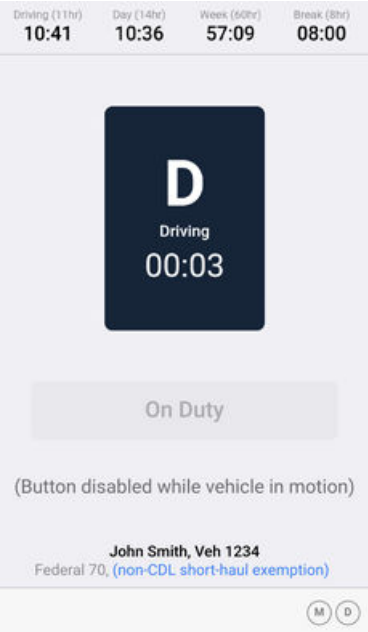
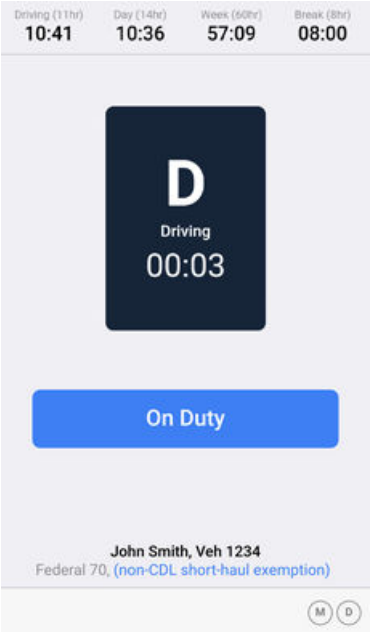
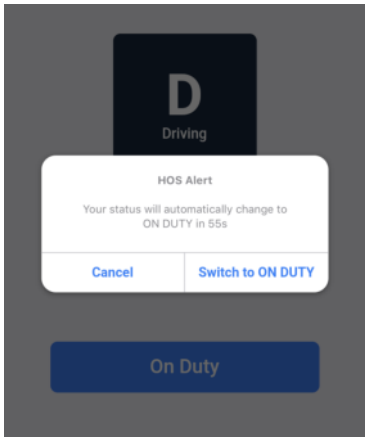




To exit Driving mode, either tap **On Duty** or wait for the mode to exit automatically. The latter occurs when there is a valid connection to your vehicle ECM and no movement has been detected for more than 6 minutes. The process of automatically switching to the On Duty status begins with the display of a warning message if the vehicle has been stationary for 5 minutes. If you do not react to this warning within a minute, you are automatically switched to On Duty.



Adding Status Notes to an Event

If you have **Status Notes** enabled in your account, you are prompted to select an event type whenever you change your status. The screenshot below shows the possible event types when going on duty.

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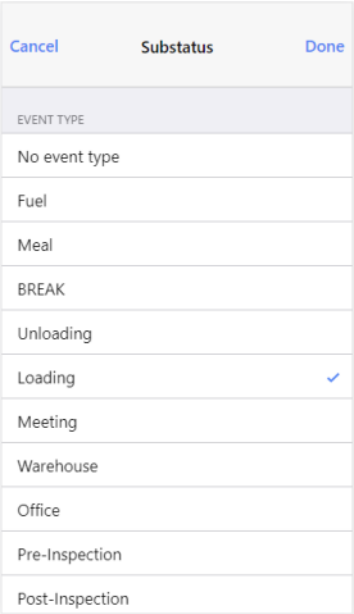
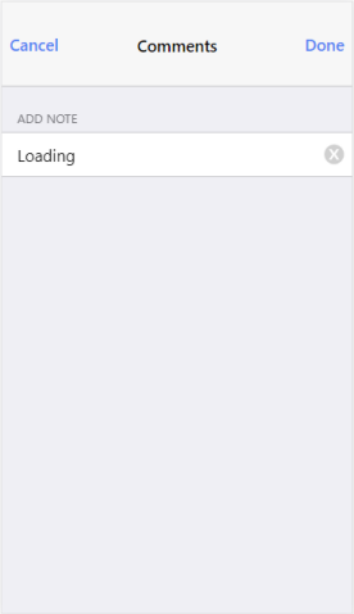


The selected event type is added to the notes. You can add further notes to the status change, if required.



Updating Your Event Location Manually

Normally your event location updates automatically when you change your HOS status. However, if no valid GPS signal has been received from the vehicle unit, you are prompted to manually enter the address where the HOS change was made, for logging purposes.

If this is the case, you see a list of recent locations to choose from and the option to add a **Custom Location**.

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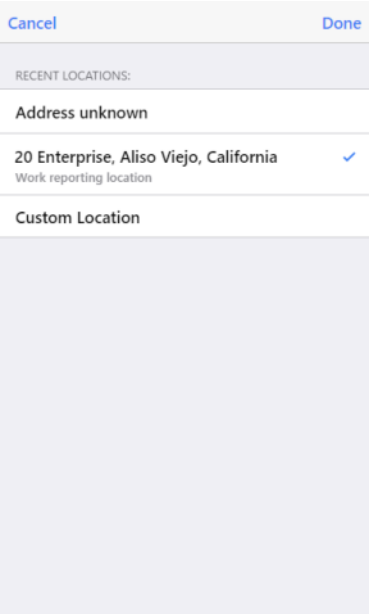
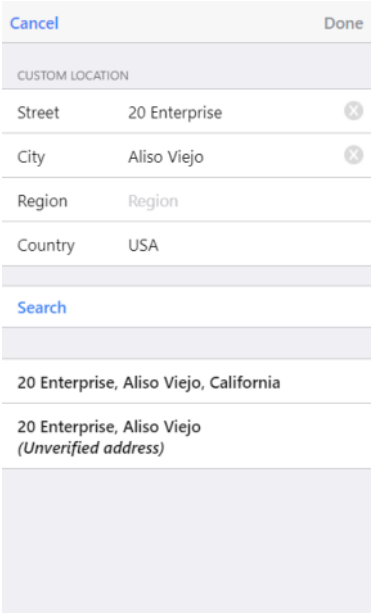


If your location is listed, tap the appropriate location and then tap **Done**.

If your location is not in the list:

1. Tap **Custom Location**.
2. Enter as many of the address details as possible.
3. Tap **Search**.
4. If matching addresses exist in the system, these are in the list. Tap the closest matching suggestion or, if there are no suggestions or none of the suggestions match, tap the unverified address.



5. Tap **Done**. Because you have entered your location manually, an 'M', for manual entry, will be shown in the latitude and longitude fields of your daily log.

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We recommend that you choose an address from the search results where possible, so that exemptions can be calculated accurately. It is possible that choosing the unverified address can falsely mark you as ineligible for some exemptions. This is because these exemptions require you to start and end your work shift at the same location.

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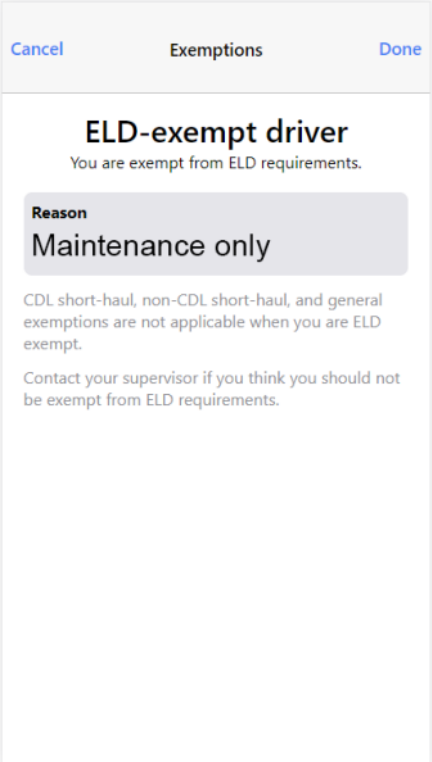
Operating as an ELD-Exempt Driver

If you are exempt from using an ELD, your administrator either marks you permanently as an ELD-exempt driver or asks you to use the general exemption option for trips on which you are ELD exempt.

If you are marked as an ELD-exempt driver, you will see this screen when you tap **Actions** in the lower part of the HOS Status screen and then **Exemptions**.



While you are ELD exempt:

- Your driving time is still recorded.
- You do not get some of the diagnostic events that you would normally get.
- Your logs show that you are ELD exempt. This also applies to the logs that a roadside inspector sees in Inspector Mode.

Contact your supervisor if you are ELD exempt when you should not be, or if you think you should be ELD exempt when you are not.

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Deferring Off-Duty Time in Canada

This feature is available only under Canadian ELD regulations, not in the US.

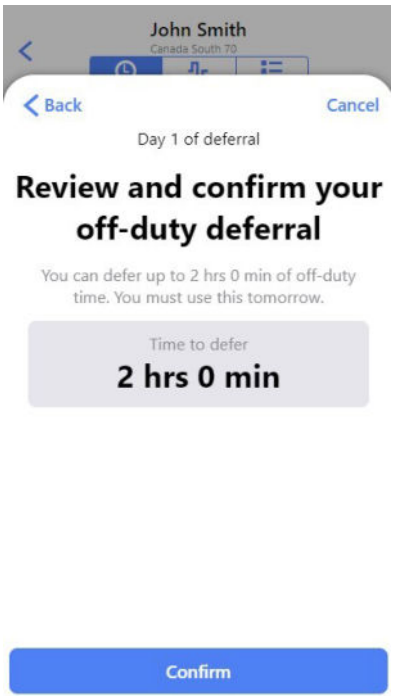
When driving under Canadian ELD regulations, you can defer up to 2 hours of your required 10 hours off-duty time to the next day. You can do this under the following conditions:

- The deferred time is not part of the 8 consecutive off-duty hours taken on the first day.
- The deferred time is added to the 8 consecutive off-duty hours taken the next day.
- Over the 2 days, you are not able to exceed a maximum of 26 hours of driving, and you must take a minimum of 20 hours off duty.

To defer off-duty time:

1. Go to the HOS Status screen.
2. Tap **Actions** in the lower part of the screen.
3. Tap **'Off Duty' Deferral**.

4. Review the time that you can defer, which can be up to 2 hours. You cannot defer off-duty time if you:
   - Have already deferred off-duty time that day or the previous day
   - Have already split your 8-hour rest break that day
   - Are in violation
   - Do not have any remaining off-duty time
   - Are currently off duty



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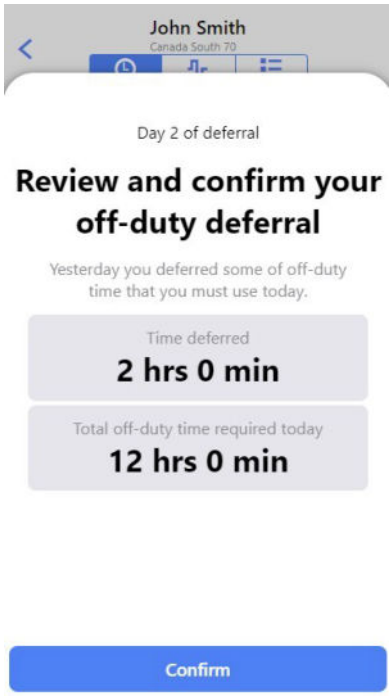
5. Tap **Confirm**.
6. You can now see your off-duty deferral time listed under the details of the HOS Status screen.

7. The next day, when you sign in to the HOS app, you will receive a reminder that you must take the deferred off-duty time as part of your rest break. You must confirm the deferred off-duty time.



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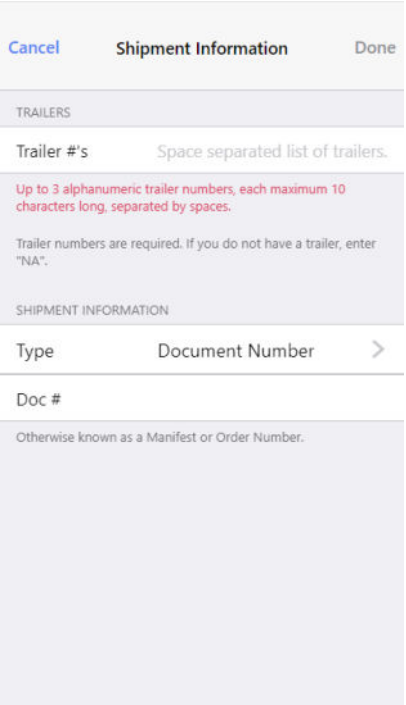
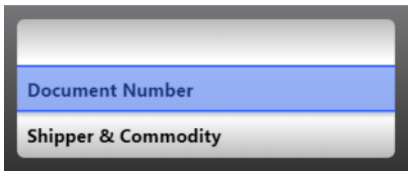
Filling in Your Shipment Information

The **Shipment Information** screen shows when you assign yourself to a new vehicle.



It contains the following fields:

- **Trailer #s** - The trailer numbers as a list, separated by spaces. This is required. If you do not have a trailer, enter "NA". If you have manually added trailers, these new trailers appear automatically in the list. Make sure that the list contains a maximum of 3 trailers, and delete any additional trailers, if necessary, to be able to save the shipment information.
- **Type** - The input type, which determines the fields displaying in this form. By default the screen displays the document number (**Doc #**). To include a shipper and commodity, tap **Type**, and select **Shipper & Commodity**.



- **Doc #** - The shipment document number, which is also known as a manifest or order number. This field shows if you select **Document Number** under **Type**.

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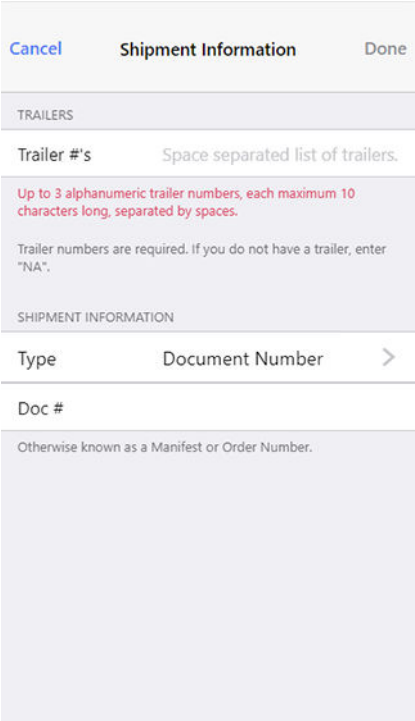
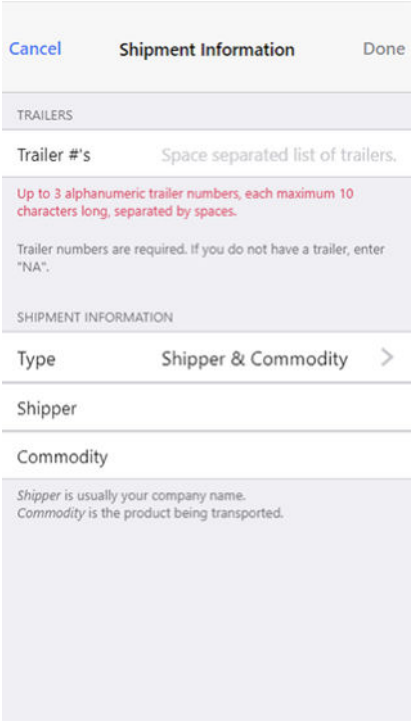


- **Shipper** - The name of the shipper, which is usually your company name. This field shows if you select **Shipper & Commodity** under **Type**.
- **Commodity** - The commodity that you are transporting. This field shows if you select **Shipper & Commodity** under **Type**.



You can edit these details at any time, by accessing the **Shipment Information** screen from the **Actions** menu on the HOS Status screen.

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Using the Inspector Mode

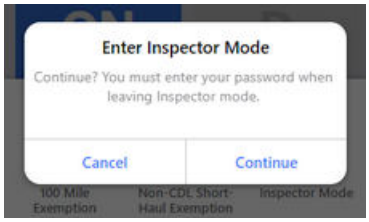
Roadside inspectors can use the Inspector mode to view HOS logs and other details in a simplified, read-only interface.

Entering Inspector Mode

To enter the Inspector mode:

1. Go to the HOS Status screen.
2. Tap **Actions** at the bottom of the screen.
3. Tap **Inspector Mode**.

4. Tap **Continue** to enter the Inspector mode. Note that to leave the Inspector mode, you must enter the appropriate password for the account that you are signed into.



Leaving Inspector Mode

To leave the Inspector mode:

1. Tap the back button in the upper left corner until you see a password prompt.
2. Enter the password for the account that you are signed into and tap **Continue**.

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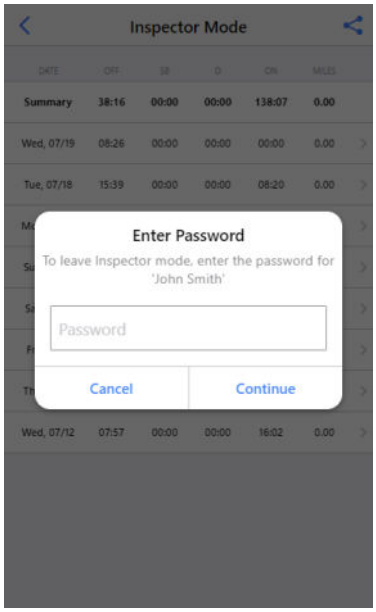

Sharing Daily Logs

Sharing Daily Logs in the US

If you are using a US rule set, you can share the HOS logs for the past 8 days with the FMCSA, either by email or by uploading them directly to a server. To do this:

1. Go to the summary list view in the Inspector mode UI.
2. Tap the **Share** button in the upper right corner of the screen.
3. On the **Share Data** screen select the method for sharing the logs.
4. Enter a note, if required, into the text field below **ADD A NOTE**. If the roadside inspector has provided you with a safety official or investigation code, enter this as the note. Make sure that the note is no longer than 60 characters..

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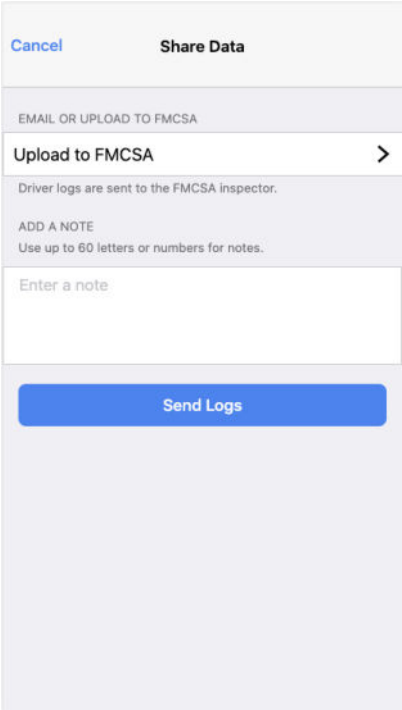

5. Tap **Send Logs**.

Sharing Daily Logs in Canada

If you are using a Canadian rule set, you can share the HOS logs for the past 15 days with a Canadian safety official.

We recommend that you have a connection to a vehicle when you are sending your logs. If you do not have a connection to a vehicle, your logs will be incomplete.

To send your logs:

1. Go to the summary list view in the Inspector mode UI.
2. Tap the **Share** button in the upper right corner of the screen.
3. On the **Share Data** screen, under **EMAIL LOGS TO CANADIAN OFFICIALS**, enter the official's email address.

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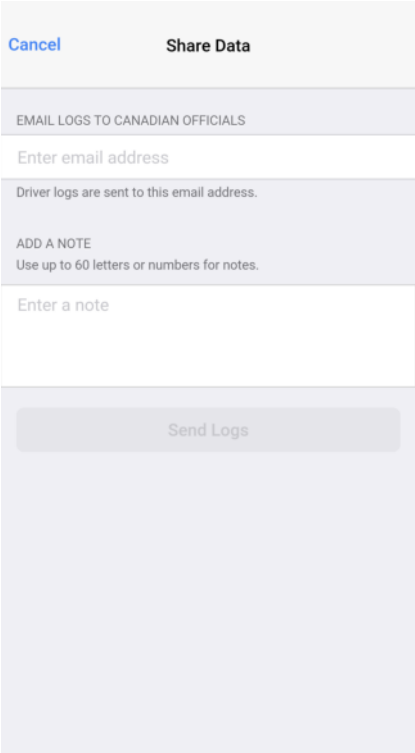

4. Type a note, if required, into the text area below **ADD A NOTE**. If the roadside inspector has provided you with a safety official or investigation code, enter this as the note. Make sure that the note is no longer than 60 characters.
5. Tap **Send Logs**.

Viewing Daily Logs

The initial screen in Inspector Mode shows the most recent daily HOS log entries in a summary list. For US rule sets, the list shows the daily HOS logs for the past 8 days. For Canadian rule sets, it show the daily HOS logs for the past 15 days.

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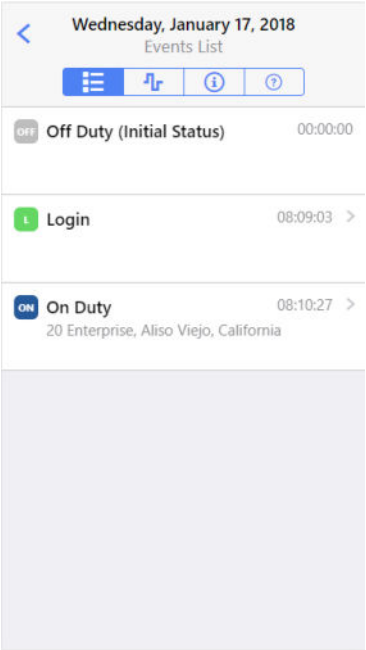
To view the HOS details for a single day, tap the arrow button > to the right of the entry. The following screens are available for the selected day:

- Event list for a selected day:



To view more details about an event, tap the arrow button > to the right of the entry.

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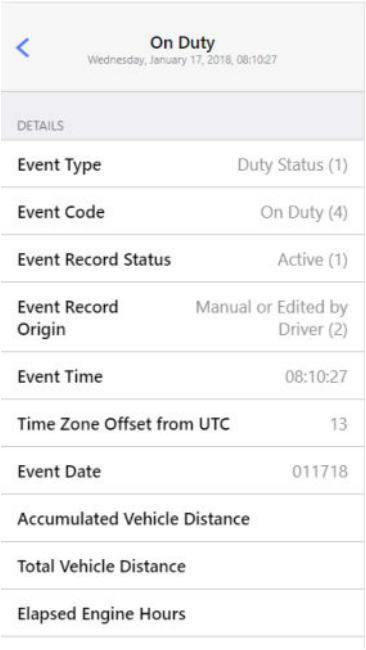
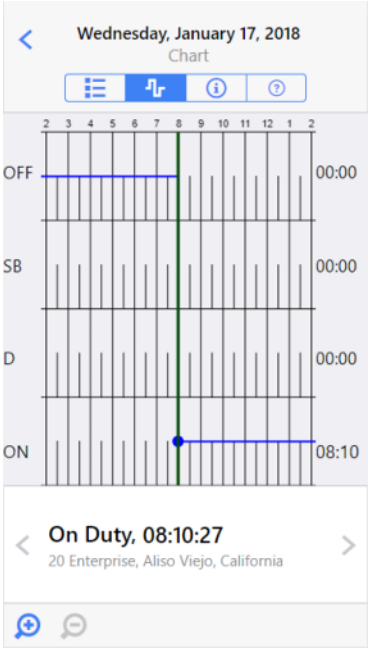


- Chart view for a selected day:



To move forward or backward through the HOS events, tap the right or left arrow buttons.

To view a shorter or longer period on the chart, tap the zoom icons in the lower part of the screen.

- Information view for a selected day:

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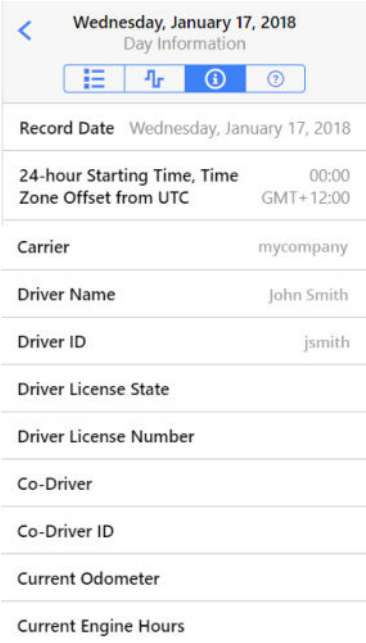
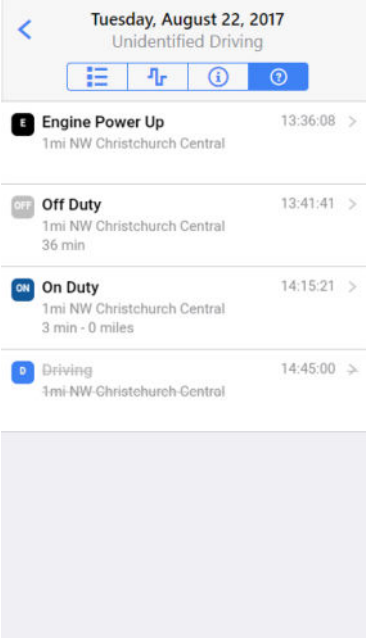


- Unidentified events list for a selected day:



This list shows all events that have been recorded for the currently assigned vehicle, but are not assigned to a driver. Events that have been claimed by a driver on the **Unidentified Driving** screen are shown in grey with a line through them. All remaining unclaimed events are displayed without a line through them. To view more details about an event, tap the arrow button > to the right of the entry.

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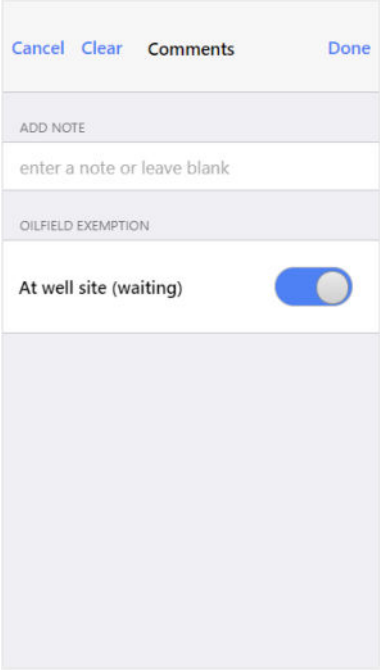
Using Oilfield Options

Support for oilfield options must be enabled in your account and works only for US rule sets, not for Canadian rule sets.

If you are working on an oilfield, you can mark your off-duty time as waiting at the well site. To do this:

1. Go to the HOS Status screen.
2. Tap **Off Duty**.
3. On the **Comments** screen tap the switch next to the label **At well site (waiting)** so that the indicator turns blue.



4. The chart on the HOS Chart screen shows the period that you are waiting at the well site as W instead of Off Duty.

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Enabling the CDL Short-Haul Exemption

- Hours of Service supports the federal CDL short-haul exemption, not the drivers salesperson or ready mix concrete short-haul exemptions.
- Support for the ability to enable and disable the CDL short-haul exemption must be enabled in your account.

The CDL short-haul exemption in US federal HOS regulations provides that you are exempt from keeping a duty status record under certain conditions:

- When operating within a 150 air-mile radius of your normal work reporting location.
- When returning to the work reporting location and be released from work within 14 consecutive hours.
- If you are a property-carrying driver, you must have at least 10 consecutive hours off duty separating each 14 hours on duty.
- If you are a passenger-carrying driver, you must have at least 8 consecutive hours off duty separating each 14 hours on duty.
- If you are a property-carrying driver, you must not exceed the maximum driving time following 10 consecutive hours off duty.
- If you are a passenger-carrying driver you must not exceed 10 hours maximum driving time following 8 consecutive hours off duty.
- When your employer has maintained and retained for a period of 6 months accurate and true time records showing your time spent on and off duty.

The CDL short-haul exemption is off by default and normal HOS rules are used. To enable the CDL short-haul exemption:

1. Go to the HOS Status screen.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Exemptions**.

4. Tap the toggle next to **CDL Short-Haul Exemption** so that the indicator turns blue.

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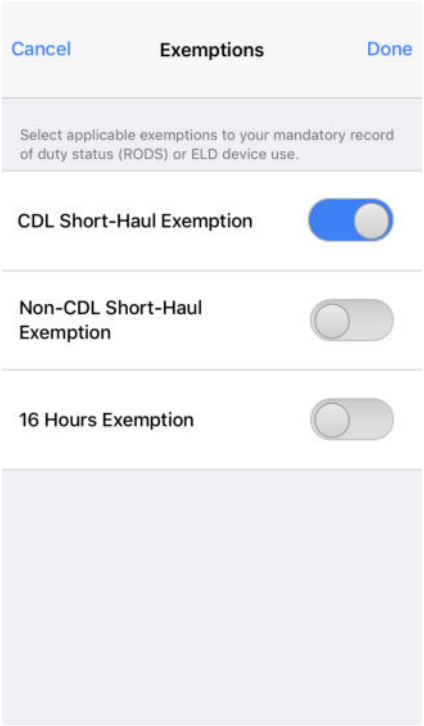

5. Tap **Done**.

> If you are eligible for the CDL short-haul exemption, you can also enable the exemption from the **Exemptions** screen that appears when you sign in to WorkPlan.

When the CDL short-haul exemption is on, the WorkPlan app enforces the preceding CDL short-haul exemption rules and it does not show some of the normal HOS violations. If you drive outside the 150 air-mile radius or violate any of the CDL short-haul exemption rules, the exemption is turned off for the remainder of your work shift. Normal HOS rules are enforced. In this case, a warning message displays, and the text next to the rule set in the upper part of the **HOS Status** screen displays in red with a warning symbol.

Note the following when using the CDL short-haul exemption:

- To be eligible for the CDL short-haul exemption you must start and end your work shift in the same location. This location can be your depot, your work reporting location, or any other location.
- The CDL short-haul exemption must be enabled in the app for the entire duration of the work shift in which you are eligible. If you disable the exemption while you are still on duty, you might see a violation. We therefore recommend that you disable the exemption at the beginning of your next work shift when you are not planning to use the exemption.

To disable the CDL short-haul exemption manually:

1. Go to the HOS Status screen.
2. Ensure that you have finished your work shift and that you are in Off Duty status.

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3. Tap **Actions** at the bottom of the screen.
4. Tap **Exemptions**.
5. Tap the switch next to **CDL Short-Haul Exemption** to turn the exemption off.

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Enabling the Non-CDL Short-Haul Exemption

Support for the ability to enable and disable the non-CDL short-haul exemption must be enabled in your account.

The federal US rules provide that you are eligible for the non-CDL short-haul exemption if you meet the following conditions:

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

Under the non-CDL short haul exemption, the rules exempt you from the following requirements:

- Taking an 8-hour rest break within your on-duty period.
- Having to maintain driving logs. Instead, you must keep time records showing time in, time out, and total number of hours.

The following rules apply if you are using the non-CDL short-haul exemption:

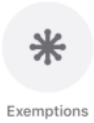
- 10-hour off-duty rule
- 11-hour driving rule
- 60/70-hour cycle limit
- 34-hour cycle reset rule
- Instead of the 14-hour on-duty rule, you must not drive after the 14th hour after coming on duty on 5 days of any period of 7 consecutive days, or after the 16th hour after coming on duty on 2 days of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

If you use the non-CDL short-haul exemption, you are not eligible to use:

- The CDL short-haul exemption
- The 16-hour exemption
- The split sleeper-berth provision

The non-CDL short-haul exemption is off by default and normal HOS rules are enforced. If the administrator has given you permissions within the Verizon Connect platform, you can enable the exemption from within the WorkPlan app. To do this:

1. Go to the HOS Status screen.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Exemptions**.



4. Tap the toggle next to **Non-CDL Short-Haul Exemption** so that the indicator turns blue.

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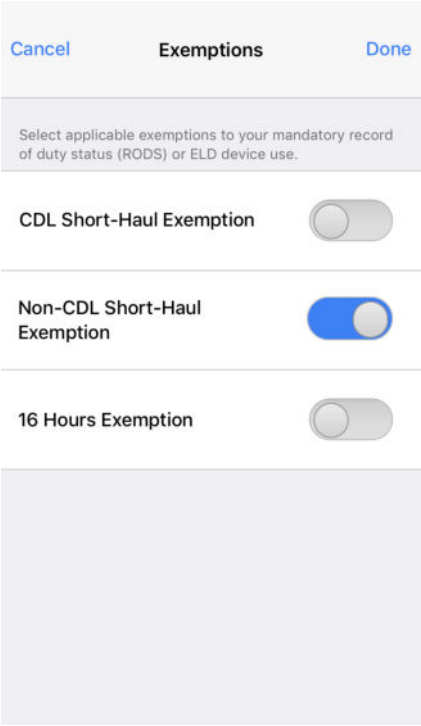

5. Tap **Done**.

> If you are eligible for the non-CDL short-haul exemption, you can also enable the exemption from the **Exemptions** screen that appears when you sign in to WorkPlan.

When the non-CDL short-haul exemption is enabled, the WorkPlan app enforces the preceding non-CDL short-haul exemption rules and it does not show some of the normal HOS violations. If you violate any of the exemption rules, the exemption is disabled for the remainder of your work shift. Normal HOS rules are enforced. In this case, a warning message displays and the text next to the rule set in the upper part of the **HOS Status** screen displays in red with a warning symbol.

Note the following when using the non-CDL short-haul exemption:

- To be eligible for the non-CDL short-haul exemption you must start and end your work shift in the same location. This location can be your depot, your work reporting location, or any other location.
- The non-CDL short-haul exemption must be enabled in the app for the entire duration of the work shift in which you are eligible. If you disable the exemption while you are still on duty, you might see a violation. We therefore recommend that you disable the exemption at the beginning of your next work shift when you are not planning to use the exemption.

To disable the non-CDL short-haul exemption manually:

1. Go to the HOS Status screen.
2. Ensure that you have finished your work shift and that you are in Off Duty status.
3. Tap **Actions** at the bottom of the screen.
4. Tap **Exemptions**.
5. Tap the switch next to **Non-CDL Short-Haul Exemption** to turn the exemption off.

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Enabling the General Exemption Option

Support for the ability to enable and disable the general exemption must be enabled in your account.

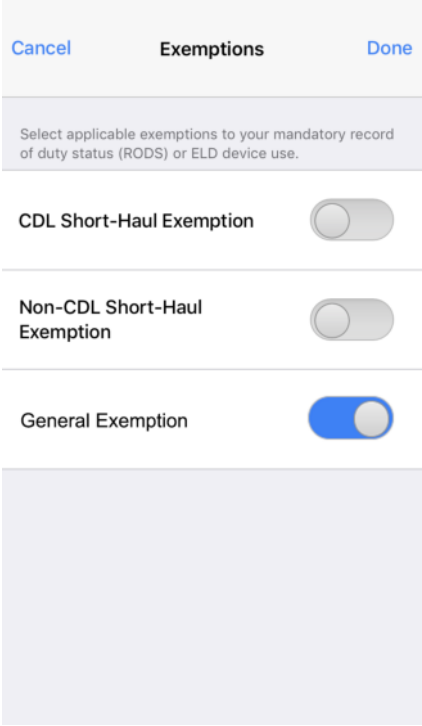
If you are eligible for the general exemption you do not need to meet all ELD requirements. None of the normal HOS rules are affected by this exemption.

Your HOS log and the information screen in the Inspector mode show when you are exempt.

The general exemption is off by default and normal HOS rules are enforced. If the administrator has given you permissions within the Verizon Connect platform, you can enable the exemption from within the WorkPlan app. To do this:

1. Go to the HOS Status screen.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Exemptions**.

4. Tap the toggle next to **General Exemption** so that the indicator turns blue.



5. Tap **Done**.

If you are eligible for the general exemption, you can also enable the exemption from the **Exemptions** screen that appears when you sign in to WorkPlan.

To disable the general exemption:

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1. Go to the HOS Status screen.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Exemptions**.
4. Tap the switch next to **General Exemption** to turn the exemption off.

You can also disable the general exemption when you sign out of WorkPlan.

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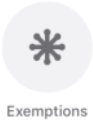
Enabling the 16-Hour Exemption

The 16-hour exemption allows you to be on duty for up to 16 consecutive hours, instead of the usual 14 hours. You are eligible for the 16-hour exemption if you meet the following requirements:

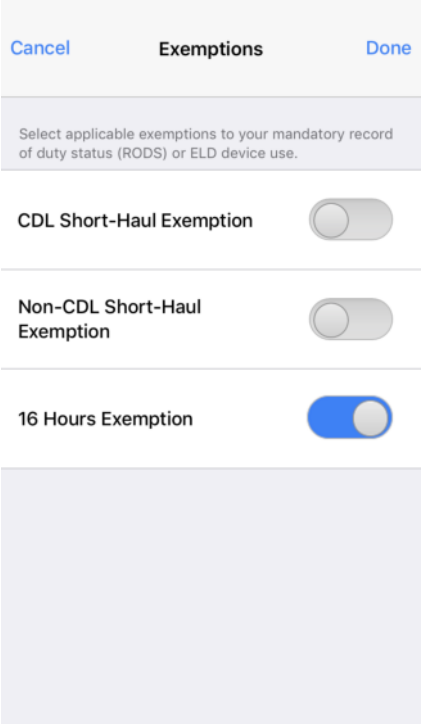
- Use federal US rules.
- Start from and return to the same location as for the previous 5 work shifts. You may have long rest breaks between these 5 work shifts.
- Take a continuous daily-reset break, and not a split daily-reset break, before and after the shift.
- Use the exemption only once within a weekly on-duty period (between two cycle-reset breaks).

The 16-hour exemption is off by default and normal HOS rules are enforced. If you are eligible and you have not yet used the exemption within this weekly on-duty period, you can enable the exemption from within the WorkPlan app. To do this:

1. Go to the HOS Status screen.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Exemptions**.



4. Tap the toggle next to **16 Hours Exemption** so that the indicator turns blue.



5. Tap **Done**.

If you are eligible for the 16-hour exemption, you can also enable the exemption from the **Exemptions** screen that appears when you sign in to WorkPlan.

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Note the following when using the 16-hour exemption:

- To be eligible for the 16-hour exemption you must start and end your work shift in the same location. This location can be your depot, your work reporting location, or any other location.
- The 16-hour exemption must be enabled in the app for the entire duration of the work shift in which you are eligible. If you disable the exemption while you are still on duty, you might see a violation. We therefore recommend that you disable the exemption at the beginning of your next work shift when you are not planning to use the exemption.

You can disable the 16-hour exemption for today, if you are eligible and the exemption is currently enabled. To disable the 16-hour exemption:

1. Go to the HOS Status screen.
2. Ensure that you have finished your work shift and that you are in Off Duty status.
3. Tap **Actions** in the lower part of the screen.
4. Tap **Exemptions**.
5. Tap the switch next to **16 Hours Exemption** to turn off the exemption.

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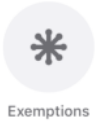
Enabling the Adverse Driving Exemption

The adverse driving exemption allows you to extend both your driving time by 2 hours and your on-duty time by 2 hours. You can extend your hours under the following conditions:

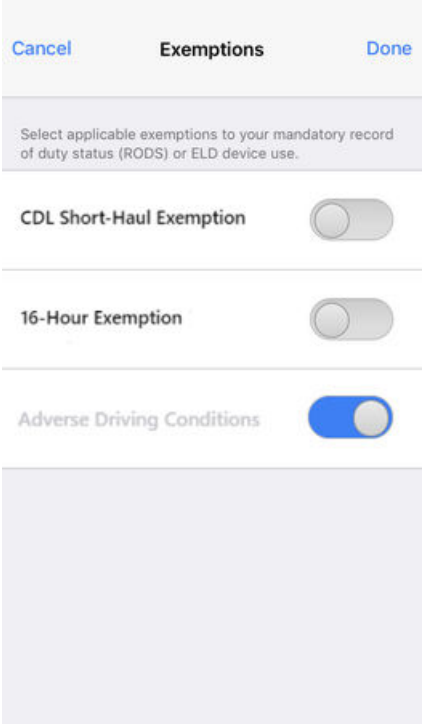
- When using the federal US rule set
- When facing extreme weather conditions; for example, ice, sleet, or high wind
- When facing adverse road or traffic conditions that you or your carrier were unaware of when starting a shift
- Once per shift, as many times per cycle as required
- When not currently within a rest break of more than 10 hours, which is used to reset your daily hours

The adverse driving exemption is off by default and normal HOS rules are used. To enable the adverse driving exemption on a day when you are experiencing adverse driving conditions:

1. Go to the HOS Status screen.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Exemptions**.



4. Tap the toggle next to **Adverse Driving Exemption** so that the indicator turns blue.



5. If you are certain that you want to enable the exemption, tap **Done**. Once you have tapped **Done**, you cannot disable the exemption. The **Adverse Driving Conditions** text is shown in gray next time you open the **Exemptions** screen.
6. In the dialog box that opens, enter a mandatory description of the driving conditions that you are currently experiencing. The description can be up to 55 characters in length.

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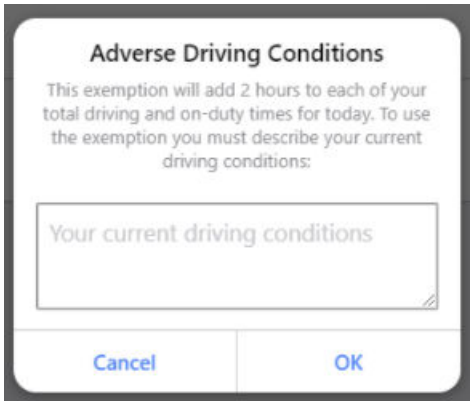

7. Tap **OK**.

> If you are eligible for the adverse driving exemption, you can also enable the exemption from the **Exemptions** screen that appears when you sign in to WorkPlan.

When you have enabled the adverse driving exemption, you cannot manually disable the exemption. The exemption is automatically disabled after a 10-hour reset.

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Enabling the Public Utility Exemption

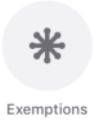
The public utility exemption allows you to work on urgent, non-scheduled public utility services, like restoring electricity or fixing gas leaks, without using any on-duty or driving time. The time spent working under the public utility exemption is considered off-duty time.

The public utility exemption is off by default and normal HOS rules are enforced. If you are eligible and you have the option available in your account, you can enable the exemption from within the WorkPlan app.

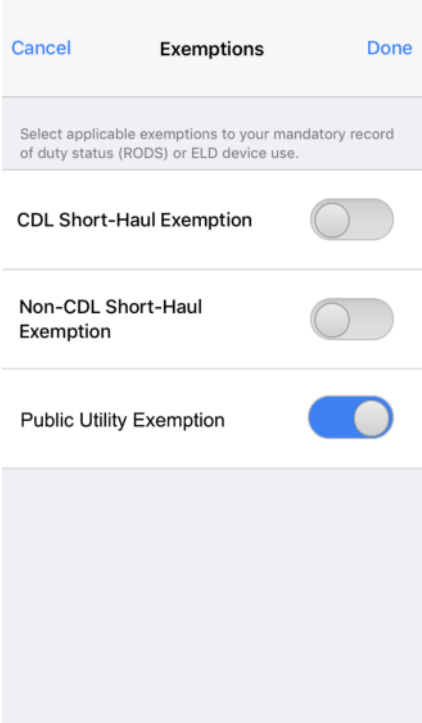
While you are using the public utility exemption, your HOS status shows as Off Duty and you cannot change your status. Any driving time does not count as driving time in your HOS logs.

To enable the exemption:

1. Go to the HOS Status screen.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Exemptions**.



4. Tap the toggle next to **Public Utility Exemption** so that the indicator turns blue.



5. Tap **Done**.

> If you are eligible for the public utility exemption, you can also enable the exemption from the **Exemptions** screen that appears when you sign in to WorkPlan.

You can disable the public utility exemption if the exemption is currently enabled. To disable the exemption:

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1. Go to the HOS Status screen.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Exemptions**.
4. Tap the switch next to **Public Utility Exemption** to turn off the exemption.

When you sign out of the app, the public utility exemption is automatically turned off.

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Entering Personal Conveyance Mode

Support for the Personal Conveyance mode must be enabled in your account.

Personal Conveyance is a mode that allows you to use a vehicle for authorized personal use without the driving time counting towards your HOS limits. When you turn on Personal Conveyance mode, your HOS status is recorded as Off Duty although your vehicle is moving. Your location is recorded with reduced accuracy and you are unable to sign out of WorkPlan while you are in the Personal Conveyance mode. When you commence your work shift, you must turn the Personal Conveyance mode off.

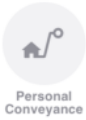
If you turn your ignition off while you are in Personal Conveyance mode and you want to remain in this mode, make sure that you accept the pop-up message that is displayed. The message asks whether you want to continue using Personal Conveyance mode. If you do not accept the pop-up message, you automatically leave Personal Conveyance mode and start using Driving mode.

In Canada, you must not drive a cumulative daily distance greater than 75km in Personal Conveyance mode. If you exceed a cumulative distance of 75km while in Personal Conveyance mode, your status is automatically changed to Driving and you are no longer in Personal Conveyance mode. Your driving time then counts towards your permitted driving allowance. The daily Personal Conveyance allowance resets at midnight, not at the start or end of the driver's shift.

Entering Personal Conveyance Mode

To enter the Personal Conveyance mode:

1. Turn your vehicle off, if you have been driving as part of your work shift.
2. Perform any remaining work tasks, if applicable, making sure that your status is On Duty on the HOS Status screen.
3. When you are ready to enter the Personal Conveyance mode, change your HOS status to Off Duty on the HOS Status screen.
4. Tap **Actions** in the lower part of the screen.
5. Tap **Personal Conveyance**.



6. Tap **Yes** to enter the Personal Conveyance mode.
7. While you are in the Personal Conveyance mode, you are unable to change your HOS status or sign out. Normal HOS functionality is disabled and your location is recorded with reduced accuracy.

If you are driving in Canada, the remaining distance that you are allowed to drive in Personal Conveyance mode is shown on the Personal Conveyance screen. If you exceed the permitted distance of 75km, you will be automatically switched to Driving.

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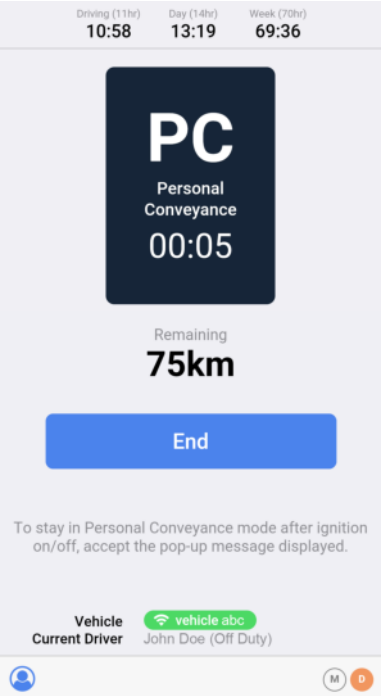
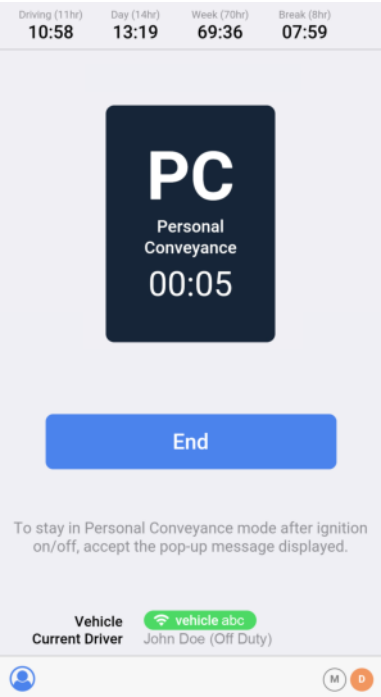


Leaving Personal Conveyance Mode

To leave the Personal Conveyance mode and return to normal HOS functionality tap **End** on the screen that is displayed while you are in the Personal Conveyance mode.



When you change your HOS status, you can select an event type of **Personal Conveyance**. Selecting this option does not enter you into the Personal Conveyance mode described on this page. To enter the Personal Conveyance mode, select **Personal Conveyance** from the **Actions** menu.

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Entering Yard Move Mode

Support for the Yard Move mode must be enabled in your account.

Yard Move is a mode that allows you to maneuver your vehicle around a yard, for example at a customer site or at your depot, without the driving time counting towards your HOS limits. When the Yard Move mode is turned on, your HOS status is recorded and displayed as On Duty (not driving), although your vehicle is moving. When you leave the yard, you must turn the Yard Move mode off.

If you turn your ignition off while you are in Yard Move mode, you stay in Yard Move mode. When you turn the ignition on again, you are asked whether you want to stay in Yard Move or not. You must tap **End** on the Yard Move screen to leave Yard Move mode.

You must not drive faster than 32 km/h or 20 MPH while in Yard Move mode. If you exceed this speed while in Yard Move mode, your status is automatically changed to Driving and you are no longer in Yard Move mode. Your driving time then counts towards your permitted driving allowance.

Entering Yard Move Mode

To enter the Yard Move mode:

1. Go to the HOS Status screen. You must have a status of On Duty to use the Yard Move mode.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Yard Move**.

4. On the **Comments** screen, enter a comment.
5. Tap **Done** to enter Yard Move mode.
   While you are in Yard Move mode, you cannot change your HOS status. Normal HOS functionality is disabled.

Leaving Yard Move Mode

To leave the Yard Move mode and return to normal HOS functionality tap **End** on the screen that is displayed while you are in the Yard Move mode.

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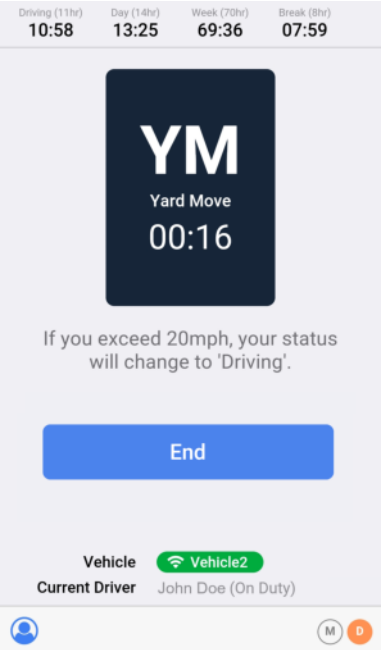

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Entering Unregulated Driving Mode

Support for the Unregulated Driving mode must be enabled in your account and works only for US rule sets, not for Canadian rule sets.

Unregulated Driving is a mode that allows you to drive a non-commercial motor vehicle without the driving time counting towards your HOS limits. When the Unregulated Driving mode is turned on, your HOS status is recorded and displayed as On Duty (not driving), although your vehicle is moving. When you finish your period of unregulated driving you must turn the Unregulated Driving mode off.

If you turn your ignition off while you are in Unregulated Driving mode you automatically leave this mode and return to On Duty (not driving) status.

Entering Unregulated Driving Mode

To enter the Unregulated Driving mode:

1. Go to the HOS Status screen. You must have a status of On Duty to use the Unregulated Driving mode.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Unregulated Driving**.

4. Edit the comment field, if required.
5. Tap **Done** to enter Unregulated Driving mode.
6. While you are in Unregulated Driving mode, you are unable to change your HOS status. Normal HOS functionality is disabled.

Leaving Unregulated Driving Mode

To leave Unregulated Driving mode and return to normal HOS functionality tap **End** on the screen that is displayed while you are in Unregulated Driving mode.

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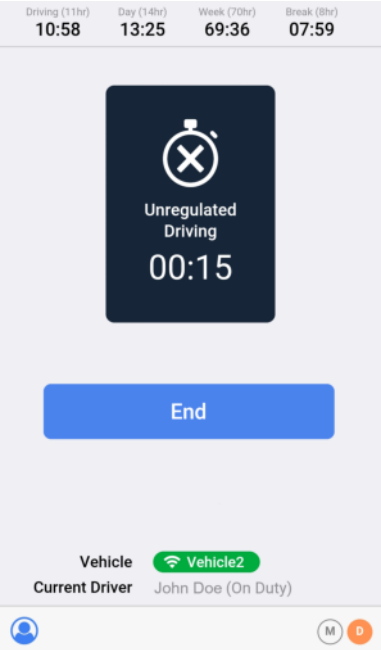

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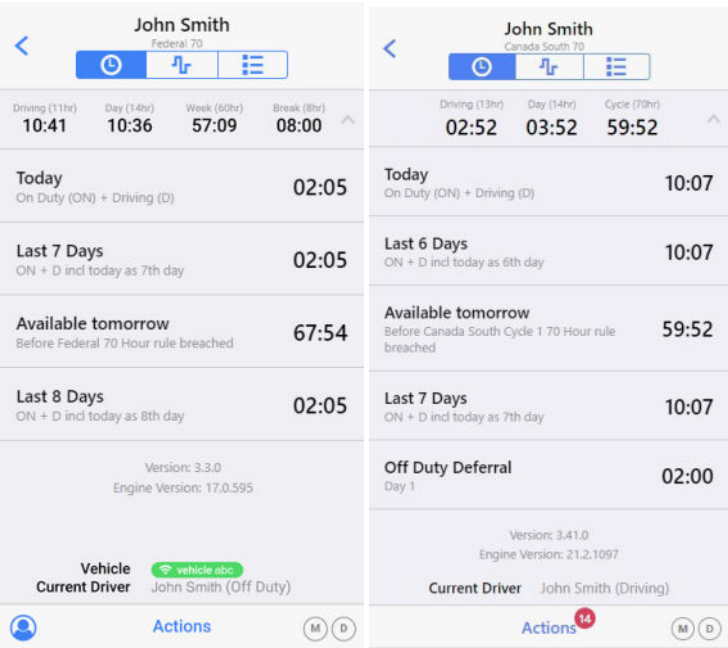
Viewing Detailed Status Information

Tap the button in the upper right corner of the HOS Status screen to view further HOS compliance information. The following information is available:

- **Today -** Combined driving and on-duty time logged for today.
- **Last x Days -** Combined driving and on-duty time logged for the past x days, with today being the xth day. The number of days shown depends on your rule set and cycle.
- **Available tomorrow -** Combined driving and on-duty time available tomorrow, before the weekly HOS limit is exceeded. If the limit has already been exceeded, the available time is negative.
- **Last (x+1) Days -** Combined driving and on-duty time logged for the past (x+1) days, with today being the (x+1)th day. The number of days shown depends on your rule set and cycle.
- **Off-duty deferral** - If you are in Canada and you are using an off-duty deferral, this entry shows the off-duty time you are deferring on day 1 or the off-duty time you must take on day 2. For more information, see Deferring Off-Duty Time in Canada.
- Version information
- Vehicle details
- Driver details



Tap the button to return to the **HOS Status** screen.

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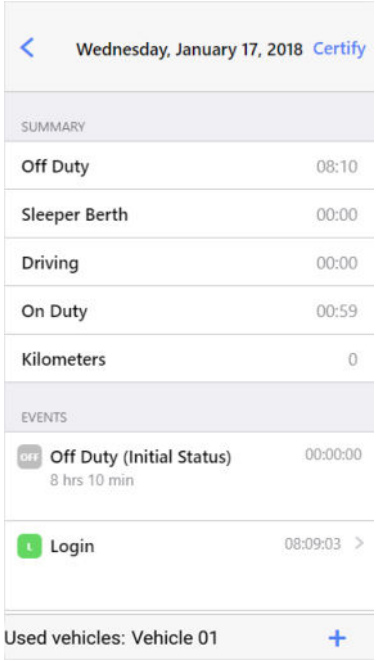
Viewing Daily Logs

To view the HOS log data for an individual day, go to the Event List screen and tap the > button to the right of the daily entry. This brings up a daily event view:



The gray header bar at the top of the screen shows the date you are currently viewing. It also shows a button labeled **Certify**, which you can use to review and certify the HOS log for the day. If the HOS log has already been certified, the label **Certified** is shown instead.

The arrow button in the upper left corner allows you to return to the **Event List** summary screen.

The first table shows a summary of the total time spent in each HOS status that day, and the total number of miles driven.

The second table shows a list of HOS status change events and entries for "Certification" and "Login". The columns contain the following information:

- The label for the HOS status that triggered this event.
- The event type and the address where this change occurred. For HOS rule exceedance event entries, the HOS rule limit exceeded is listed in place of the address.
- The time when the status change or rule exceedance event occurred.
- Tap the > button to view the details for this event. Events that you can edit have an **Edit** button in the upper right corner of the **Event Details** screen. Tap this to make changes to the event, add a comment about the event, or delete the event.

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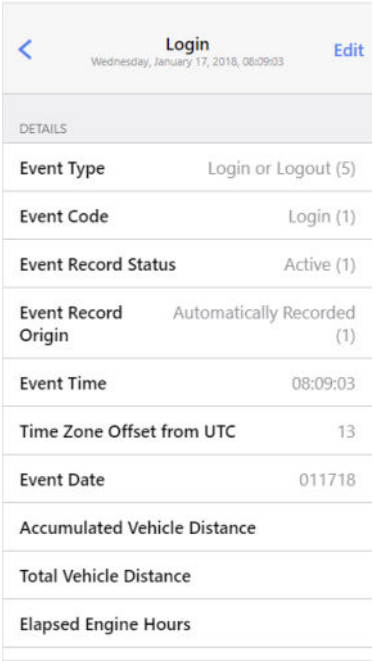

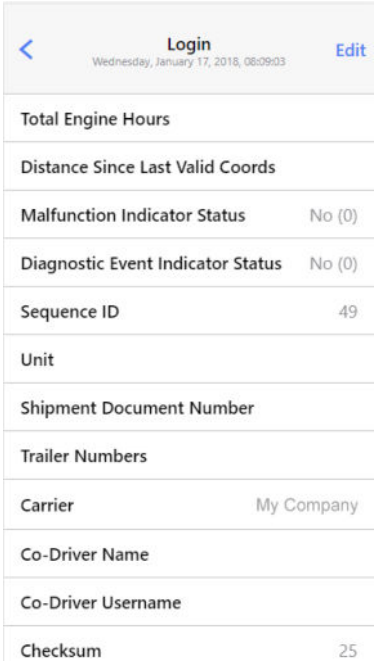

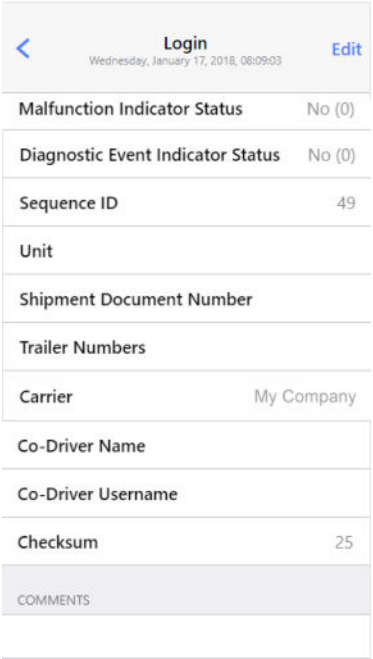

The arrow button in the upper left corner allows you to return to the daily event screen.

In the lower part of the daily event screen, the **Add Event** button + lets you enter events retrospectively. Your administrator must enable support for adding events in your account.

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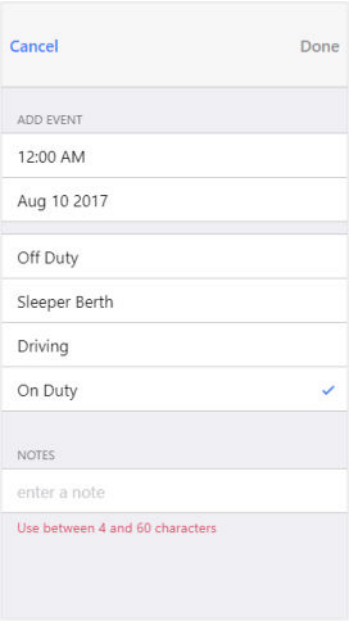

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Sharing Your Logs

If you are currently in the US, you can share your HOS logs with the FMCSA (Federal Motor Carrier Safety Administration) or send them to a personal email address.

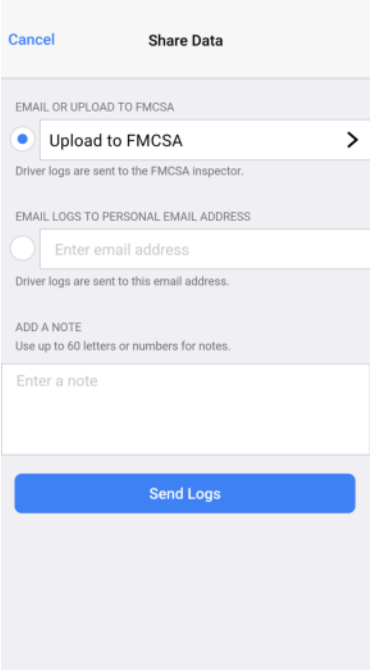
If you are currently in Canada, you can send your HOS logs to a Canadian safety official or send them to a personal email address.

Sharing Your HOS Logs with the FMCSA (in the US)

If you are in the US, you can send your HOS logs to the FMCSA via email or data upload.

To share your HOS logs with the FMCSA:

1. Go to the Event List screen and tap Share in the upper right corner. This opens the **Share Data** screen:



2. Select the radio button below **EMAIL OR UPLOAD TO FMCSA**. By default, your logs are uploaded to the FMCSA, rather than sent by email.
3. To send your HOS logs to the FMCSA by email, tap **Upload to FMCSA**, select **Email to FMCSA**, and then tap **Done**.

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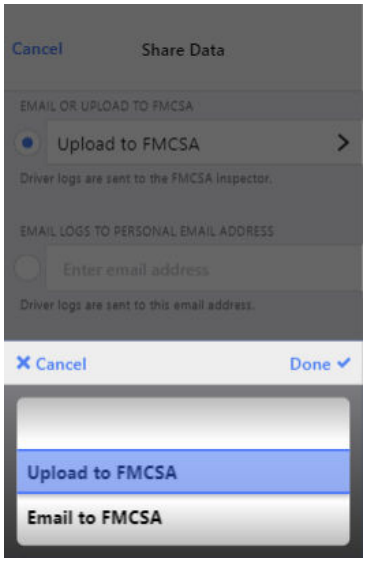

4. Type a note, if required, into the text area below **ADD A NOTE**. If the roadside inspector has provided you with a safety official or investigation code, enter this as the note. Make sure that the note is no longer than 60 characters.
5. Tap **Send Logs**.

Sending Your HOS Logs to a Canadian Safety Official (in Canada)

When you are in Canada, you can email your HOS logs to a Canadian safety official. Using the option **EMAIL LOGS TO CANADIAN OFFICIALS** requires you to enter the official's email address and encrypts your HOS logs for secure transfer.

We recommend that you have a connection to a vehicle when you are sending your logs. If you do not have a connection to a vehicle, your logs will be incomplete.

To email your HOS logs to a Canadian safety official:

1. Go to the Event List screen and tap Share in the upper right corner. This opens the **Share Data** screen:

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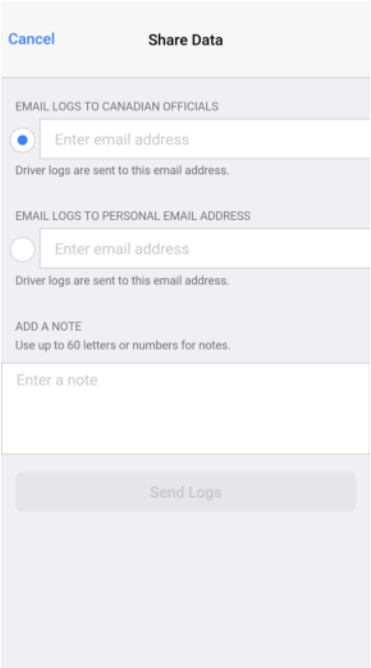

2. Select the radio button below **EMAIL LOGS TO CANADIAN OFFICIALS**.
3. Enter the official's email address.
4. Type a note, if required, into the text area below **ADD A NOTE**. If the roadside inspector has provided you with a safety official or investigation code, enter this as the note. Make sure that the note is no longer than 60 characters.
5. Tap **Send Logs**.

Sending Your HOS Logs to a Personal Email Address

You can send your HOS logs to a personal email address. Do not use this method to send your logs to the FMCSA (in the US) or to a Canadian safety official (in Canada) because this method does not encrypt your logs.

To send your HOS logs to a personal email address:

1. Go to the Event List screen and tap Share in the upper right corner. This opens the **Share Data** screen
2. Select the radio button below **EMAIL LOGS TO PERSONAL EMAIL ADDRESS**.
3. Enter a valid email address into the text box next to the radio button.

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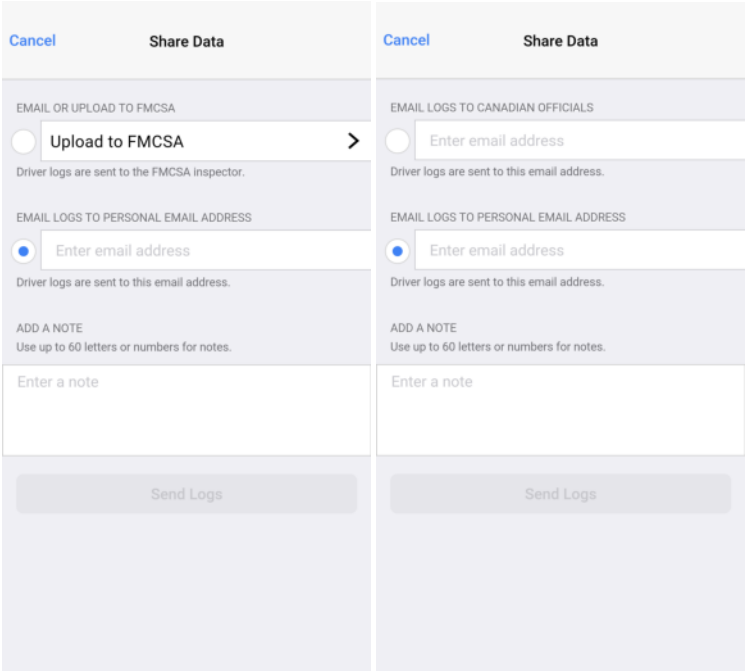

4. Type a note, if required, into the text area below **ADD A NOTE**.
5. Tap **Send Logs**.

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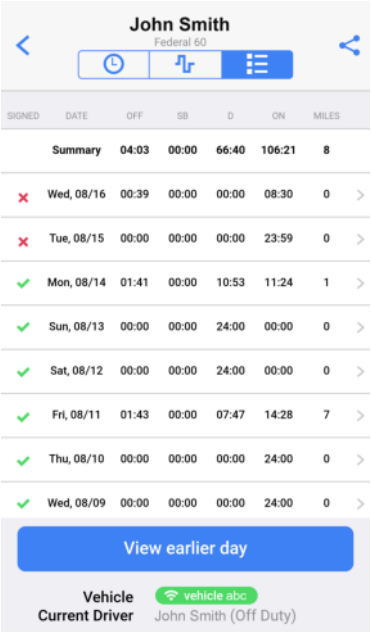
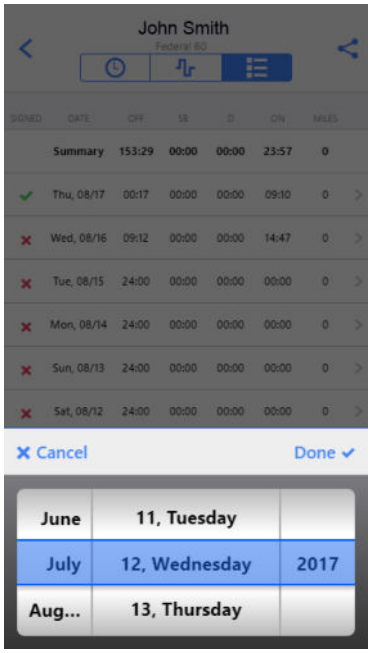
Viewing Logs in the Past

To view the HOS log data for a day in the past:

1. Go to the Event List screen and tap **View earlier day** in the lower part of the screen.



2. From the date picker select the day you want to view and tap **Done**.



3. The HOS log for the selected day is shown.

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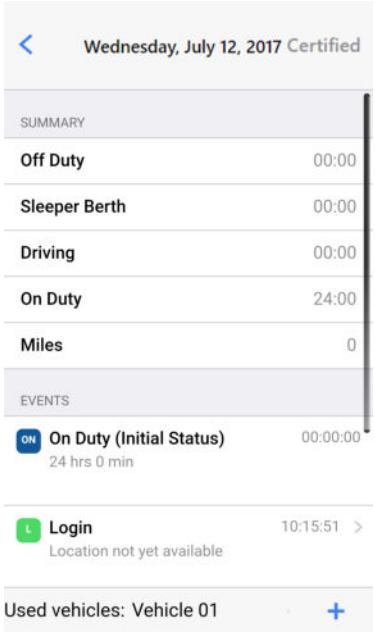
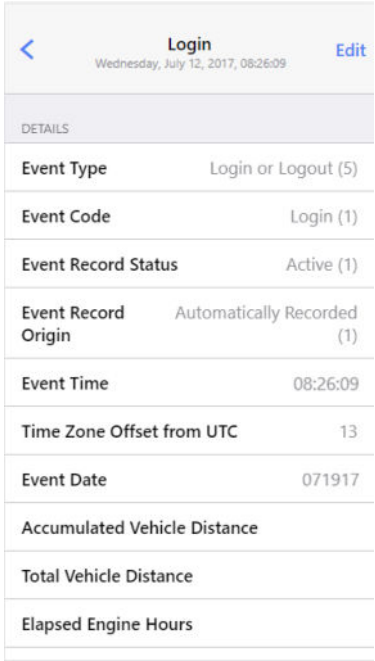


If the selected day is more than seven days ago, you cannot edit the log and there is no + icon in the lower right corner.

To view additional information about an entry, tap the > button to the right of the entry.



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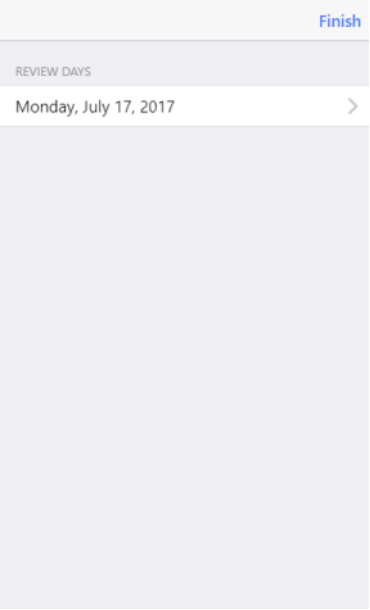
Reviewing and Certifying Your HOS Logs

It is essential that you confirm and certify all your HOS logs.

You must certify your HOS logs in one of the following ways:

- When you sign in or out.
- By tapping the **Certify** button in the upper right corner of the HOS Chart screen. (If the link is replaced by the label **Certified**, the HOS log has already been signed.)
- By going to the Event List screen, tapping on the > button to the right of a daily entry, and then tapping the **Certify** button in the upper right corner. (If the link is replaced by the label **Certified**, the HOS log has already been certified)
- By going to the HOS Status screen, tapping the **Actions** button, and then tapping **Review**. The review might consist of two screens, if applicable. First you might see the **Review Events** screen, and second the **Review Days** screen.

The **Review Days** screen lists any uncertified HOS logs. The screen is available only if there are logs to review. Tap the date for the log you want to certify.



The **Confirm Logs** screen displays for the selected day.

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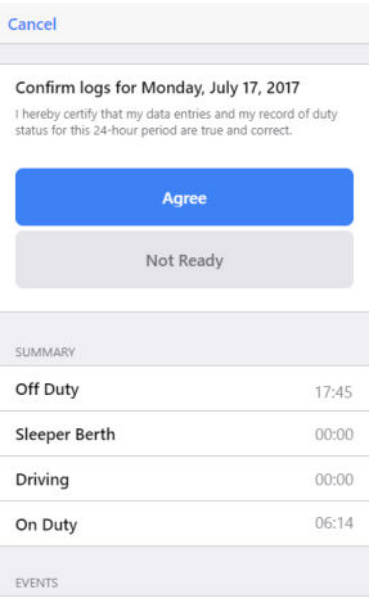

The screen shows a summary containing the total time spent in each HOS status that day. Below these times, a list of each HOS status change that occurred that day displays with a corresponding time.

- Tap **Agree** to certify your HOS logs immediately.
- Tap **Not Ready** to certify your logs later.

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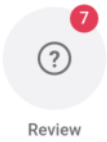
Claiming Unidentified Driving Periods

If your vehicle has recorded any HOS driving periods that are not assigned to a driver, these periods are listed on the **Unidentified Driving** screen.

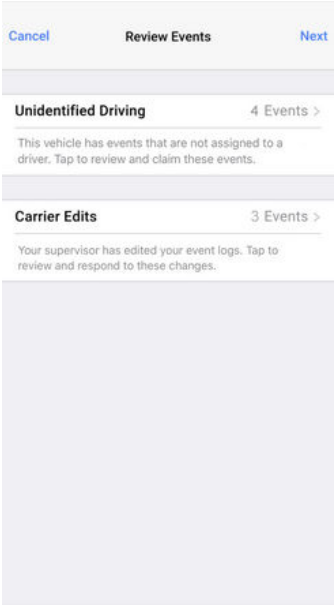
This screen is displayed automatically if you or your selected vehicle have unassigned driving periods when you sign in or out, select a vehicle, or certify your HOS logs. You can access the **Unidentified Driving** screen at any time. To do this:

1. Go to the **HOS Status** screen.
2. Tap **Actions** in the lower part of the screen.
3. Tap **Review**.



The red indicator shows the number of unidentified driving periods and daily logs that have not yet been reviewed.

4. Tap **Unidentified Driving**. This option is available only if you or your selected vehicle have unidentified driving periods.



5. The **Unidentified Driving** screen opens.

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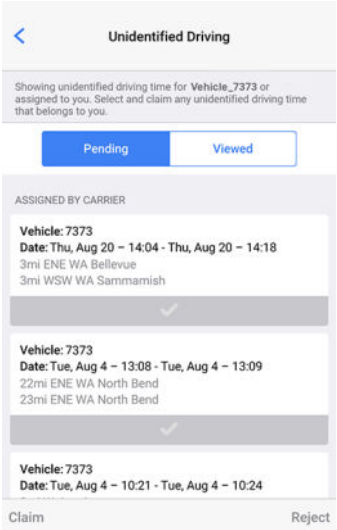

The **Pending** tab can have two sections:

- **Assigned by carrier** - Unidentified driving periods that your carrier has assigned to you because the periods are likely to be yours.
- **Unidentified on vehicle** - Unidentified driving periods that were recorded on your selected vehicle while you or another driver was driving the vehicle.

You can select and then claim or reject one or more of these driving periods. To do this:

1. Tap the check mark button underneath each period.
2. Tap **Claim** or **Reject** in the lower part of the screen.

The **Viewed** tab contains all unidentified driving periods that you have previously rejected. You can go back and claim any of these periods if you incorrectly rejected them, provided they are still available. Any unclaimed periods are displayed to the next driver who selects this vehicle or can be assigned to another driver by your carrier.

Unidentified driving periods from the past 5 weeks are displayed on both of these tabs.

It is important that all driving time is accounted for and assigned to the driver responsible.

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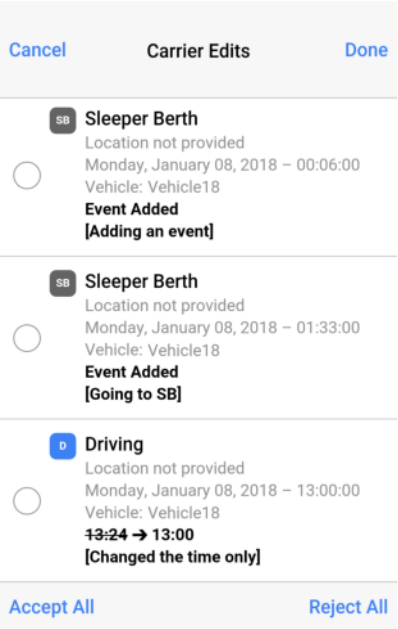
Reviewing Carrier Edits

If your supervisor, or another carrier staff member, has made changes to your hours of service log, you can review these changes on the **Carrier Edits** screen for a period of 5 weeks:

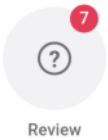


The **Carrier Edits** screen shows each change with the following details:

- The status of the event that was changed. If the status was changed, the old status is displayed.
- The location where the event was recorded.
- The day, date, and time when the event was recorded. If the time was changed, the new time is displayed.
- The vehicle for which the event was recorded.
- The changes that were made displayed as the old value with a strike-through, an arrow, and the new value. For example: ~~Sleeper Berth~~ → Off Duty If a new event was added, "Event Added" is displayed.
- The comment added by the editor, in the format "[Comment]".

You can access this screen from the **Review Events** screen, which is shown:

- Automatically, when you sign in or out, or when you certify your logs.
- When you tap **Actions** in the lower part of the **HOS Status** screen, and then tap **Review**.



The red indicator shows the number of events and daily logs that have not yet been reviewed.

To accept or reject changes that carrier staff members have made to your hours of service logs:

1. Go to the **Review Events** screen (automatically or from the **Actions** menu on the **HOS Status** screen).
2. Tap **Carrier Edits**. This option is available only if there are carrier edits.

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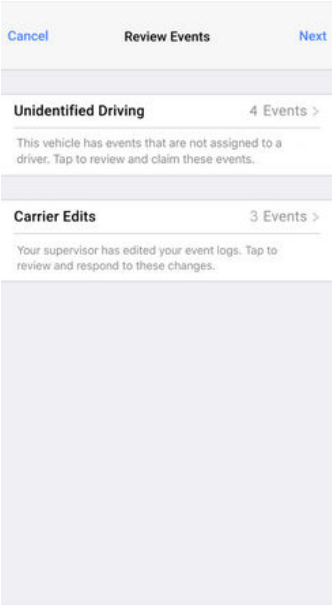
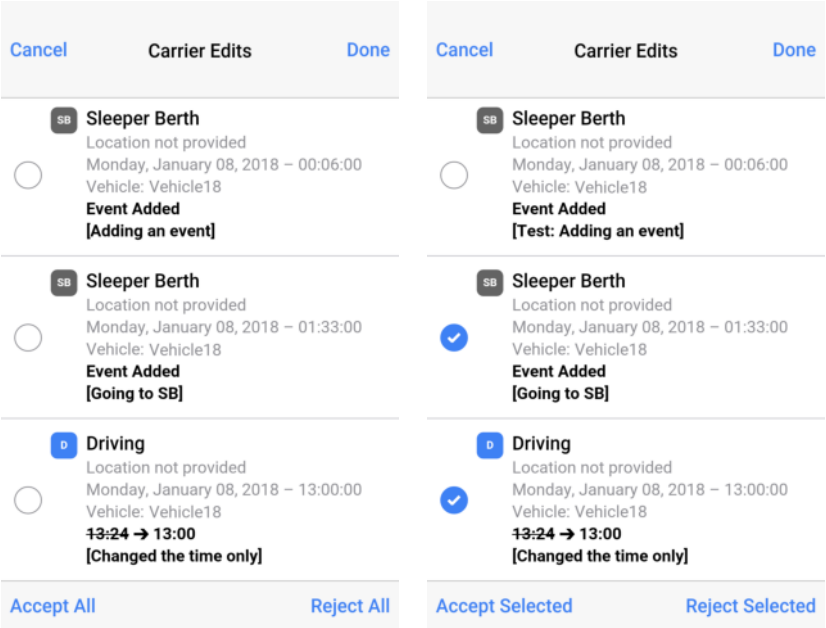


3. If you want to accept or reject all changes, tap **Accept All** or **Reject All**. If you want to accept or reject certain changes, select the check box next to the event, and then tap **Accept Selected** or **Reject Selected**.



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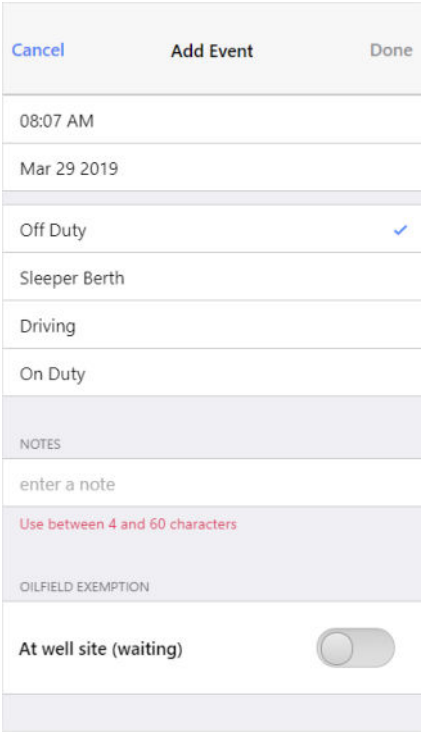
Adding, Editing or Deleting an Event

Adding, editing, and deleting events is supported if your supervisor has configured your account with the appropriate permissions.

If you forget to change your HOS status, you can manually add an event to your logs. For all manually created events (those that you added using the procedure described below, or those added with a manual status change) you can change the time and the status at a later time. You can also delete these events. Automatically created events cannot be edited; you can only add comments to them.

To add an event:

1. Go to the HOS Chart screen.
2. Make sure that you have not selected an event. Tap the **Add** button in the lower right corner of the screen.
3. Tap on the time and date to change them, select a status, and enter a mandatory note. If you are using Oilfield Options you can select **At well site (waiting)**.



4. Tap **Done**.

To edit an event:

1. Go to the HOS Chart screen.
2. Select the event that you want to edit. Tap the **Edit** button in the lower right corner of the screen.
3. Tap on the time to change it, select a status, and enter a mandatory note. If you are using Oilfield Options you can select **At well site (waiting)**.

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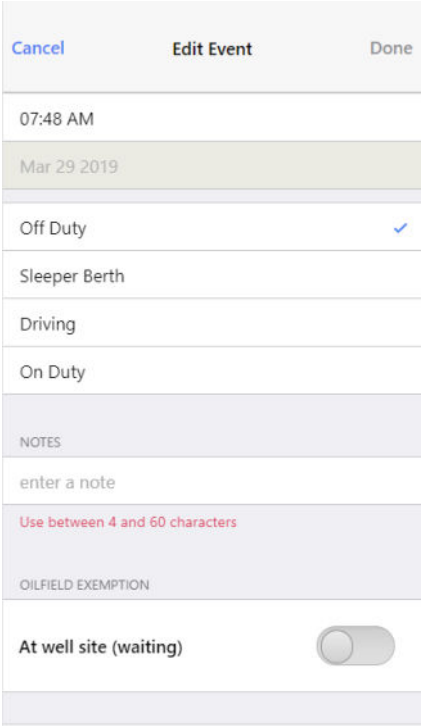

4. Tap **Done**.

To delete an event:

1. Go to the HOS Chart screen.
2. Select the event that you want to delete. Tap the **Edit** button in the lower right corner of the screen.
3. Enter a mandatory comment.
4. Scroll down to the lower part of the screen.

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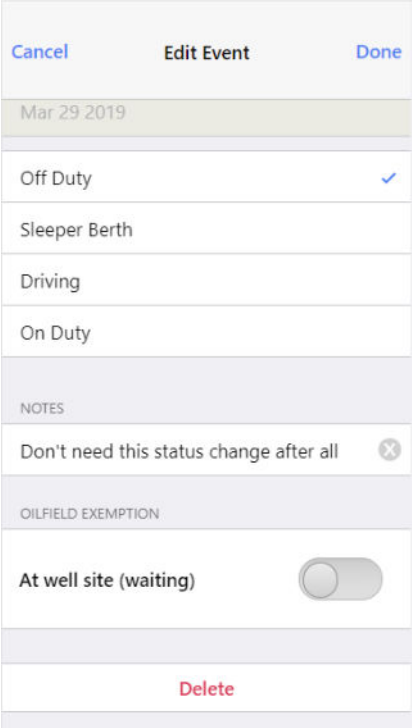

5. Tap **Delete**.

Alternatively, you can add, edit, and delete events from a Daily Log that you can access from the **Event List** screen.

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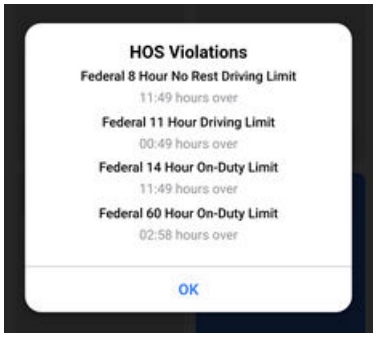
Receiving Warnings and Notifications

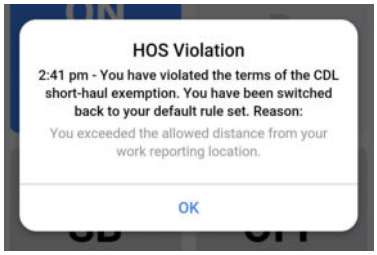
Warnings

The HOS module can be configured to issue visual warnings, both in advance of HOS rule events and when an event occurs. These are some of the warnings that might be displayed:

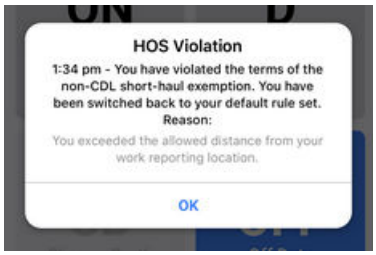
- An **HOS Violations** notice is issued when your time spent in the current HOS status causes an HOS rule to be broken.



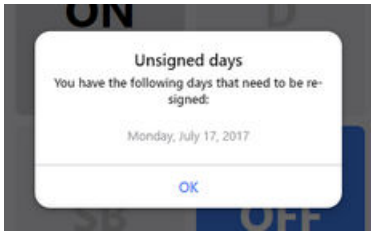
- An **HOS Violation** alert is issued if you violate the CDL short-haul exemption. It provides the reason for violating the exemption and informs you that you have been switched back to your default HOS rules.



- An **HOS Violation** alert is issued if you violate the non-CDL short-haul exemption. It provides the reason for violating the exemption and informs you that you have been switched back to your default HOS rules.



- An **Unsigned days** warning is issued if you have HOS logs that have not been certified. It provides the dates for the uncertified HOS logs. To review and certify your logs go to the HOS Status screen, tap **Actions** and then **Review**.



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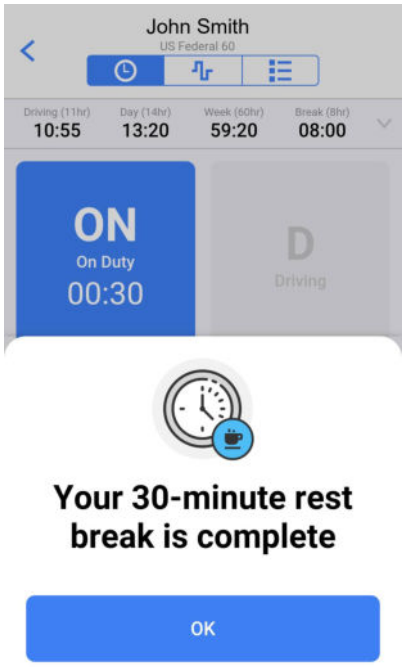
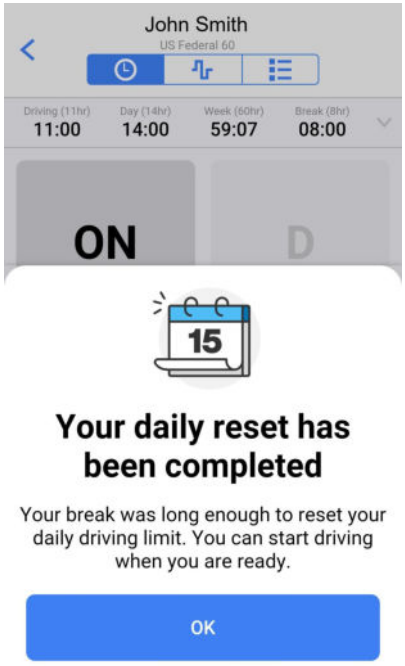
Notifications

The HOS module displays notifications to make you aware of important changes. These are some of the notifications that you might see:

- A notification is displayed when you complete your 30-minute rest break. This is applicable only if you use the US Federal rule set.



- A notification is displayed when you complete your daily-reset break.



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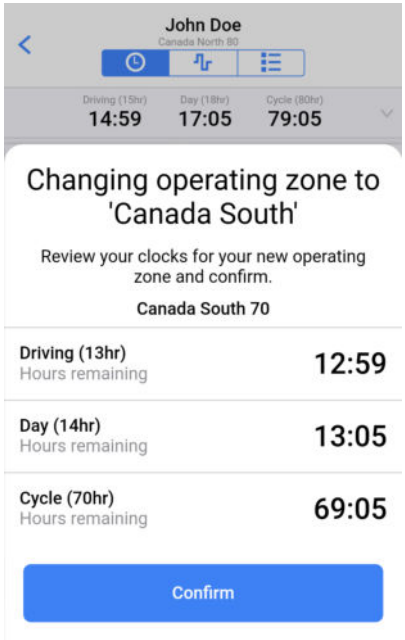
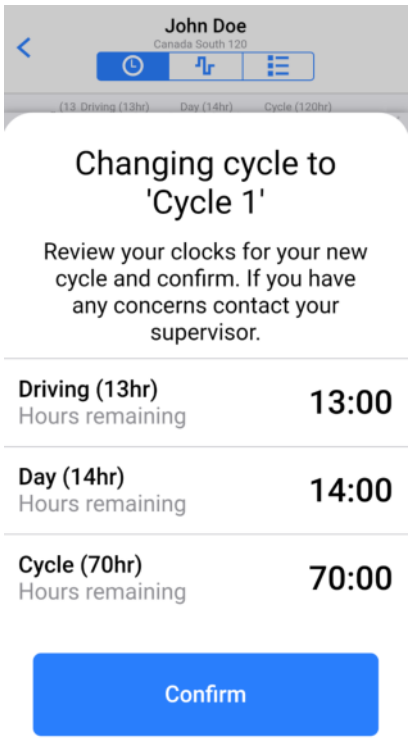
- A **Changing operating zone** notification is displayed when you cross the border between the US and Canada. You must confirm the change from one operating zone to another. The dialog box won't close automatically. If the rule set or clocks don't match your expectations, contact your supervisor.



- A **Changing cycle** notification is displayed when you are driving in Canada and your administrator changes your rule cycle; for example, from "Canada South and 70 hours" to "Canada South and 120 hours".
  If the cycle is changed while you are off duty resetting your cycle, you just need to confirm your new HOS clocks.



If the cycle is changed while you are on duty or during a shorter off-duty break (not your cycle-reset break),

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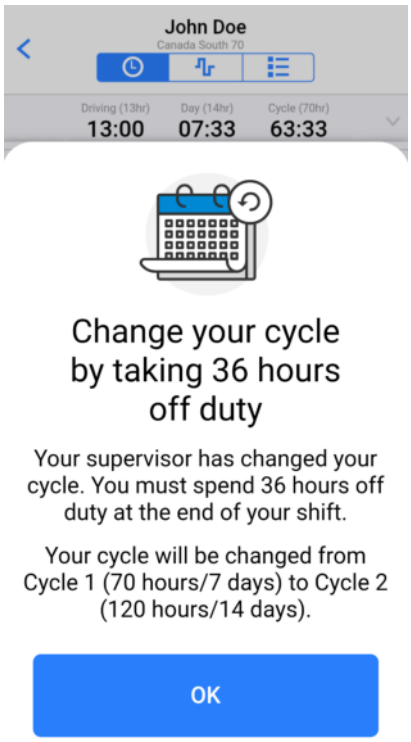
you must take a cycle-reset break of 36 or 72 hours (depending on the rule cycle you are changing from). When you start your next shift, you are asked to confirm your new HOS clocks.



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Crossing the Border Between the USA and Canada

The HOS (Hours of Service) app already detects border crossings between the US and Canada. The requirement to use an ELD in Canada comes into effect on June, 12, 2021. Before this date, Canadian ELD is not mandatory and some of the Canadian ELD functionality might not work in the HOS app.

When using WorkPlan as an ELD, it is your responsibility to confirm any notifications that detect border crossings between the US and Canada, and within Canada, so that you are aware of the hours of service rules for the jurisdiction you are operating in, and use country-specific functionality; for example, off-duty deferrals in Canada.

To ensure that you are always confirming all notifications of operating zone changes, we recommend that you:

- Turn on notifications on your mobile device.
- Leave the screen turned on when using the HOS app.
- Check the HOS app just after you have crossed a border between the US and Canada, and at the 60th parallel north in Canada.

Crossing from Canada into the US

When you cross the border from Canada into the US, the HOS app detects this automatically using GPS. The following changes occur when you cross the border:

- A notification message is displayed. The message asks you to confirm the operating zone change and the clocks for the new US rule set. The clocks in the notification dynamically update until you tap **Confirm**. The suggested rule set is the one that you have previously used in the US or, if you have not used a US rule set, Federal 70. You must confirm this message. It does not close until you have confirmed it. If you see any issues with the suggested rule set or the clocks, contact your supervisor.

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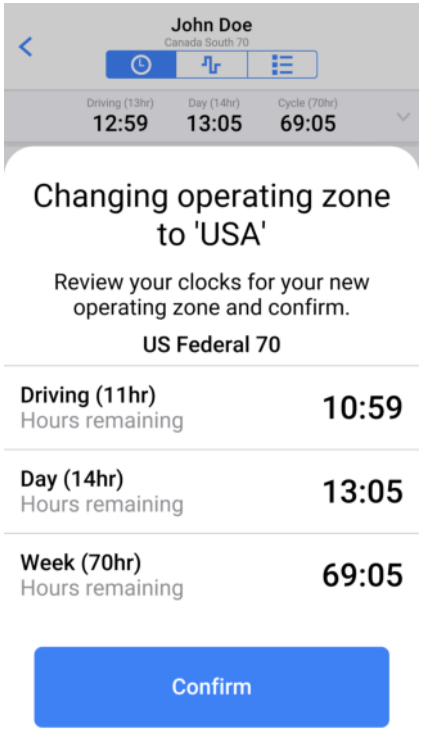

- Your HOS clocks are adjusted for the new rule set after you have tapped **Confirm**.
- The distance units in Inspector mode automatically change from metric (kilometers) to imperial (miles) when you change rule sets. Canadian rule sets use metric distance units and US rule sets use imperial distance units.
- The Inspector mode shows 8 days of historic data and allows inspectors to share driver logs with the FMCSA.
- You can share your logs with the FMCSA.

Crossing from the US into Canada

When you cross the border from the US into Canada, the HOS app detects this automatically using GPS. The following changes occur when you cross the border:

- A notification message is displayed. The message asks you to switch to a rule set for Canada. The suggested rule set is the one that you have previously used in Canada or, if you have not used a Canadian rule set, Canada South 70. You must confirm this message. It does not close until you have confirmed it. If you see any issues with the suggested rule set or the clocks, contact your supervisor.

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- Your HOS clocks are adjusted for the new rule set after you have tapped **Confirm**.
- The distance units in Inspector mode automatically change from imperial (miles) to metric (kilometers) when you change rule sets. US rule sets use imperial distance units and Canadian rule sets use metric distance units.
- The Inspector mode shows 15 days of historic data and allows inspectors to share driver logs with Canadian safety officials.
- You can share your logs with Canadian safety officials.

Crossing the 60th parallel north within Canada

When you cross the 60th parallel north within Canada, the HOS app detects this automatically using GPS. The following changes occur when you cross the border:

- A notification message is displayed. The message asks you to switch to a new rule set for Canada; either Canada North or Canada South. The cycle stays the same as it has been. You must confirm this message. If you see any issues with the suggested rule set or the clocks, contact your supervisor.

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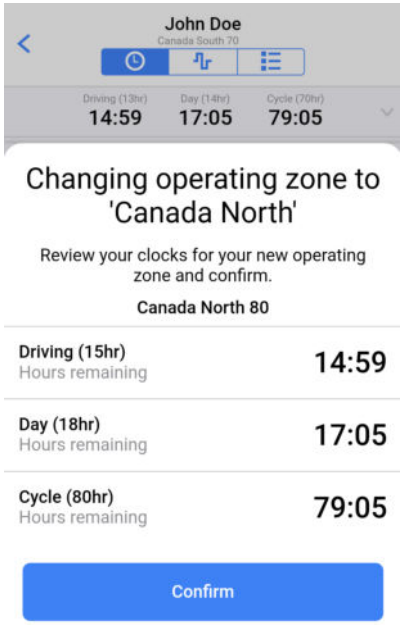

- Your HOS clocks are adjusted for the new rule set after you have tapped **Confirm**.
- No other changes are visible in the app.

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Working with a Co-Driver

Support for the co-driver option must be enabled by your administrator, for your account and all your co-drivers' accounts.

A co-driver is a driver who takes turns driving the same vehicle with you. Only one driver can be assigned to a vehicle at a time. This is the current driver. If you are using Hours of Service, any HOS event data generated is assigned to the current driver. This includes HOS status information, mileage driven, and any violations, diagnostic events, or malfunctions.

All co-drivers must sign in before the vehicle starts moving and sign out after the engine has been turned off. For instructions on how to manage co-drivers, see the following topics:

- Signing in a New Co-Driver
- Signing out a Co-Driver
- Switching Driver

Even if you are not currently driving, you can still access your WorkPlan account to view information on HOS or jobs, or to fill in forms or inspection reports. See Switching User for instruction on how to switch from one WorkPlan user to another, while someone else is the current driver.

If an HOS driving event has been allocated to the wrong co-driver, you can re-assign the driving event to the correct co-driver. For details see Reassigning Driving Events Between Co-Drivers.

To be compliant with ELD regulations, all co-drivers must sign in to WorkPlan prior to the vehicle starting motion.

If you are using the trailer functionality, any trailers that one co-driver adds or removes are automatically added or removed for the remaining co-drivers. For example:

- If you add 2 trailers, your co-driver will see these 2 trailers in their trailers list.
- If your co-driver removes a trailer, the trailer is removed from your trailers list too.

Before signing out, you or one of your co-drivers must remove all trailers that you were using. When the last user signs out and there are trailers still assigned, the user will see a notification.

Signing in a New Co-Driver

To sign in a new co-driver:

1. From the WorkPlan **Home** screen, tap the **User** icon in the lower right corner of the screen.
2. Select **Manage Users**.
3. On the **Manage Users** screen, tap **Add Driver**. You may add up to six co-drivers.

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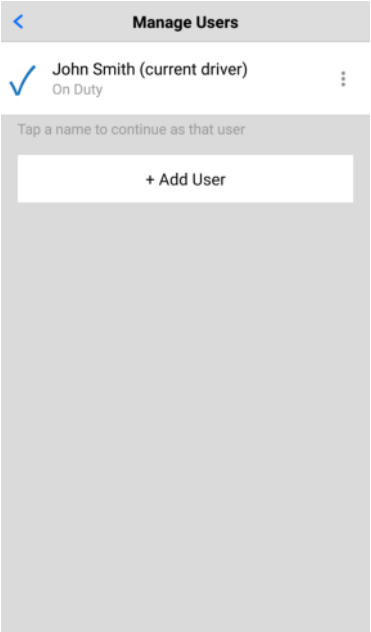
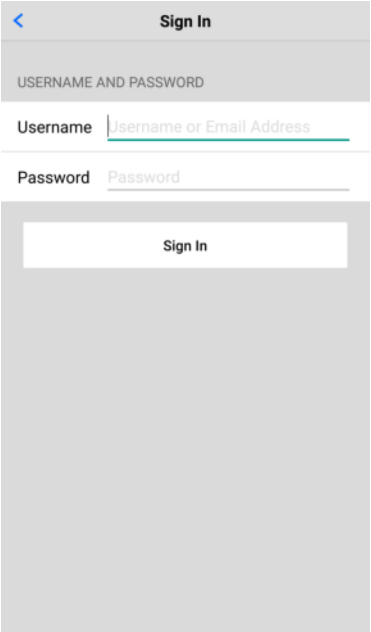


4. Enter the new co-driver's credentials, and tap **Sign In**.



Switching Driver

To switch from one co-driver to another:

1. Ensure that the vehicle is stationary and the current driver is not in **Driving** status.
2. From the WorkPlan **Home** screen, tap the **User** icon in the lower right corner of the screen.
3. Select **Manage Users**.
4. The **Manage Users** screen lists all users that are currently signed in as co-drivers. The current driver is the user who is currently assigned to the vehicle. The user's current HOS status is shown underneath the name.

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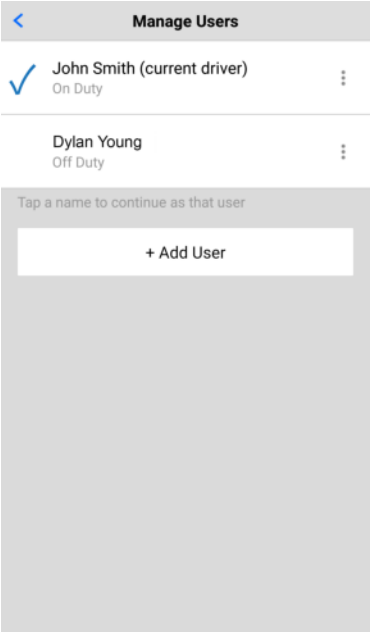
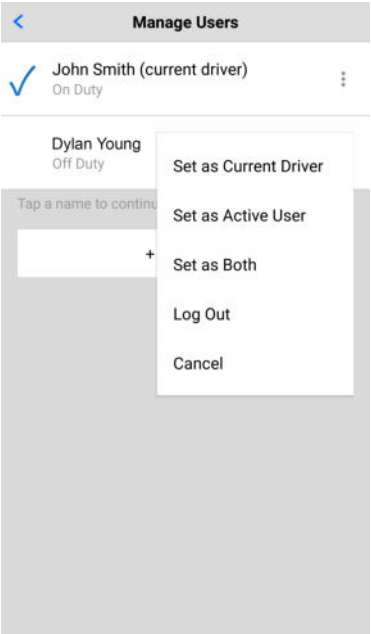


5. Tap the menu button ⋮ to the right of the new co-driver, and select **Set as Current Driver**.



6. The current driver is switched to the co-driver. Depending on how the co-driver's account is configured, he or she might be prompted to input an event type and note, or shipment information.

> You can also access the **Manage Users** screen from the HOS Status screen, by tapping the co-driver icon in the lower left corner of the screen.

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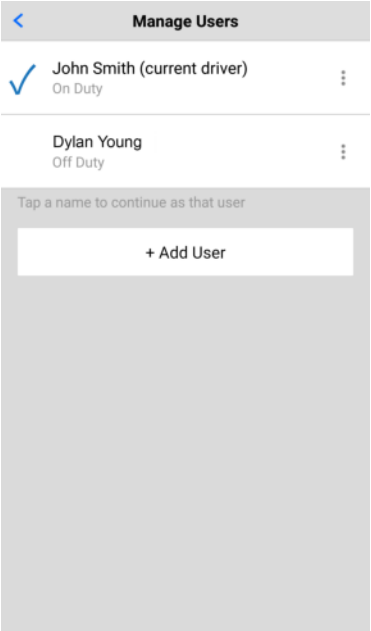
Switching User

To switch the WorkPlan user without switching driver:

1. From the WorkPlan **Home** screen, tap the **User** icon in the lower right corner of the screen.
2. Select **Manage Users**.



3. Tap the name of the user, or tap the menu button to the right of the user's name and select **Set as Active User**.
4. As the active user, you see your own jobs, forms, and HOS data. HOS data that is generated while you are the active user and someone else is the current driver is recorded against the current driver.

> You can also access the **Manage Users** screen from the HOS Status screen, by tapping the co-driver icon in the lower left corner of the screen.

Reassigning Driving Events Between Co-Drivers

If a driving event has been allocated to the wrong co-driver, you can re-assign the driving event to the correct co-driver. This situation could occur, for example, if the wrong co-driver was assigned to the vehicle at the time.

To reassign a driving event:

1. Go to the Event List screen.
2. Tap the driving event you want to reassign.

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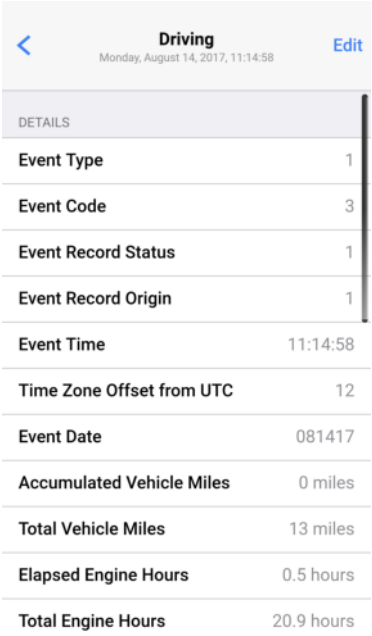

3. Scroll down to the bottom of the list and check that there was a co-driver associated with this event. This is the driver that you want to assign the event to.

4. Tap **Edit** in the upper right corner of the screen.
5. Tap **Assign Event to Co-Driver**.

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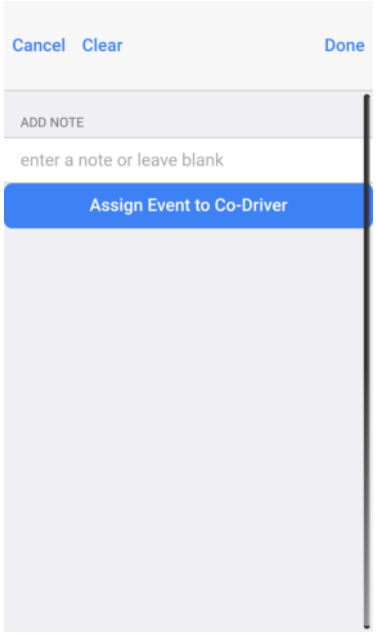
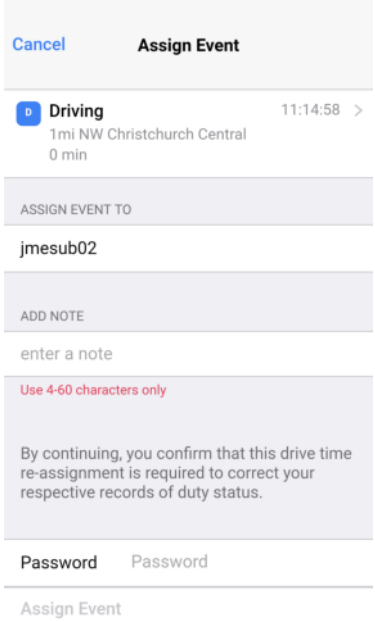


6. Check that the co-driver is correct. If there is more than one co-driver, select the appropriate username. Enter a mandatory comment and the co-driver's password.



7. Tap **Assign Event** in the lower part of the screen.

Signing Out a Co-Driver

To sign out if you are the active WorkPlan user:

1. From the WorkPlan **Home** screen, tap the **User** icon in the lower right corner of the screen.
2. Select **Log Out**.

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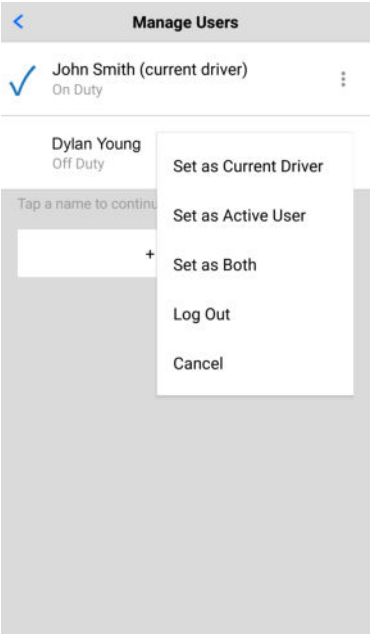
To sign out another co-driver:

1. From the WorkPlan **Home** screen, tap the **User** icon in the lower right corner of the screen.
2. Select **Manage Users**.
3. Tap the menu button ⋮ to the right of the co-driver and select **Log Out**.



You can also access the **Manage Users** screen from the HOS Status screen, by tapping the co-driver icon in the lower left corner of the screen.

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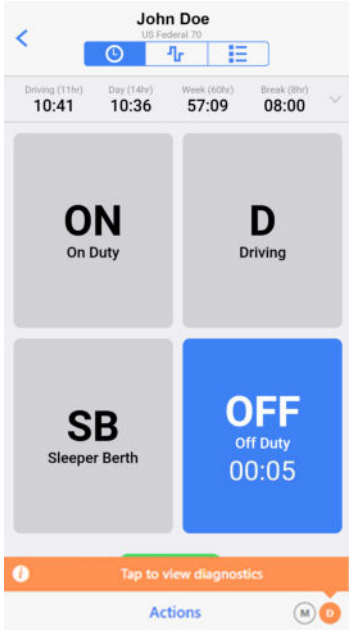
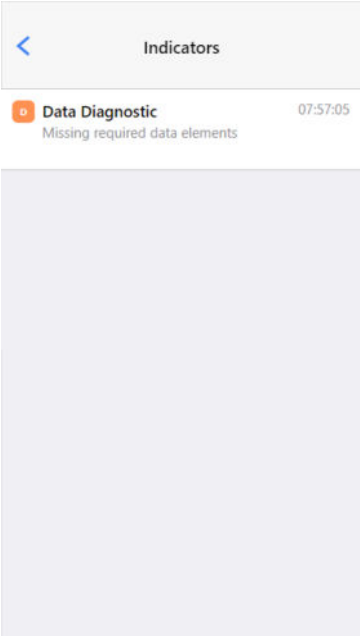
Troubleshooting Malfunctions and Diagnostic Issues

Viewing Malfunctions and Diagnostic Events

If you are experiencing any malfunctions or diagnostic issues, the indicator icons (showing an M and a D) in the lower right corner of the **HOS Status** screen turn red or orange, respectively. The indicators remain colored until the issue has been resolved. A banner in the matching color is displayed in the lower part of the screen. The banner is shown every time a new diagnostic event or malfunction occurs. It is also shown after you sign in, if the diagnostic event or malfunction is still active.

Tap the banner or the indicator icons to open the **Indicators** screen. This screen lists information about all diagnostic events and malfunctions that are currently applicable.





Identifying Diagnostic Events and Required Actions (ELD Only)

The table below describes the possible diagnostic events:

Diagnostic event	Description
Power data diagnostic event	Vehicle use was detected while the ELD was not powered on. Ensure that the VTU (vehicle tracking unit) is firmly connected and there are no loose wires to avoid going into malfunction. Possible causes are: • The VTU has lost power during operation. • The VTU has become unplugged. • The VTU did not start up within a minute of the engine being turned on.

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Diagnostic event	Description
	If this issue leads to the aggregated driving time being reduced by 30 minutes over a 24-hour period across all drivers using this vehicle, including unidentified drivers, a power compliance malfunction is raised.
Engine synchronization data diagnostic event	Your mobile device lost connection to vehicle data. Ensure that Bluetooth is always enabled on your mobile device and that you shut down the vehicle or disconnect from it under “Set Up” before taking the tablet out of range. While this diagnostic event is raised, the data on engine power status, vehicle motion status, miles driven, and engine hours can no longer be accessed. If the connection is lost for 30 minutes or more during a 24-hour period, an engine sync compliance malfunction is raised.
Missing required data elements data diagnostic event	Some data for an HOS event is missing. For example, if you have been prompted for a manual location and you have not provided it.
Data transfer data diagnostic event	The automatic data transfer check has failed and now the check will be performed once within each 24-hour period. If this check fails more than 4 consecutive times, a data transfer malfunction will be raised. This means that you might have issues if you try to transfer your data. The most common cause for data transfer failures is missing data, such as carrier names, DOT numbers, and driver details.
Unidentified driving records data diagnostic event	More than 30 minutes of unidentified driving was detected within a 24-hour period. To clear the unidentified driving events, review and claim any driving that belongs to you.

Required actions for all malfunctions

Note: Malfunctions must be corrected within 8 days.

These are the actions that you must take immediately, independent of the type of malfunction that you received:

1. Note the type of malfunction and provide written notice of the malfunction to your motor carrier within 24 hours.
2. Ensure that you have an accurate record of duty status (RODS) for the current 24-hour period and the previous 7 consecutive days. This can be either in form of records from the ELD or RODS on compliant graph-grid paper. If necessary, manually reconstruct the RODS for any missing period.
3. Continue to manually prepare compliant RODS on graph-grid paper until the ELD is serviced and back in compliance.

For further information, see this FMCSA FAQ article.

Identifying Malfunctions and Required Actions (ELD Only)

The table below describes the possible malfunction codes:

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Malfunction	Description	Required actions
Power compliance malfunction	More than 30 cumulative minutes of vehicle use were detected in the last 24 hours while the ELD was not powered on. Possible causes are: • The VTU has lost power during operation. • The VTU has become unplugged. • The VTU did not start up within 6 minutes of the engine being turned on.	1. Confirm that the VTU has not been unplugged or tampered with. 2. As a driver, you must maintain paper logs until the issue has been resolved and you have completed your current shift or changed vehicles. 3. If the problem persists, contact Verizon Connect support.
Engine synchronization compliance malfunction	Your mobile device lost its connection to vehicle data for 30 cumulative minutes in the last 24 hours.	1. Confirm that Bluetooth is always enabled on your mobile device. 2. Shut down the vehicle or disconnect from it under “Set Up” before taking the mobile device out of range. 3. As a driver, you must maintain paper logs until the issue has been resolved and you have completed your current shift or changed vehicles. 4. If the problem persists, contact Verizon Connect support.
Timing compliance malfunction	The time on your mobile device differs from the hardware unit time or server time by more than 10 minutes.	1. Ensure that your mobile device is set to the same time zone used at your home terminal. 2. As a driver, confirm that your mobile device is using the automatic update option for time. • On Android devices go to Settings > Date and Time and enable Automatic date and time. • On iOS devices go to Settings > General > Date & Time and enable Set automatically. 3. As a driver, you must maintain paper logs until the issue has been resolved and you have completed your current shift or changed vehicles. 4. If the problem persists, contact Verizon Connect support.
Positioning compliance malfunction	Unable to retrieve valid GPS for 5 miles for 60 cumulative minutes.	1. Confirm that your vehicle is not inside or under any cover. 2. As a driver, you must maintain paper logs until the issue has been resolved

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Malfunction	Description	Required actions
		and you have completed your current shift or changed vehicles. 3. If the problem persists, contact Verizon Connect support.
Data recording compliance malfunction	Your mobile device does not have adequate storage space. The mobile device can no longer record new events and you might lose events that have not been uploaded yet.	1. Remove any unnecessary files and applications to free up storage space on your mobile device. 2. As a driver, you must maintain paper logs until the issue has been resolved and you have completed your current shift or changed vehicles. 3. If the problem persists, contact Verizon Connect support.
Data transfer compliance malfunction	The automatic data transfer check that is done once within each 24-hour period has failed 4 times consecutively. This means that you might have issues if you try to transfer your data. The most common cause for data transfer failures is missing data, such as carrier names, DOT numbers, and driver details.	1. Confirm that your mobile device has an internet connection. 2. As a driver, you must maintain paper logs until the issue has been resolved and you have completed your current shift or changed vehicles. 3. If the problem persists, contact Verizon Connect support.

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Troubleshooting WorkPlan

The following sections describe how to perform troubleshooting tasks, which might be required if you are experiencing issues using WorkPlan.

> The following instructions differ depending on the type of device you have. Some of the settings might have different names on your device or might be located in a different menu structure.

Clearing the App Data

Required if you are using WorkPlan and you are experiencing stability issues, because of low storage space.

> These instructions result in lost data. Follow these instructions only if you have been instructed to do so.

On Android Devices

1. Before you clear your app data, always try to resolve the issues you are having by powering your device off and back on again first.
2. From your home screen, enter your **Settings** menu.
3. Tap **Applications** (or **Apps** on some devices). There might be a list of apps here, or you might need to tap **Application Manager** and then **All**.
4. Select **WorkPlan**.
5. Tap **Clear Data** (this button might be under **Storage** on some devices).

On iOS Devices

1. Before you clear your app data, always try to resolve the issues you are having by powering your device off and back on again first.
2. From your home screen, enter your **Settings** menu.
3. Tap **General**, then **Storage & iCloud Usage**.
4. Under **Storage**, tap **Manage Storage**.
5. Select **WorkPlan**.
6. Tap **Delete App**.
7. Navigate to the App Store and re-install WorkPlan.

Disabling Battery Optimization Mode (Android Only)

Required if you are using WorkPlan on an Android device and you are experiencing stability issues, because the battery optimization mode is closing down WorkPlan automatically.

1. From your home screen, enter your **Settings** menu.
2. Tap **Battery**.
3. Tap the **More** button (the three dots in the upper right corner).
4. Tap **Battery optimization**.

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5. Tap **Not Optimized** and then select **All apps**.
6. Select **WorkPlan**.
7. Select **Don't optimize**. Alternatively, if you have a **Battery Optimization** setting, turn it off.

Setting an Appropriate Notification Sound (Android Only)

Required if you are using WorkPlan and Hours of Service as an ELD on an Android device and you are experiencing the following issue: You are starting to drive without being signed in to WorkPlan and either there is no notification sound or the notification sound continuously plays without stopping.

1. From your home screen, enter your **Settings** menu.
2. Tap **Sound**.
3. Tap **Notification sound** (or **Default notification ringtone** on some devices) and select an appropriate sound. This sound will be used when you have not signed in to WorkPlan and the vehicle is starting to move.
4. Ensure that you are not in silent mode.

Ensuring General Stability

We recommend that you regularly log out, power off your device, power on your device, and then log in again, to avoid any stability issues running WorkPlan.

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Display of Event Locations in HOS

How are HOS event locations displayed?

The US and Canadian ELD mandates require that physical locations of HOS events be displayed in a specific format that describes the location's distance to and direction from the nearest significant city or town. This formatting is designed to protect commercial privacy.

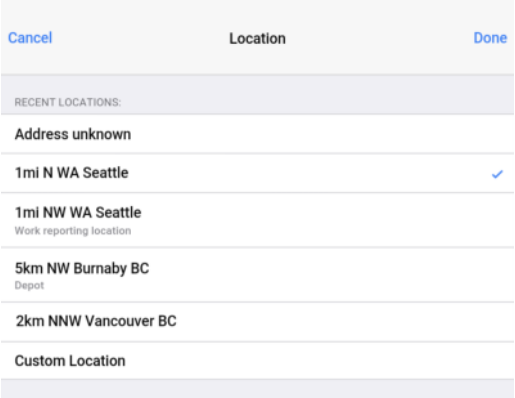
Instead of displaying the full address of a location (including street name and number), locations are displayed in the following format:

- For example, "11 mi NNE CA Boron" (in the US)
- For example, "11 km NE Ottawa ON" (in Canada)

Where can you see HOS event locations displayed?

You can see HOS event locations in the following places:

- In the HOS app, when viewing event details from the Event List screen and HOS Chart screen.
- In the HOS app, when viewing event details in Inspector mode.
- In the HOS app, when claiming unidentified driving periods or reviewing carrier edits.
- In the HOS app, when manually adding an event location on the **Location** page during a status change or when adding or editing an event.



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Differences between US ELD and Canadian ELD

This page summarizes the key differences you will see in your Hours of Service (HOS) mobile app screens, and in the behavior of the HOS app, depending on whether you are following US or Canadian ELD regulations.

HOS automatically detects whether you are driving in the US or Canada, and asks you to confirm the switch from one operating zone to another. For more information, see Crossing the Border Between the US and Canada.

If, after reading this guide, you still have questions or you would like additional information, contact Verizon Connect customer support.

Differences	US ELD	Canadian ELD
Distance units and relative event locations	In the US, all distances are displayed in miles in the app. HOS event locations are displayed as the location's distance, in miles, to and direction from the nearest significant city or town.	In Canada, all distances are displayed in kilometers in the app. HOS event locations are displayed as the location's distance, in kilometers, to and direction from the nearest significant city or town.
Crossing internal borders	When driving in the US, the ELD does not detect state border crossings. It detects only border crossings between the US and Canada. Carriers decide which rule set drivers should be using and set this on an account or driver level.	When driving in Canada, the ELD detects when a driver crosses the 60th parallel North and changes a driver's operating zone to Canada North or Canada South. The rule set changes automatically to correspond with the operating zone. The ELD also detects border crossings between the US and Canada.
Cycle changes - Changes to the number of hours that drivers can be on-duty and driving before they need to take a longer cycle-reset break	In the US, carriers can change a driver's cycle at an account or driver level. The cycle change takes effect immediately.	In Canada, carriers can change a driver's cycle only at a driver level, not at an account level. When a driver's cycle changes, the driver must take a cycle-reset break and then confirm the HOS clocks for their new cycle.
Off-duty deferral - Deferring up to 2 hours of off-duty time to the next day	Not supported in the US	In Canada, drivers can defer up to 2 hours of off-duty time to the next day.
Personal Conveyance mode - Driving a CMV for personal use without it counting toward HOS	In the US, drivers can use Personal Conveyance mode without any limitations on distance.	In Canada, drivers can use Personal Conveyance mode for up to an accumulated daily distance of 75km. The permission to use Personal Conveyance mode is off

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driving time	Administrators can enable permission to use Personal Conveyance mode for all drivers in a US account, or individually for particular drivers.	by default for all drivers in a Canadian account. Administrators can enable permissions individually for particular drivers, but not globally for all drivers in the account.
Yard Move mode - Driving a CMV around a yard without it counting towards HOS driving time	In the US, drivers can drive up to 20 MPH in Yard Move mode. Administrators can enable permission to use Yard Move mode for all drivers in a US account, or individually for particular drivers.	n Canada, drivers can drive up to 32 km/h in Yard Move mode. The permission to use Yard Move mode is off by default for all drivers in a Canadian account. Administrators can enable permissions individually for particular drivers, but not globally for all drivers in the account.
Data transfer	In the US, when drivers share their HOS logs, they can select between sending the logs directly to the FMCSA or sending them to the FMCSA via email.	In Canada, when drivers share their HOS logs, they can send them only to an email address.
Inspector mode	In the US, Inspector mode shows 8 days of historic data and allows inspectors to share driver logs directly with the FMCSA or via email.	In Canada, Inspector mode shows 15 days of historic data and allows inspectors to send driver logs to an email address.
Handheld connection status requirements	In the US, the HOS Status screen displays the assigned vehicle with an indicator showing the status of the connection to the vehicle in green, orange, or gray.	In Canada, the following connection status requirements are supported: • The HOS Status screen displays the assigned vehicle with an indicator showing the status of the connection to the vehicle in green, orange, or gray. • Users are prompted when they select a vehicle that is unreachable on the Choose you Vehicle screen. • Users are prompted when they move out range of the vehicle. • Users are no longer prompted if the connection is re-established. • Users are prompted every time they record a

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		manual ELD event if they are not connected to a vehicle. Users can confirm the prompt and continue recording data, knowing that certain data elements might be missing.
ELD warning indicator	In the US, the handheld device vibrates when the vehicle starts moving and there is no connection between the HOS app and the vehicle hardware.	In Canada, vehicles must have an ELD warning indicator installed. This indicator must be visible to the driver in the driver cabin. It shows a red light and makes an audible sound when the vehicle starts moving and there is no connection between the HOS app and the vehicle hardware.

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Rule Sets and Exemptions

A rule set is a collection of regulations that is applicable to the region that you are driving in. These regulations define how long you are allowed to drive or be on duty, and how long your breaks need to be.

Your administrator defines your rule set in the Fleet platform, and you can't change your rule set in the Hours of Service mobile app. Below is a list of rule sets that are supported in Hours of Service.

Exemptions are changes to the hours of service that are defined by the rule set you are using. Exemptions apply in certain circumstances. In most cases, you can choose whether or not to use an exemption that you are entitled to. Below is a list of exemptions that are supported in Hours of Service.

Supported rule sets

Hours of Service supports the following rule sets:

- Federal USA property 60-hour/7-day
- Federal USA property 70-hour/8-day
- California property intrastate 80-hour/8-day
- Florida property intrastate 70-hour/7-day
- Florida property intrastate 80-hour/8-day
- Texas intrastate 70-hour/7-day
- Canada South of 60 7-day (cycle 1) 70 hours
- Canada South of 60 14-day (cycle 2) 120 hours
- Canada North of 60 7-day (cycle 1) 80 hours
- Canada North of 60 14-day (cycle 2) 120 hours

Supported exemptions

Hours of Service supports the following exemptions:

- Oilfield operations (in US only)
- CDL short-haul exemption for larger CMVs (150 air-mile radius)
- Non-CDL short-haul exemption for smaller CMVs (150 air-mile radius)
- Adverse driving exemption
- Utility services exemption
- 16-hour big day exemption (property drivers only)
- Personal conveyance mode
- Yard move mode
- Exempt driver (general exemption)

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HOS Violations and Breaks

The following information is for informational purposes only, and should not be relied upon as legal advice.

Hours of Service supports the rule sets and exemptions listed in Rule Sets and Exemptions. Depending on the rule set and exemptions you are using, the following violations can be reported:

Driving Limit Violations

Within a work shift, a limit exists on the time you may spend driving, before a daily-reset break is necessary. Hours of Service uses the following driving limits:

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

Federal Rest Break Violation

According to federal US rules, you cannot drive for more than 8 cumulative hours without taking a rest break of at least 30 minutes. You can spend this break off duty, on duty, in the sleeper berth, or waiting in an oilfield (if you are using oilfield options).

On-Duty Limit Violations

Within a work shift, you can be on duty (driving or performing on-duty tasks) for a limited amount of time. After this time limit, you cannot drive before you have completed a daily-reset break. Hours of Service uses the following on-duty limits:

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

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

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

- The 16-hour on-duty limit rule, which allows a single exception to the on-duty limit rule (up to 16 hours on duty) within a weekly on-duty period. This exception is applicable to federal US rules only.
- The CDL short-haul exemption rule, which allows for different limits if you stay within a 150 air-mile radius of a specific location and return to that location within 14 consecutive hours. This exception is applicable to federal US rules only.
- The non-CDL short-haul exemption rule, which allows for different limits if you drive a vehicle that doesn't require a commercial drivers license, stay within a 150 air-mile radius of a specific location and return to that location every day. This exception is applicable to federal US rules only.
- The adverse driving exemptions rule, which allows you to extend both your driving time by 2 hours and your on-duty time by 2 hours when facing extreme weather conditions.

Federal 16-Hour On-Duty Limit Violation

Once within an on-duty cycle, you can be on duty (driving or performing on-duty tasks) for up to 16 hours if you meet the following requirements:

- Use federal US rules.
- Start from and return to the same location as for the previous 5 work shifts. You may have cycle-reset breaks between these 5 work shifts.
- Take a continuous daily-reset break, and not a split daily-reset break, before and after the shift.
- Use the exemption only once within an on-duty cycle.

If you violate the 16-hour on-duty limit rule, no direct violation is displayed. Instead, the 16-hour exception is canceled and normal on-duty limits apply. You then see violations for normal on-duty limits.

See Enabling the 16-Hour Exemption for more information.

Cycle On-Duty Limit Violations

The cycle on-duty period and the required cycle-reset breaks between the cycle periods depend on the rule set and cycle that you use:

Federal US rules

According to federal US rules, you may not drive if you have spent either 60 hours within 7 consecutive days or 70 hours within 8 consecutive days on duty. To be allowed to drive again, you must take a cycle-reset break of 34 or more consecutive hours. Otherwise, there will be a violation.

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

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California rules

According to California rules, you may not drive if you have spent 80 hours within 8 consecutive days on duty. To be allowed to drive again, you must take a cycle-reset break of 34 or more consecutive hours. Otherwise, you will receive a violation.

Texas rules

According to Texas rules, you may not drive if you have spent 70 hours within 7 consecutive days on duty. To be allowed to drive again, you must take a cycle-reset break of 34 or more consecutive hours. Otherwise, you will receive a violation.

Florida rules

According to Florida rules, you may not drive if you have spent either 70 hours within 7 consecutive days or 80 hours within 8 consecutive days on duty. To be allowed to drive again, you must take a cycle-reset break of 34 or more consecutive hours. Otherwise, you will receive a violation.

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

Canada South rules

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

> You can use either the 70 hour-7 day rule or the 120 hour-14 day rule, but not both. The rule to use depends on how many days per week your organization operates.

Canada North rules

According to Canada North rules, which apply to the area north of 60 degrees latitude, you may not drive if you have spent either 80 hours within 7 consecutive days or 120 hours within 14 consecutive days on duty. If using the 7 day period, you may drive again after you have taken a cycle-reset break of 36 or more consecutive hours. If using the 14 day period, you may drive if you have a rest period of 24 or more consecutive hours after the first 80 hours of on-duty time and a cycle-reset break of 72 or more consecutive hours after the remaining 40 hours of on-duty time. Otherwise, you will receive a violation.

> You can use either the 80 hour-7 day rule or the 120 hour-14 day rule, but not both. The rule to use depends on how many days per week your organization operates.

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CDL Short-Haul Exemption Rule Violations

If you are using federal US rules, you might be able to use the CDL short-haul exemption. This rule exempts you from complying with the federal rest break rule, which requires you to take a rest break of 30 minutes or more if driving for more than 8 hours. To be eligible for the CDL short-haul exemption you must:

- Return to the same location where you started your shift, within 14 hours of the start of your shift.
- Not drive for more than 11 hours without having a rest break of 10 consecutive hours.
- Not go further than 150 air-miles (241,402 meters) away from where you started your shift.

If you violate any of these requirements, the CDL short-haul exemption is canceled and normal on-duty limits and break requirements apply.

See Enabling the CDL Short-Haul Exemption for more information.

Non-CDL Short-Haul Exemption Rule Violations

If you are using federal US rules, you might be able to use the non-CDL short-haul exemption. This rule exempts you from complying with the federal rest break rule, which requires you to take a rest break of 30 minutes or more if driving for more than 8 hours. See Enabling the Non-CDL Short-Haul Exemption for more information about how to qualify, which rules apply and how to turn the exemption on or off.

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

Breaks

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

30-minute rest break

According to federal US rules, you may not drive for more than 8 cumulative hours without taking a rest break of at least 30 minutes. You can spend this break either off duty, on duty, in the sleeper berth, or waiting in an oilfield (if you are using oilfield options).

Daily-reset break

Between work shifts, you must take rest breaks of 8 (for Texas rules) or 10 (for other rule sets) consecutive hours. These breaks are required to restart your driving allowance for the next work shift. Daily-reset breaks can be spent:

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

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Split daily-reset breaks

Between work shifts, you can also take split rest breaks rather than continuous rest breaks. Split rest breaks allow you to restart your driving allowance if the following requirements are met:

- One rest break must consist of at least 7 consecutive hours spent in the sleeper berth.
- The second rest break must consist of at least 2 consecutive hours spent off duty, waiting, in a sleeper berth or as a continuous combination of two of these states.
- The two rest breaks must add up to a total of at least 10 hours. For example, if the first rest break is 7 hours, the second rest break must be 3 hours.
- If using oilfield options, the split rest break is a combination of 2 different rest periods of at least 2 hours that when summed together make at least 10 hours. Requirements for the periods:
  - At least 1 of the rest periods must be at the oilfield.
  - A rest period at the oilfield can be off-duty, waiting or sleeper-berth time or a continuous combination of them.
  - A rest period outside the oilfield can only be sleeper berth time.

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

Cycle-reset breaks

Between on-duty cycles, you must take cycle-reset breaks to restart your driving allowance for the next on-duty cycle.

The required length of the cycle-reset break depends on the rule set and cycle you are using:

- If you are using any US rule sets, a break of 34 consecutive hours is required.
- If you are using the Canada South and 70 hour-7 day or Canada North and 80 hour-7 day rule, a break of 36 consecutive hours is required.
- If you are using the Canada South and 120 hour-14 day rule, a break of 24 consecutive hours is required after the first 70 hours of on-duty time and a break of 72 consecutive hours is required after the remaining 50 hours.
- If you are using the Canada North and 120 hour-14 day rule, a break of 24 consecutive hours is required after the first 80 hours of on-duty time and a break of 72 consecutive hours is required after the remaining 40 hours.

Cycle-reset breaks must be spent off duty.

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