Rental
Leasing
Logistics

Hours of Service
User Manual

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Before You Begin

Please note that the Penske Driver app supports the USA 60-Hour/7-Day Limit and USA 70-Hour/8-Day Limit rule sets only. For up to date information and instructions, visit **gopenske.com/hos**.

1. Make sure that your device is plugged into a power source.

2. Verify that the volume is loud enough to hear audible alerts.

3. Make sure that you have the Penske Driver app installed for your device.

4. In order to use Hours of Service within the Penske Driver app, you must have a registered account and your company must have Hours of Service enabled. To register your company, please contact your local Rental Representative or Penske Customer Support.

5. If you are using an Android device, the first time you use the app, you may see some additional prompts requesting access to features on the device such as, but not limited to, location and notifications. When encountering these prompts, please tap **Allow** in order for the application to run properly.

6. Open and sign in to the app **before powering on your vehicle** to ensure ELD is functional.

Accessing Hours of Service

In order to access Hours of Service within the Penske Driver app, your company must be setup to do so.

REMINDER: Open and sign in to app **before powering on your vehicle** to ensure ELD is functional, prior to logging HOS.

Be sure to sign in to the Penske Driver app before powering on your vehicle. Failure to do so may result in a Power Data Diagnostic Event.

Signing In

1. Locate and tap on the Penske Driver app on your smartphone.
2. Once opened, tap on the **Sign In** button at the bottom of the page.
3. Enter your User ID and Password.
4. Tap the **Log In** button.

Launching Hours of Service

1. Once logged in, tap the **Hours of Service** button.
   It may take a few seconds for Hours of Service to load.
2. If you have any uncertified logs for previous days, you will be prompted to take action at this time.

Your Profile

Edit Profile

Carrier

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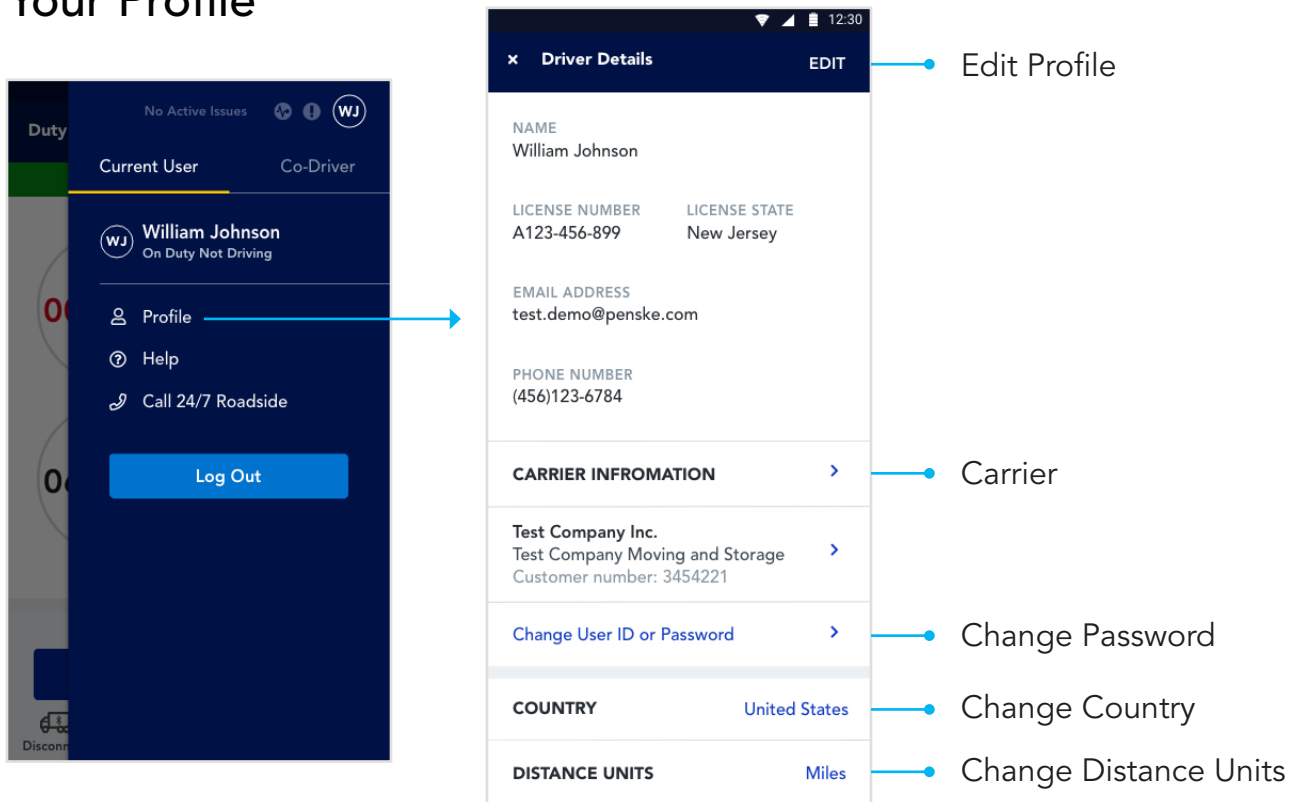
View Your Profile

1. Tap on the **Profile** icon indicated by your initials in the upper right-hand corner.
2. Tap on **View Driver Information**.

Edit Your Profile

You can only edit your email address and phone number from within the application.

1. Tap on the **Profile** icon.
2. Tap on **View Driver Information**.
3. Tap on the **Pencil** icon (Android) or **Edit** (iOS).
4. You may edit your email address or phone number.
5. To save your changes, tap on the **Checkmark** icon (Android) or **Done** link (iOS).
6. To exit without saving your changes, tap on the **X** icon.

Change Your Password

Changing your password from within Hours of Service will change your password for the Penske Driver app.

1. Tap on the **Profile** icon.

2. Tap on **View Driver Information**.

3. Tap on **Change Password**.

4. Enter your current password.

5. Enter your new password.

6. Tap **Confirm Password** and re-enter your new password from step 5.

7. Tap the **Continue** button.

Change Your Country

1. Tap on the **Profile** icon.

2. Tap on **View Driver Information**.

3. Tap on **Country**.

4. Select either **United States or Canada**.

Change Your Distance Units

1. Tap on the **Profile** icon.

2. Tap on **View Driver Information**.

3. Tap on **Distance Units**.

4. Select either **Miles** or **Kilometers**.

View Your Carrier Information

1. Tap on the **Profile** icon.

2. Tap on **View Driver Information**.

3. Tap on **Carrier Information**.

4. Tap on the **back chevron** (**<**) to return to the Driver Details page.

Logging Out

1. Tap on the **Profile** icon.

2. Tap on **Log Out** button under your name.

3. On the Attention notice, tap on the **Continue Log Out** button.
   You may see additional alerts if you have uncertified logs or if a co-driver is logged in.

Synchronizing Your Data

Last Sync Date and Time
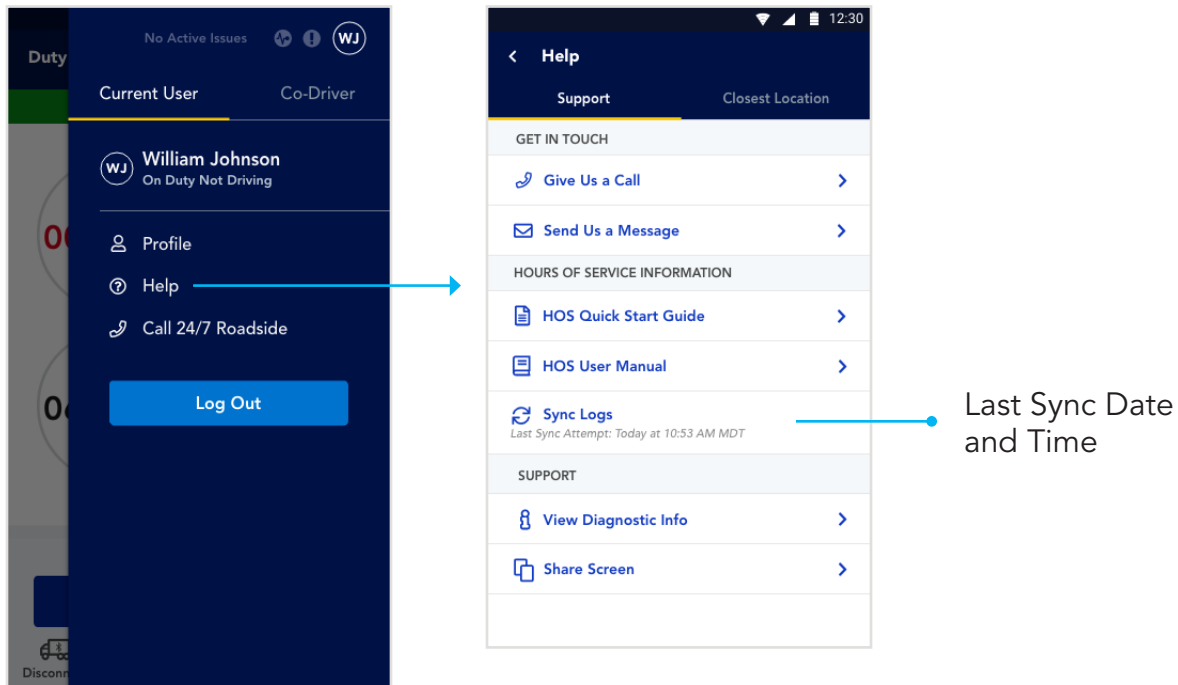
The Penske Driver™ app version 4.0 or higher, syncs your profile and log data across all your devices. When logging into Hours of Service on a different phone or after a clean install, your information will automatically download and be available for your viewing. Having a dedicated device is advised when using the Penske Driver™ app HOS feature.

Automatic Sync

Your data is automatically synced with the Penske cloud under the following situations:

- Certifying logs
- Logging out
- Once per hour
- Processing suggested edits
- Saving edits to your logs
- Signing in

View When Last Sync Occurred

1. Tap on the **Profile** icon.
2. Select **Help** from the menu.
3. The last sync is displayed.

Manual Sync

You can manually force your device to sync with the Penske cloud by performing the following steps:

1. Tap on the **Profile** icon.
2. Select **Help** from the menu.
3. The last sync is displayed. Tap on **Sync Logs** to manually synchronize your data.

Duty Status

Timer Screens Toggle

Allows you to switch between on-duty and off-duty timer screens

Connection Bar

Displays the current state of your connection to the vehicle.

Diagnostic Event/Malfunction Indicators

Indicators activate when there are any data diagnostic events or malfunctions occurring within the app.

Profile Icon

Tap to open the side menu to access your profile information along with links to other app related items.

Current Status

Displays your current status. Options include: Off Duty, Sleeper Berth, Driving and On Duty Not Driving.

Timers

On-duty timers (break, drive, shift and cycle) and off-duty timers (break reset, day reset and cycle reset) all start counting down based on your activity.
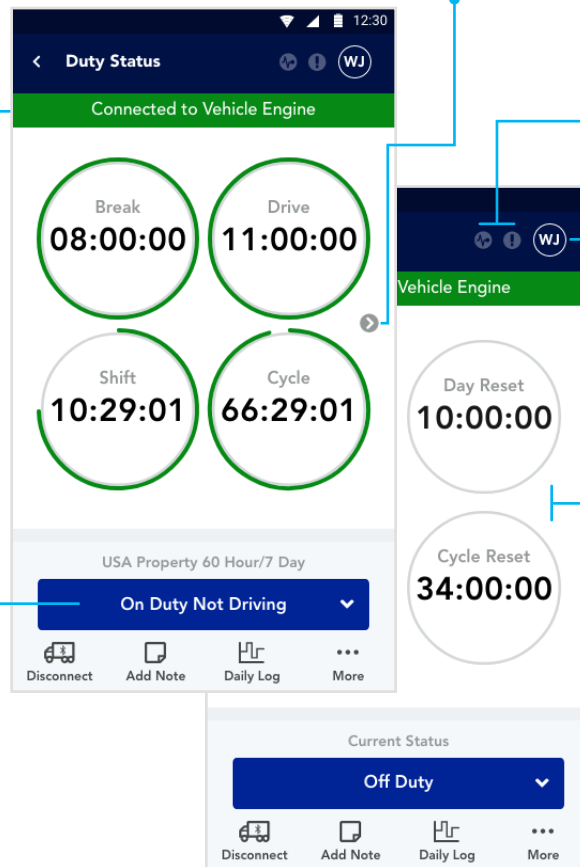
Timers

On-duty Timers

- **Break**

  This is the amount of time remaining before you should take a 30-minute break.

- **Drive**

  This is the amount of remaining driving time you have. This resets back to 11 hours after 10 consecutive off-duty hours.

- **Shift**

  This is the amount of remaining on-duty time you have. Off-duty time does not extend the 14-hour period. This amount resets to 14 hours after 10 consecutive hours off duty.

- **Cycle**

  This is the amount of remaining on-duty time in your seven- or eight-day rolling work week. Your cycle timer will reset after a consecutive 34-hours of off-duty status.

Off-duty Timers

- **Break Reset**
  The amount of time you must not be driving to reset your on-duty break timer.

- **Day Reset**
  The amount of consecutive off-duty time needed to reset your on-duty drive and shift timers.

- **Cycle Reset**
  The amount of consecutive off-duty time needed to reset your on-duty cycle timer.

Rulesets and Exemptions

Supported Hours of Service Rulesets

USA Property

- 60 Hour/7 Day
- 70 Hour/8 Day

USA California Property

- 80 Hour/8 Day (Intrastate)

USA Florida Property

- 70 Hour/7 Day (Intrastate)
- 80 Hour/8 Day (Intrastate)

USA Texas Property

- 70 hour/7 Day (Intrastate)
  - Excludes Oilfield Operations
  - Excludes Texas Sleeper Berth Provision

Exemptions

Supported — If you meet one or more exemption below, your administrator must mark your account as "exempt" and detail what exemption you are operating under, in your account within the Driver Management website. Your exemption status will display on the PDF view of your log within the app. It's also available in CSV format of your log should you be required to report it to a DOT official.

1. 100 Air-Mile Short-Haul Exemption (CDL) (Must be configured by Admin)
2. 150 Air-Mile Radius Exemption (Non-CDL) (Must be configured by Admin)
3. Less than Eight-Day RODS Exemption (Must be configured by Admin).

Not Supported at this time — Timers on the Duty Status Screen will not calculate to accommodate the exemptions highlighted below. These will be supported in future versions of the app.

1. 16-Hour Short-Haul Exemption
2. Adverse Driving Conditions Exemption

Switching Your Status

1. Tap on **Status** button.
2. Select the appropriate status from the list.
   Options include: Off Duty, Sleeper Berth, Driving and On Duty Not Driving
   Note: Additional options such as Personal Conveyance and Yard Moves can be added by your Driver Administrator.

Connecting to a Truck

Immediately after starting the connection process, you will be prompted to enter your run information. Run information for previously recorded Duty Status Events is not editable. If information entered is incorrect, a note can be added to applicable events indicating the error.

If using an Android device and this is your first time connecting to this vehicle, after step 4, you will need to tap **Connect** after selecting your adapter.

You must connect to a truck within 60 seconds of powering on the vehicle.

NOTE: We recommend that you power all Bluetooth devices off (other than the device with the Penske Driver app installed) when making the initial connection to the vehicle engine. This includes, but is not limited to, Bluetooth headsets, speakers, tablets or other phones.
(All Bluetooth devices can be turned back on after connection has been established.)

1. Log into Penske Driver™ app
2. Tap on **Hours of Service**
3. Change to appropriate status
4. Tap on **Connect to Truck**

5. Turn on the truck (engine running)

6. Type in Run Information then select **Save/Continue**

7. Once you tap on **Save/Continue**, scan for the device name

   This process may take several seconds to complete.

8. On the Choose Adapter pop-up, tap on the adapter for your vehicle to connect. If the adapter is not listed, tap on the **Rescan** button to try again.

   The name of the adapter for your vehicle will be on a sticker within the cab.

9. If prompted, enter the VIN and tap **Continue**.

   This will occur only if there is a problem with the VIN being reported by the adapter that is connected to the vehicle.

Adding a Note to Your Current Status

Notes added to your status will appear within that event on your daily log and on the sharable PDF from the application.

1. Tap on the **Add Note** icon.

2. Enter your note accordingly.

3. Tap **Save**.

Viewing Your Daily Log

1. Tap on the **Daily Log** icon.

Daily Log Screen

Log Date Toggle

Toggle between logs using left and right arrows.

Events

Each event is composed of a status, start time, duration, location and a note. The duration is calculated based on the start time of the event and the start time of the following event.

Event Graph

The graph will display your 24-hour period and will update automatically based upon your logged events.

Options Menu

Options for editing, certifying, creating and viewing logs as well as tools for roadside inspection.

More Options

Menu shows additional options when the "More" icon is selected.

Edit Your Log

1. Tap on the **Edit Log** icon.

2. Tap into the field that you wish to edit.

3. Make your changes accordingly.

   Please note, some fields are required

4. When you are finished editing, tap on the **Continue** button.

   You will return to the Edit Log screen

5. To save your edits, tap on the **Save** button.

Editing Rules and Conditions

- Automatically created driving events; only notes can be edited.

- Manually created driving events; only location and notes can be edited.

- Events following driving events; start time cannot be edited.

- Once a status is changed to Driving, that status is no longer editable.

- Any recorded event, the status cannot be changed to Off Duty - Personal Conveyance or On Duty Not Driving - Yard Moves.

- Any automatically created events without a valid location; location can be edited.

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- Editing Run Information for a previous recorded Duty Status Event is not permitted.
- If this information has been entered incorrectly, please annotate the effected Events with the correct information.

Manually Add Events to Your Log

You may manually add as many events as necessary. Pay close attention to your start times as gaps and overlaps are not permitted. Keep in mind that you cannot manually add events with a status of Off-Duty - Personal Conveyance or On-Duty Not Driving – Yard Moves.

1. Tap on the **Edit Log** icon.
2. Tap on **Add New Manual Status +**.
3. Tap on **Select a Status** and select the appropriate status.
4. Enter a location, start time and note.
   The start time will default to the start of your 24-hour period

Certify Your Log

Daily logs for previous days and current day can be certified. Please note: if you certify the current day before the 24 hour period has lapsed and you go On Duty again, you will need to recertify the current day log. Certification requires an active internet connection.

1. Tap on the **Certify Log** icon.
2. Enter in any missing information if required.
3. On the Certification screen, read the certify log statement and tap the **Agree** button.
   The **Not Ready** option will cancel the certification process.

Start a Roadside Inspection

When starting a roadside inspection, you will be able to choose between displaying your daily log on screen or sending to eRODS. Please choose the appropriate option per the request of the roadside inspector.

Show On Screen
When starting a roadside inspection, you will be able to choose between

displaying your daily logon screen or sending to eRODS. Please choose the appropriate option per the request of the roadside inspector.

1. Tap on the **Inspection** icon.

2. Tap the **Show On Screen** button.

Send To eRODS

This option will generate and send all required daily log information to eRODS for the roadside inspector to retrieve and view on their device.

1. Tap on the **Inspection** icon.

2. Tap on the **Send to eRODS** button.

3. Enter an optional output file comment if required by the roadside inspector.

4. Tap on the **Continue** button.

5. Upon successful submission, tap on the **Continue** button.

   In case of failure, you will be presented with an option to retry.

View a Detailed Version of Your Log

The detailed view of your daily log will create a PDF file, including the graph of your activity and all recorded events (status changes, malfunctions, etc.) for the day being viewed. You have the option to share this PDF.

1. Tap on the **Detailed Log** icon.

   It may take a few seconds to generate the detailed view of your daily log, please be patient.

2. To share your log, tap on the **Share Log** button.

3. Review your log information and tap on **Share Log** to proceed.

4. Select a share option to send a PDF version of your log.

   The available share options are based on the device that you are using and any available applications that are installed.

Create a New Log

In order to manually create a new log, you must have an active internet connection.

1. Tap on the **Create Log** icon.

2. Use the date picker to select a previous date and tap **OK**.

3. On the Select Date screen, tap **Continue**.

You may select a different date by tapping on **Create New Log Date**.

4. Tap the displayed **Status** to change the default Off Duty status if needed.

   Options include: Off Duty, Sleeper Berth, Driving and On Duty Not Driving.

   Note: Off Duty – Personal Conveyance and On Duty Not Driving - Yard Moves are not available when manually creating a log.

5. Tap into the **Location** field and enter a location.

6. Tap into the **Start Time** field to edit or enter the start time of the event.

7. Tap into the **Note** field and enter a note.

8. Tap on **Add New Manual Status** to add additional events. After tapping on **Select a Status**, repeat steps 5 through 8 to continue building your day.

9. Tap on the **Save** button.

View All Logs

1. Tap on the **View Logs** icon.

2. Select the date for which you wish to view logged events.

Filter/Sort Logs

1. Tap on the **View Logs** icon.

2. Filter the list by tapping **All**.

3. Select a filter(s) and tap on the **Apply** button.

   Options include: All, Certified Records, Uncertified Records and Requested Edits.

4. You may also sort the list by tapping on the **Blue Arrows** to reverse the order.

Add Notes to Events for the Current Day

1. Select the **Add Note** link in the event.

2. On the Add Note to Status window, tap into the **Note** field and add your note.

3. Tap the **Save** button.

Add Notes to Events for Previous Day

1. Follow the **Edit Log** flow on page 14.

Co-Driver

Co-Driver Log In

Co-Driver Log Out

Switching Users
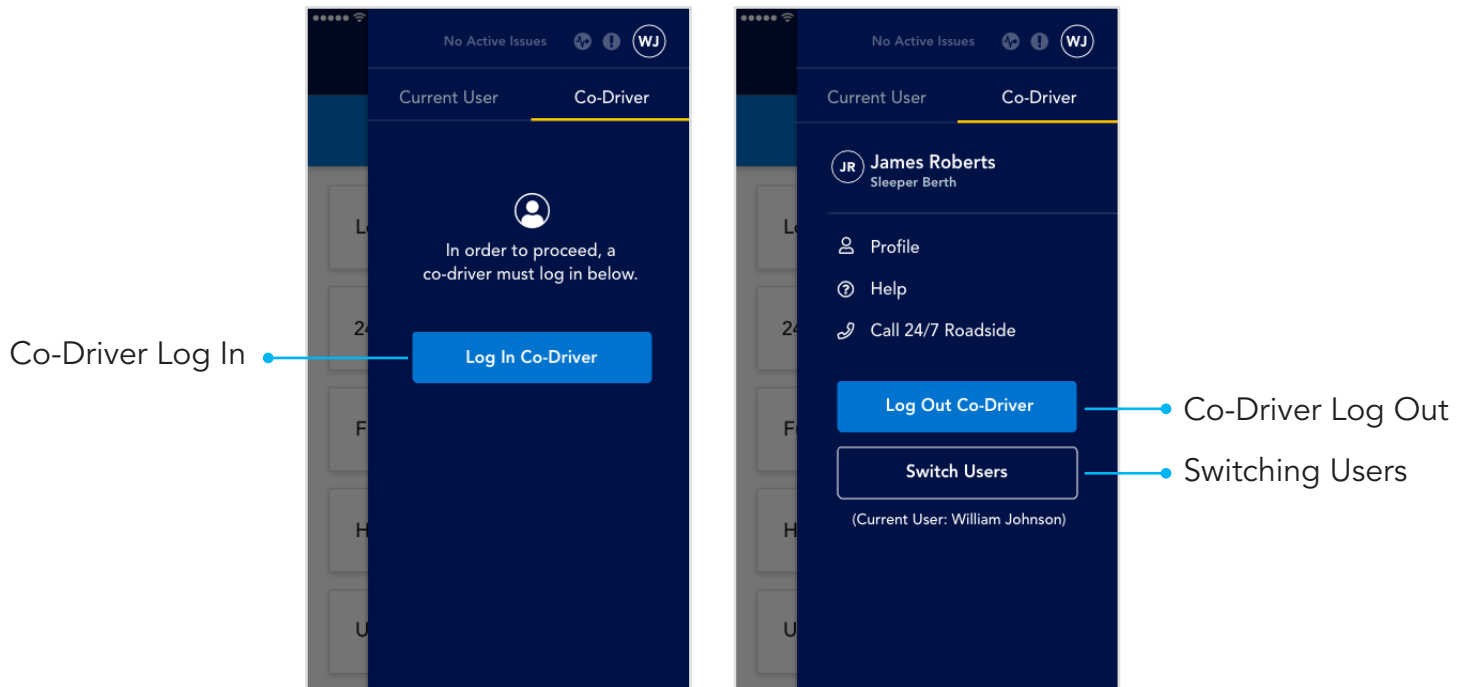
Using Hours of Service with a Co-Driver

Co-drivers must log in to the application prior to the vehicle being in motion. Co-driver log in is not allowed when the active driver is in any of the following statuses: Driving, Off Duty – Personal Conveyance or On Duty Not Driving – Yard Moves.

Important: Only one driver can be in one of the following statuses at a time:

- Driving
- Off Duty – Personal Conveyance
- On Duty Not Driving – Yard Moves

Important: When driving with a co-driver, only one mobile device should be used. Both drivers will log into the same mobile device to record logs.

Co-Driver Login

1. Tap on the **Profile** icon to open the side menu.
2. Select **Co-Driver** tab.
3. Enter your User ID and Password.
4. Tap on the **Log In** button.
5. If the co-driver has any uncertified logs, you will be prompted to take action at this time.

Co-Driver Logout

1. Tap on the **Profile** icon to open the side menu.

2. Tap on **Log Out** button under your name.

3. On the Alert notice, tap on the **Continue to Logout** button.

4. On the Attention screen, tap the **Continue** button.

Switching Co-Driver and Driver

Please note, after switching, if there is no activity from the co-driver for one minute or an alert is triggered requiring driver interaction, the application will revert back to the primary driver and any unsaved information will be lost.

1. Tap on the **Profile** icon to open the side menu.

2. Tap on **Switch Users**.

Requested Edits

Requested Edits Icon

Toggle Log View

Toggle between the original log and the requested edits.
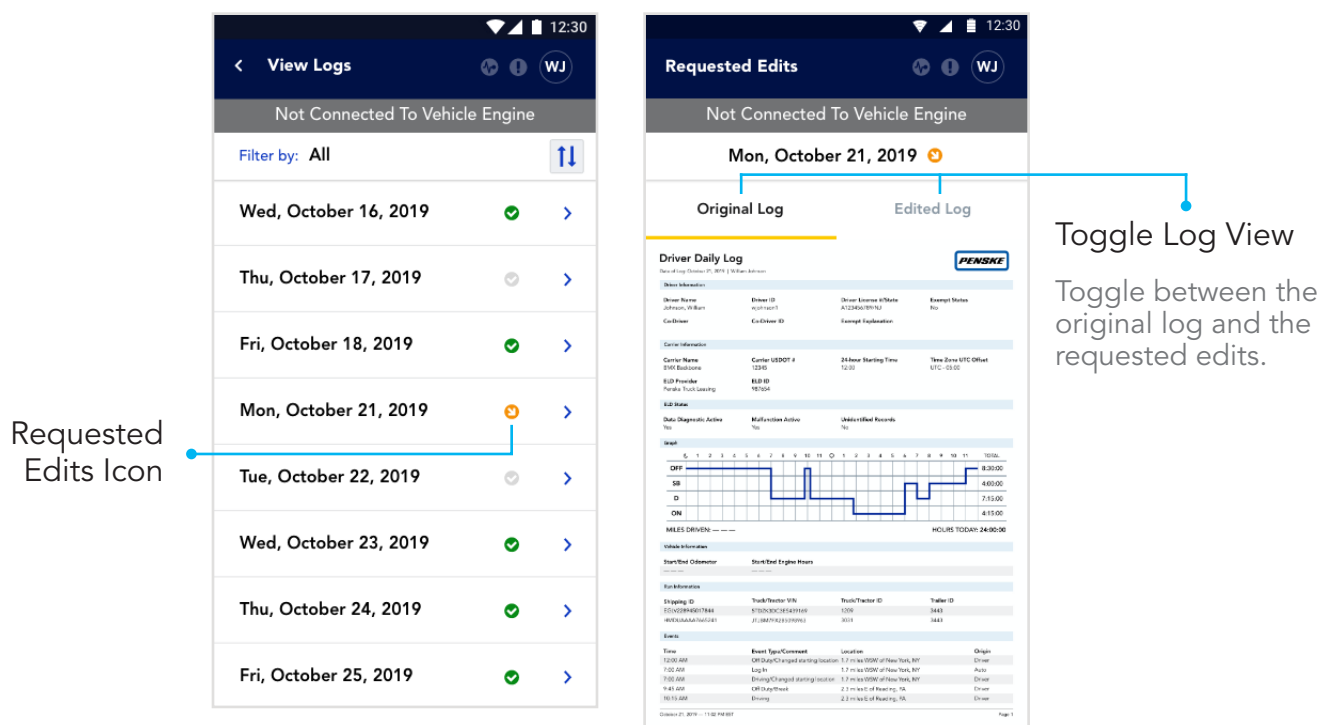
What Are Requested Edits?

Using the Driver Management Portal, your driver admin has the ability to request edits to your daily log files for you to accept or reject. You will be alerted of any requested edits after launching Hours of Service, when logging out and when editing a day with pending edits.

Reviewing Requested Edits at Login and Logout

1. On the Requested Edits prompt, tap on the **View Records** button.
   You may tap on **Not Ready** to skip the review for a later time.

2. Tap on the **Requested Edits** date.
   Dates with requested edits are marked with a red icon containing a downward facing white arrow.

3. Toggle between the **Original Log** and the **Edited Log** by tapping on the tabs at the top of the screen to review the edits.

4. Tap on the **Reject Edits** or **Accept Edits** button accordingly.

5. If edits are accepted, you will be prompted to recertify.

6. Repeat the process as necessary until all requested edits are resolved.

Reviewing Requested Edits When Editing a Day

1. On the Requested Edits prompt, tap on the **Continue** button.
2. Toggle between the **Original Log** and the **Edited Log** by tapping on the tabs at the top of the screen to review the edits.
3. Tap on the **Reject Edits** or **Accept Edits** button accordingly.
4. If edits are accepted you will be prompted to recertify.

Unidentified Driving Records
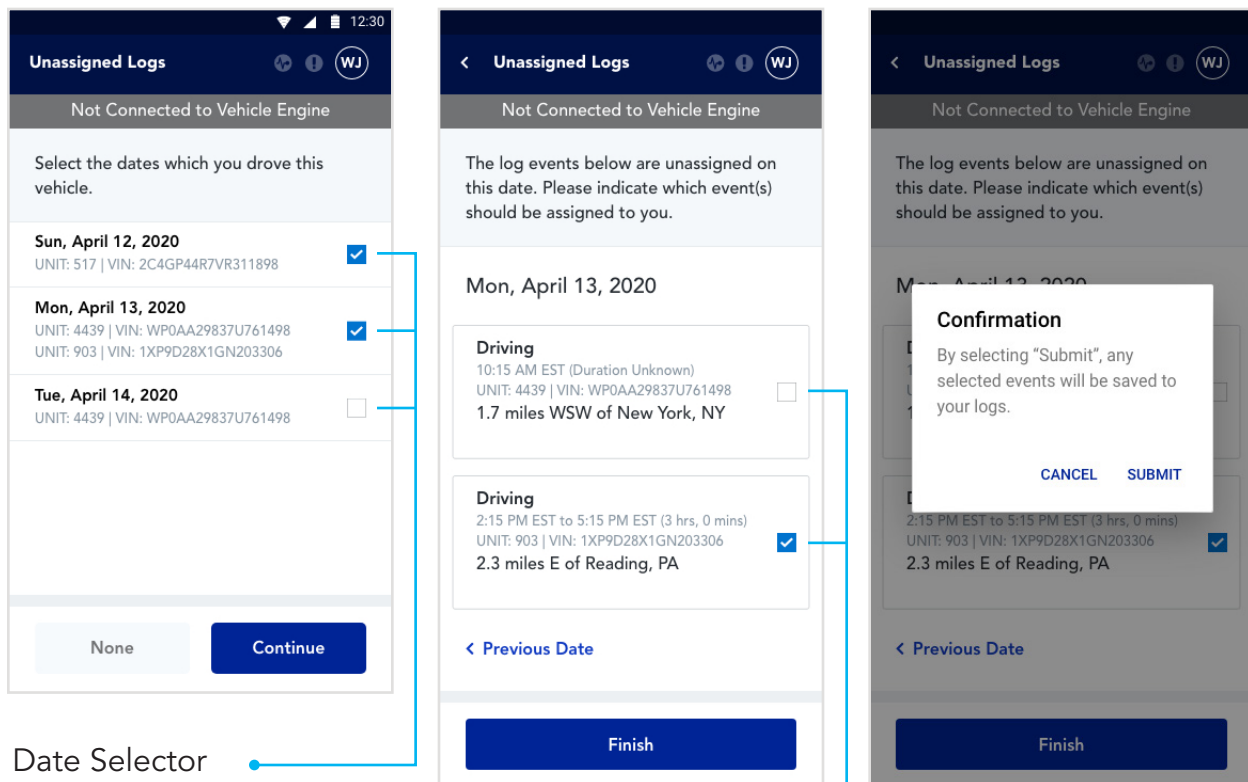
Date Selector

If the Review unassigned logs option is selected, a date selector screen is displayed.

Events Selector

After selecting driving dates, specific, unidentified events for that date are displayed.

Logs Assigned to *Your Name*

After confirming, all selected events will be assigned to you. Any unselected events will be assigned to the unidentified driver profile associated with your company.

What is Unidentified Driving Time?

Unidentified driving records are records that are recorded by the adapter on a vehicle, but not associated with a particular driver. These records are created and stored on the adapter when the vehicle is driven without an active connection to a mobile device. Once a logged in driver connects to that adapter, any unidentified driving records will be transferred to that device to be managed. If found, you must take action immediately and will not be able to use the application until resolved.
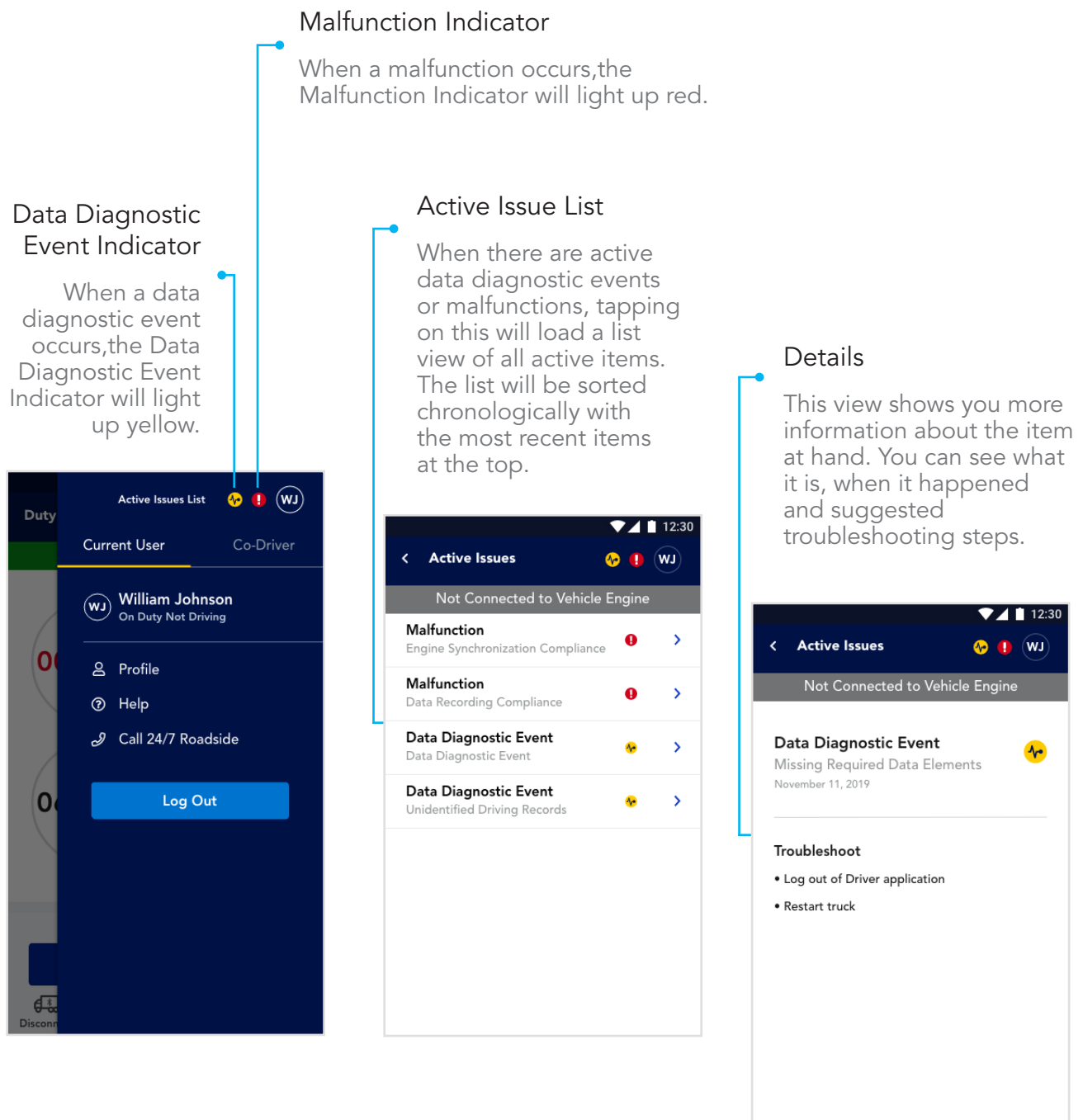
You will be notified about any unidentified driving time after connecting to a vehicle and entering your run information. If the process is interrupted, you will be prompted to take action the next time you sign in to the application.

Manage Unassigned Driving Time

All unassigned drive time must be accounted for by either taking ownership of the logs or declining the logs, which assigns them to the unassigned driver profile associated with your home terminal.

1. When prompted, tap on either the **Review** or **Reject All** buttons.
   All rejected logs will be immediately assigned to the unidentified driver profile associated with your company.

2. When **Review** is selected, a list of dates showing unassigned logs will appear. Unit numbers and VINs will also be displayed for further identification. Use the checkboxes to select the dates that may belong to you.
   You may exit the screen by selecting **None**. All unchecked dates or logs will be declined and assigned to the unassigned driver profile for the company.

3. To review specific events for selected dates, tap **Continue**.

4. Beginning with the first date selected, review and select any events that should be assigned to you. Advance to any following dates you may have selected by tapping on the **Next Date** link.

5. After reviewing your changes by selecting the **Next Date** or **Previous Date** links, tap on the **Finish** button.

6. A confirmation modal will appear. Tap on the **Submit** link to assign selected events to your logs.

Data Diagnostic Events and Malfunctions at a Glance

Malfunction Indicator

When a malfunction occurs,the Malfunction Indicator will light up red.

Data Diagnostic Event Indicator

When a data diagnostic event occurs,the Data Diagnostic Event Indicator will light up yellow.

Active Issue List

When there are active data diagnostic events or malfunctions, tapping on this will load a list view of all active items. The list will be sorted chronologically with the most recent items at the top.

Details

This view shows you more information about the item at hand. You can see what it is, when it happened and suggested troubleshooting steps.

What to Do When a Data Diagnostic Event or Malfunction Occurs

1. Tap on the **Profile** icon to open the side menu.

2. Tap on **View Active Issues** to view all active issues.

3. Tap on an item to view details of the issue along with any suggested troubleshooting steps.

Data Diagnostic Event Details

Below is a list of all data diagnostic events along with what causes them and suggested troubleshooting steps.

Data Transfer Data Diagnostic Event

A Data Transfer data diagnostic event occurs when the operation of the data transfer mechanism(s) is not confirmed.

This may lead to a Data Transfer Compliance malfunction.

To resolve, confirm internet access is available and restart the device if necessary.

Engine Synchronization Data Diagnostic Event

Engine Synchronization data diagnostic events occur when an ELD loses ECM connectivity to any of the required data sources (engine power status, vehicle motion status, miles driven, and engine hours) and can no longer acquire updated values for the required ELD parameters within five seconds of the need.

This may lead to an Engine Synchronization Compliance malfunction.

Power off the vehicle, restart the device and have the application ready to connect. Power on the vehicle and connect the device.

Missing Required Data Elements Data Diagnostic Event

A Missing Required Data Elements data diagnostic event occurs when any required data field is missing at the time of its recording.

Try powering off the vehicle, restarting the device and having the application ready to connect. Power on the vehicle and connect the device.

Power Data Diagnostic Event

Power data diagnostic events occur when an ELD is not powered and fully functional within one minute of the vehicle's engine receiving power and does not remain powered for as long as the vehicle's engine stays powered.

This may lead to a Power Compliance malfunction.

To resolve, try powering off the vehicle, restarting the device and having the application ready to connect. Power on the vehicle and connect the device.

Malfunction Details

Below is a list of all malfunctions along with what causes them and suggested troubleshooting steps.

Important: if you are unable to resolve <u>any</u> malfunction, you must switch to paper logs.

Data Recording Compliance Malfunction

A Data Recording Compliance malfunction occurs when an ELD can no longer record or retain required events or retrieve recorded logs that are not kept remotely by the motor carrier.

This may be caused by low storage. Try removing data on the device to free up storage and relaunch the application.

If the malfunction persists, switch to paper logs.

Data Transfer Compliance Malfunction

A Data Transfer Compliance malfunction occurs when the ELD stays in the unconfirmed data transfer mode following the next three consecutive monitoring checks.

Confirm internet access is available and restart the device if necessary.

If the malfunction persists, switch to paper logs.

Engine Synchronization Compliance Malfunction

Engine Synchronization Compliance malfunctions occur when ECM connectivity to any of the required data sources (engine power status, vehicle motion status, miles driven, and engine hours) is lost for more than 30 minutes during a 24-hour period aggregated across all driver profiles.

Power off the vehicle, restart the device and have the application ready to connect. Power on the vehicle and connect the device.

If the issue persists, contact Penske Service and switch to paper logs.

Position Compliance Malfunction

When an ELD fails to acquire a valid position measurement within five miles of the commercial motor vehicle moving and 60 minutes has passed, a Position Compliance malfunction will be recorded in the data diagnostic.

Ensure that location services are enabled on your device and restart the application.

If the malfunction persists, switch to paper logs.

Power Compliance Malfunction

Power Compliance malfunctions occur when an ELD is not powered for an aggregated in-motion driving time of 30 minutes or more over a 24-hour period across all driver profiles.

Power off the vehicle, restart the device and have the application ready to connect. Power on the vehicle and try to connect.

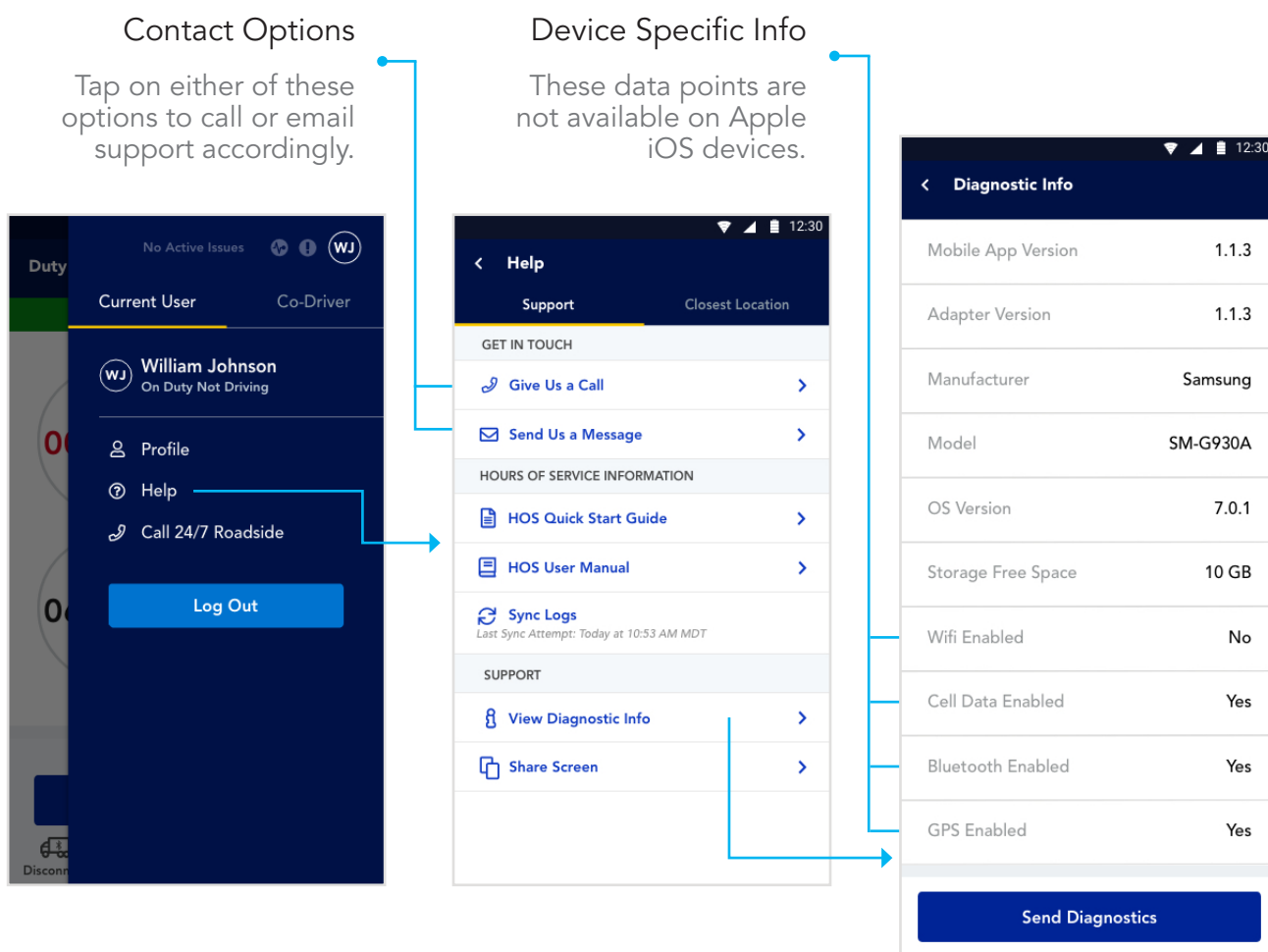If the malfunction persists, switch to paper logs.

Timing Compliance Malfunction

A Timing Compliance malfunction occurs when the ELD can no longer meet the underlying compliance requirement to record Universal Time Coordinated (UTC), where ELD time must be synchronized with UTC, not to exceed an absolute deviation of 10 minutes at any time.

Close the application, verify and correct the time on the device and relaunch the application.

If the malfunction persists, switch to paper logs.

Help and Support

Contact Options

Tap on either of these options to call or email support accordingly.

Device Specific Info

These data points are not available on Apple iOS devices.

Force Closing the Driver App

If you force close the app or it closes unexpectedly, you will remain in your most recent ELD Duty Status. Please verify your correct duty status and disconnect from the vehicle before closing or logging out of the app.

- If you are unable to edit/correct your latest Duty Status, the next time you re-enter the Hours of Service section of the app, please explain your log events accordingly, or call the Penske Connected Fleet Team for assistance.

Restart Your Device

Restarting your device is an easy way to solve many issues. Due to the variety of devices out there, the process for restarting will vary. Please consult the documentation from your manufacturer for the proper steps to follow.

Before you restart:

- Save any edits that you may be working on.
- If you are connected to a vehicle, make sure to disconnect.
- Log out of the application.

Reinstall the Driver App

Uninstalling and reinstalling the Penske Driver app can cause data loss. Please consult with the Penske Connected Fleet team at 844-426-4555 before performing this action.

Contact Support

You can reach the Penske Customer Support team 24 hours a day, seven days a week directly from the Penske Driver app.

Email | connectedfleet@penske.com
1. Tap on the **Profile** icon.
2. Tap on the **Help** link.
3. Tap on **Send Us a Message**.
4. Type in the details of the issue that you are facing.
5. Send the email message.

Phone | 844-426-4555
1. Tap on the **Profile** icon.
2. Tap on the **Help** link.
3. Tap on **Give Us a Call**.
4. When prompted, tap on the **Call** button.