

# SmartTruckELD - Policy

✓ **Make sure your device is working properly.**

Verify that your SmartTruck ELD is working properly. For portable or phone ELDs, verify that the battery is fully charged. If you have any questions about whether your device is working properly, report it to your provider and write it down if possible. Putting it in writing provides you with evidence that you brought the problem to your supplier's attention, in case it becomes a malfunction later on.

✓ **Verify that the ELD documentation is accessible.**

Make sure you have all three required SmartTruck ELD documents in the cab / electronically accessible:

- Transfer Guide
- SmartTruck ELD manual
- Malfunction Guide

To Access SmartTruck ELD User Manual, kindly click on the link

[https://www.smarttruckeld.com/simpletruck/SMART TRUCK USER%20MANUAL MOBILE APP.pdf](https://www.smarttruckeld.com/simpletruck/SMART_TRUCK_USER%20MANUAL_MOBILE_APP.pdf)

✓ **Keep backup paper logs on board.**

Make sure you have at least 8 days of blank paper logs available in case of a problem with your ELD. These four items (the three ELD documents listed above and the additional blank paper records) must be on board at all times. You may be in violation if you do not have them available.

✓ **Verify the location and interface of the controller.**

Finally, make sure the controller interface (the screen you use to enter RODS, view remaining time, etc.) is mounted on the vehicle and in line of sight, while complying with other state rules such as windshield mounting. Keeping the SmartTruck ELD device properly mounted and in line of sight is an ELD requirement. If using a tablet/portable phone device, make sure you have a mount, as officers may cite you if it is not secured while being used as part of your ELD solution. Roadside Inspections If you are asked to show your records during a roadside inspection, your first action should be to ask the officer which transfer method he or she is requesting. Some states may support both transfer mechanisms as described in the ELD mandate:

1. "local" - which is a USB or Bluetooth transfer.
2. "telematic" - wireless transfer via the SmartTruck ELD provider and email.

However, they are much more likely to support only one. Telematic transfer is emerging as the method of choice for many jurisdictions.

If your SmartTruck ELD supports the requested transfer method, follow the instructions in the Transfer Guide (which is a required document to be in your booth) to transfer records electronically to the officer.

✓ **Two important notes about transfers and errors:**

1. If your SmartTruck ELD does NOT support the option the officer is requesting OR you are unable to transfer the records for any reason (error due to missing information, cellular

connection or any other problem), refer to your SmartTruck ELD manual for instructions on the secondary option, which will be an on-screen display or printout (on-screen display is the most common method). Follow the instructions to show the officer the screen display on your device or printout. This backup option is mandate compliant and you cannot be subpoenaed to use it if the primary transfer method fails.

2. If the SmartTruck ELD gives you an error during the transfer, take note of the screen, as most ELD systems will note what went wrong, and in the case of missing or incorrect information, you should report it to your provider's administration so it can be fixed. Something as small as a DOT number containing an incorrect character (such as a hyphen) can disrupt the transfer.

✓ **Keep your ELD top of mind.**

With electronic logging, it's important to protect yourself as a driver by staying on top of your device and understanding how it works and why. Doing so will help keep yourself and your provider out of hot water, as well as help you get the most out of this new electronic age.

✓ **Driver Responsibility**

REPORT ANY MALFUNCTIONS in writing IMMEDIATELY TO THE COMPANY. Driver must report within 24 hours of any malfunction:

**Company Contact Information:**

SmartTruck ELD  
4 San Pablo Ct,  
Novato , CA 94949  
(916)719-6150

**NOTE:-**

**The driver is responsible for making sure to have at least 8 days of blank paper logs (LOGS) in case of a malfunction.**