



Encompass®
ELD

MOBILE IMPLEMENTATION ROADMAP



J. J. Keller
& Associates, Inc.®
Since 1953

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Encompass® ELD support is available 24/7

Phone Toll Free: (800) 327-1342, dial 5 for Encompass support

E-mail: support@jjkeller.com

Administrator Daily Tasks

DRIVER MANAGEMENT TAB

1. Unassigned ELD Events

Homepage>Log Checker Alerts>Unassigned ELD Events

- Driving events recorded on ELD when no driver was logged in and connected
- Choose: "Process Selected Events", "Process as Personal time" or "Process as Yard Move"
 - "Clear Alert" to remove and not assign event to a driver

2. Critical Log Violations

Homepage>Log Checker Alerts> Drivers with Critical Violations In Last 45 days

- Review logs of drivers with log violations within the last 45 days

3. Missing Log Alert

Homepage>Log Checker Alerts>Critical Log Violations

- Review drivers with Missing logs within the last 45 days

4. Log Edits Pending

Homepage>Log Checker Alerts>Log Edits Pending

- Pending Log Edits waiting for a driver to either accept or reject

5. Mobile Driver Hours Available

Hours of Service Tab>Common Views>

- **Check Last Reported** - indicates last date and time logged into the Encompass® ELD Application
- **Check Driver Hours Available** - if less than 11 (or total allowed), indicates driver is connected to ELD and logging drive time

6. Rejected Log Edits

Homepage>Log Checker Alerts>Rejected Log Edits

- These are log edits that are made in Encompass, sent to the driver, and then rejected by the driver. These edits are not reflected in their log.



Commonly Used Reports

Reports & Forms>Log Checker Reports

- **Compliance Notification** - letter to driver to review violations with supervisor
- **Violation Summary** - list of all driver violations within a date range with options to list driver names, dates and times of violations
- **Driver Hours Available or Dispatch Recap** - snapshots of driver's remaining hours
- **Employee Log** - Print out copies of electronic logs

Administrator Daily Tasks

VEHICLE MANAGEMENT TAB

1. Unassigned ELD

Home Page>Unit Alerts>Unassigned ELDs

- These alerts occur when an installed ELD could not be matched up with a Unit Code in Encompass
- Check to see if Unit is in the system on the unit tab, add unit if necessary
- Click on Alert and Choose the Unit to assign the ELD to

2. DVIRs with Defects/Missing Alerts

Home Page>Unit Maintenance Alerts>DVIR Alerts

- These alerts notify of units with defects reported or missing DVIRs
- Click on alert to access DVIRs, Edit, then mark as "Corrected" or "Need not be corrected for safe operation"

Settings Review

Setup> Encompass® ELD Mobile Settings

- **ELD Device List** confirms ELDs installed and the unit codes associated within Encompass

Commonly Used Reports Reports & Forms>Fuel Tax

- IRP Mileage Report
- Unit Mileage Report
- IFTA Form

Reports & Forms>Unit Maintenance

- DVIR Defects Report

PERFORMANCE MANAGEMENT TAB

1. Units Being Operated with Known Defects Alerts Home Page>Unit Maintenance Alerts>Units Being Operated with Known Defects Alerts

- Notifies of units that are being driven by drivers when there are open defects on the unit.

Mapping Tab

- Check to make sure vehicles/drivers are showing up on the map and view route points. If a vehicle's/driver's current time stamp is not showing up as current time on the map, the driver is not logged into the system.

Employee and Unit Performance Tabs

- Speed, Hard Braking, Idle Time, and MPG stats by Driver or Unit

Commonly Used Reports Reports & Forms>Company Summary Reports

- Driver Performance Scorecard Report

Reports & Forms> Performance Reports

- Driver MPG Report

Mobile Troubleshooting



Support Center Resources

Find how-to videos and troubleshooting resources:

<https://support.ijkeller.com/EncompassELD>



Success Factors

- ELD [truck #] on-line (Green Antenna)
- LED Light = Green
- Network signal

F.A.Q.



Device states “ELD Disconnected” (gray antenna)

1. Verify harness is securely connected and that any of the LED lights are illuminated on the ELD, indicating that the ELD has power.
2. **Tap the Antenna icon>Select the ELD>Connect**
3. Check Device **Bluetooth Settings, Is BT turned on? Connect (Pair) to ELD** if necessary, then repeat step 2
4. **Press and hold the BT Reset button** on the front of the ELD. The blue LED indicator light will turn solid, then begin to flash. Once it flashes, release the button, and repeat step 2.
5. Within Mobile Device Settings, **Turn BT off then back on**, then repeat step 2
6. **Turn the mobile device off then back on**, then repeat step 2



User is Not Authenticated (Unable to Login)

1. Verify the driver is using the correct Username/Password
 - a. Encompass>Driver Management>Setup>Mobile User Logins
 - b. Edit Password if necessary
2. Requires network connectivity if first time logging in. Can the driver open a browser and navigate to a website?
3. Validate Activation Code:
 - a. **Encompass>Driver Management>Setup>Mobile Company Settings**
 - b. Delete / Reinstall application, reenter activation code



Received a prompt for Location at a duty-status change

(will occur if not connected to the ELD at the time of the duty-status change)

1. Driver manually enters location once prompted
2. From Home screen, select **View Log>Edit Log**. Choose the duty status in which the location needs to be edited. Make the necessary changes and select ‘OK’.



Cannot successfully Certify & Submit logs

1. Is there a network connection? Can the driver open a browser and navigate to a website?
 - If Yes, try again to Certify & Submit
 - If No, select “No” when prompted to try again. Next time the driver logs in, and has a network connection, he can submit his logs



Cannot view driver activity/logs within Encompass

1. Is the driver logged into the Encompass® ELD application?
2. Is the driver connected to the ELD (via BT)?
3. Is there a network connection? Is the device in Airplane Mode?

Encompass[®] ELD Driver Training Checklist



Support Center Resources

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START OF THE DAY

- Turn on the device
- Check Bluetooth settings/push Bluetooth reset button if necessary
- Log into mobile app (Team Driver, Multi User if applicable)
- Connect to ELD (set as default if applicable)
- Enter trailer and shipment information
- Verify ELD online, user, location, etc.
- Pre-trip inspection

OTHER DRIVER TASKS

- View log/clocks/hours
- Edit Log
- Review Edit Requests
- Change duty status (30 minute rest break, personal conveyance, hyrail, etc.)
- Modify trailer number/shipment information
- Enter log remark

END OF DAY

- Post-trip inspection
- Check/claim unassigned driving periods
- Certify and Submit logs

ADDITIONAL RESOURCES

- Roadside Inspection card – receipt of laminated card
- ELD Malfunction card – receipt of laminated card
- Roadside Inspection / Data Transfer Mode
- Review ELD Driver User Guide document
- Encompass[®] ELD Common Daily Functions video
- Contact support team if necessary

Driver Name/Signature: _____ Driver Number: _____ Date: _____

Trainer Name/Signature: _____ Date: _____

Critical Success Factors

It is critical to understand that the success of your ELD implementation will rely heavily on how you have set up your organization to handle changes in workflow processes, resource management, and the foundation you've set for your decision to implement an ELD solution. Below are the 'Top Ten' factors which are critical to your success!

1. **Communicate**

Communicate your mobile solution plans to those that will be impacted by the change. It is important that those individuals understand what the change is, what it means to them and why the change is occurring. Benefits and key decision making factors may include risk management, early conformance to ELD/HOS mandate, dispatch planning efficiency, automated fuel tax reporting, tracking of assets, fuel savings, improvement of driver performance, streamlining operational processes, etc.

2. **Gain Organizational Buy-In**

It is important to have Management/Executive buy-in (and backing) in your decision to implement ELDs.

3. **Allocate Resources**

Identify, allocate and properly train your resources that will be dedicated to the implementation and support of your ELD solution. Key components include managing the drivers, data and daily workflow within the system.

4. **Develop Champions**

To build solution success within your organization, we recommend selecting a handful of managers and/or drivers who would be pre-launch users and act as 'champions' during your company-wide rollout.

5. **Plan Ahead**

Develop your project rollout schedule by location, to include dates and resources responsible for unit installation, driver training and back-office data management training.

6. **Review Policies and Processes**

Make sure to review your company policies, procedures and workflow processes for a successful project launch, as well as ongoing compliant and proper use of the ELD solution.

7. **Empower Your People**

Lead your Project Team but let them do their work necessary to train, implement and manage the drivers, data and your compliance solution.

8. **Expect Challenges/Resistance**

You are implementing a solution that is changing driver processes and back-office functions. Some may not want to change. It is important to expect challenges during your rollout while resources are adapting to change. Continue to follow your plan and communicate to those resources affected by the change.

9. **Practice Due Diligence**

Build expertise by taking the time to learn proper installation of units, how your drivers will interact with the application and how the data is presented in the back-office system. Follow your rollout plan and manage the project along with your J. J. Keller Project Team.

10. **Use Your Resources**

Take advantage of your J. J. Keller Project Team and J. J. Keller's Support Team to help you meet your compliance goals.

J. J. Keller Technical Support Contact Information

Contact Phone Number for all Support Resources:

(800) 327-1342

See extension numbers below

CONTACT INFO

Encompass Support

Option 5
Hours of Operation: Monday-Friday 7AM-6PM CST
Email: support@jjkeller.com

ELD Support

Option 1, then Option 2, or Direct: 855-215-3637
Hours of Operation: 24/7
Email: ELDSupport@jjkeller.com

Roadside Inspection Support

Option 1, then Option 1
Hours of Operation: 24/7