Resolving Conflicts

> **DEFINITION:** A **Driver Log Conflict** is an indication of an omission or inconsistency in a driver's log.

Where can I view current Driver Log Conflicts?

The HOS Home screen displays the total number of Driver Log Conflicts in your organization and provides a separate count of unidentified driver conflicts. To view Driver Log Conflicts in detail, click on the Conflicts box.

> **Note.** Log events displayed with at least one unresolved conflict is limited to the last 15 days.

Why is it important to resolve conflicts?

Resolve **ALL** Driver Log Conflicts on the HOS Admin Home screen **every day**. Driver Log Conflicts are critical because they may result in unwanted compliance issues during roadside inspections.

Some Driver Log Conflicts will affect the quality of information provided by the HOS application, such as:

- Accuracy of number of hours remaining in a driver's shift

- Ability of drivers to download logs to their mobile device

- Preventing location of status changes and total distance driven from being included in the log, as required by USDOT and Transport Canada regulations

Conflict Types

The HOS application detects and reports the following conflicts automatically:

Conflict Type	Description	Cause (if available)
Odometer Gap	The difference between the ending odometer for one Driving (D) or Off Duty, Personal Conveyance (OFF-PC) status and the starting odometer for the next Driving or Off Duty, Personal Conveyance status on the same vehicle is greater than the last reported odometer value.	– The vehicle was driven by an individual who is exempt from HOS regulations. – Electronic logging device was removed from one vehicle and reinstalled in another vehicle having a higher odometer reading, but the device-to-vehicle association was never changed.

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Conflict Type	Description	Cause (if available)
Conflicting Driver Activity	A driver has two different duty statuses that overlap.	– A driver failed to sign out of the electronic logging device when changing vehicles, and one or both devices are unable to communicate with the web server (the vehicle is out of coverage range). This can cause overlapping duty statuses to be sent when communication is resumed. – An electronic logging device's system time is incorrect, causing status changes to be recorded with the wrong timestamp.
Conflicting Vehicle Activity	More than one driver has a Driving (D) or Off Duty, Personal Conveyance (OFF-PC) status for the same vehicle during a particular time.	– Two electronic logging devices have been provisioned with the same Vehicle ID. – Electronic logging device's system time was changed, causing status changes to be recorded with the wrong timestamp.
Decreasing Odometer	An odometer value for a Driving (D) or Off Duty, Personal Conveyance (OFF-PC) status is less than an odometer value for an earlier D or Off Duty, OFF-PC status on the same vehicle.	– Electronic logging device was removed from one vehicle and reinstalled in another vehicle, without changing the device-to-vehicle association. – Vehicle's odometer has rolled over.
Gap in Log	A time period exists for which the driver has no duty status recorded.	– User has deleted one or more duty statuses from the driver's log. – Problem with the vehicle's data bus (or systems that read/report data from the bus) preventing the mobile application from recording any duty status.
Missing Location	A status change was recorded without location information.	The vehicle was out of GPS coverage when it stopped or started moving (e.g., parking garage), and data was sent before the driver could enter the location manually.

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Missing Midnight Odometer	A Driving (D) status starts on one day and continues into the next day with no odometer reading recorded at midnight.	– User edited the driver's log and added a new Driving (D) status when the next subsequent duty status already had a start time after midnight the following day. – User reassigned the driver to a home terminal in a different time zone, or changed time zone settings for the driver's current home terminal. – Problem with the vehicle's data bus (or systems that read and report data from the bus) has prevented the electronic logging device from recording the odometer at midnight.
Missing Odometer	A Driving (D) or Off Duty, Personal Conveyance (OFF-PC) status is missing either a starting or an ending odometer value.	– Problem with the vehicle's data bus (or systems that read and report data from the bus), which has prevented the electronic logging device from recording the odometer at the start or end of the duty status.
Unidentified Driver	A Driving (D) status is recorded but not added to a driver's log.	– The driver forgot to sign in to the electronic logging device before beginning a trip. – Multiple drivers were signed in to the electronic logging device, but none of them indicated which was the primary driver/vehicle operator before beginning a trip.

How Do I Resolve Driver Log Conflicts?

For the purposes of this document, you'll learn how to resolve the most common of these conflicts: Missing Location and Unidentified Driver.

Resolving a Missing Location Conflict

In order to resolve a missing location conflict, you need to know where the vehicle was at the given time. You can obtain this information in a number of ways, such as contacting the driver to get the information. In our example below, we cross-reference the event with data obtained from the GPS device using the Activity Detail report in the GPS Portal.

▶ **To resolve a missing location conflict:**

1. Click on the **Conflicts** box from the Home screen.

> **Note.** Selecting the Conflicts box from the Home Screen provides a list of unresolved conflicts. If accessing the Conflicts Report from the HOS menu, set your parameters, and click **View**.

The Conflicts Report page appears.

2. Take note of the **Vehicle ID** and **End Time**, and return to the GPS Portal in another browser tab.

3. Run an **Activity Detail Report** for the identified vehicle on the date in question.

4. Within the Activity Detail Report, locate the line item for the time in question, and make note of the city and state.

5. Return to the HOS Admin Portal in another browser tab.

6. Click on the date of any row containing a Missing Location conflict.

    The log details for the driver with the missing location appears.

7. Click the pencil icon for the row containing the Missing Location conflict.

    The Change Status details page appears.

> **Note.** Required fields on this screen vary depending on the status type, but all statuses require a location.

8. Select a Location Type of City/State, then enter the city and state that most accurately represents the driver's location at that time.

9. In the **Reason for Change** box, add notes explaining your change. This note will appear on the edited logs once the proposed edit has been accepted by the driver.

10. Click **Save**.

    The proposed edit appears on the driver's log with a Record Status of **Inactive – Requested**.

> **For AOBRD users:** This edit will be automatically accepted the next time the driver signs in.

- Proposed edits **accepted** by a driver appears on their log with a Record Status of **Active**.

- Proposed edits **rejected** by a driver appears on their log with a Record Status of **Inactive – Rejected**.

> **For AOBRD users:** Proposed edits sent to a driver will appear on the log with a Record Status of **AOBRD**

Accepted.

Resolving an Unidentified Driver Conflict

In order to resolve an Unidentified Driver Conflict, you need to know which driver was operating the vehicle at the given time. You can obtain this information in a number of ways, such as contacting the driver, reviewing schedules, or cross-referencing the event with data obtained from the GPS device using the Activity Detail Report in the GPS portal (requires that you either use driver assignment or that drivers do not switch vehicles). In our example below, we rely on the Driver Vehicle Usage Report in the HOS Admin Portal.

For AOBRD users: This conflict is referred to as Unidentified Driver conflict.

▶ **To resolve an unidentified driver conflict:**

1. Click on the **Conflicts** box from the Home screen.

   Note. You can also access the Conflicts report from the HOS drop-down menu.

2. From the Conflicts Report screen, change the **Driver** drop-down to **Unidentified Driver**, and click **View**.

3. From the list of results, click the date next to an Unidentified Driver conflict.

   The Conflict Resolution page appears.

4. From the driver's event log, locate the line item with an unidentified driver conflict.

5. Make note of the Vehicle ID and the End Time.

6. Hover your mouse over **HOS**, then hover over the **Driver Vehicle Usage Report** menu item, right-click, and click to open in a new browser tab.

7. On the Driver Vehicle Usage Report screen, enter the **Vehicle ID**, and adjust the **Start Date** as needed.

8. Click **View**.

9. From the list of results, click the driver's name for the day in question.

   Note. If no results appear, the system does not have any record of a driver using that vehicle on that day. In that case, it may mean the driver forgot to sign in for the entire duration of his or her shift. You may need to review your shift schedule and contact the scheduled driver to confirm his or her shift activity. In that instance, skip to step 11.

10. Review the driver's log for the day in question. The details in the log may indicate a sign in failure item, which can confirm that the selected driver was operating the vehicle at that time.

11. Return to the Conflict Resolution page in the other browser tab.

12. Select the **check box** next to the line item that you've isolated for the unidentified driver event.

13. In the **Compare to** drop-down, select the driver that you've confirmed was operating the vehicle at the time in question.

14. Click the **Reassign** arrow.

> **Note.** The Reassign option is only available for logs that been certified by their driver. If the option is not available, contact the driver.