Relay ELD best pratices

This guide outlines best practices to help Amazon Freight Partners (AFPs) and drivers get the most of out of Relay ELD. It provides essential tips for both drivers (Relay ELD on iOS) and partners (Relay for Carrier webpage).

Topics covered include:

- What drivers should do before, during, and after a workday
- Common pitfalls for users
- How to keep clean and organized records
- How to maintain Hours of Service (HOS) and driver vehicle inspection report (DVIR) compliance

The goal is to prevent issues before they happen or at least recognize them quickly and take corrective action. Following this guidance may lower your company's electronic logging device (ELD) compliance risk and can help prevent negative impact to your Amazon Performance Grade.

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Why is Relay ELD important to your business?

Relay ELD is an important part of your trucking business. Federal regulations require the use of a certified ELD for all heavy-duty commercial trucks involved in interstate commerce to improve the safety of drivers on the road. Relay ELD helps drivers stay compliant with these regulations.

Benefits of Relay ELD

Safety. Safety is Amazon's number one priority. Relay ELD keeps records of drivers' HOS to help ensure that drivers aren't fatigued, which helps promote a culture of safety.

Faster vehicle inspections. Filling out daily pre-trip and post-trip DVIRs takes time. Relay ELD can help reduce the amount of time spent doing inspections with electronic DVIRs, keeping your company's fleet on the road while increasing accuracy in the reports.

Easier roadside inspections. Relay ELD makes roadside inspections quick and easy by providing HOS records in Department of Transportation (DOT)-approved electronic formats.

Relay ELD comes with the backing of our multiple support channels, including:

- A designated Customer Success Manager
- Driver Support Services (DSS)
- Your company's Middle Mile Partner Manager (MMPM)
- The Transportation Risk and Compliance (TRC) team

For the first two weeks after your company switches to Relay ELD, a Customer Success Manager will be available to answer any questions related to Relay ELD and guide you through the best practices outlined in this document. For partners, during this time, your company's Customer Success Manager will also review your company's drivers' HOS and HOS violations, unactioned items on DVIR defects, and unassigned driving time (UADT) events for coaching opportunities.

Note for partners

Once you achieve a level of success with Relay ELD, your company's Customer Success Manager will hand off to the TRC team who will conduct audits to verify ongoing ELD regulatory compliance and provide further coaching as needed.

Note for drivers

As a driver, you are ultimately responsible for the accuracy and compliance of your HOS records. Only accept suggested log edits or UADT events if they are yours. Be sure to take your rest breaks, certify your HOS logs, and submit your pre-trip and post-trip DVIRs.

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DRIVER BEST PRACTICES

Start of shift

a. **Make sure everything is in working order.** Start your shift by logging into the Relay 4 Driver app with your driver account and then connecting to the Pulse telematic device installed in your tractor. Be sure to make this Bluetooth connection through the ELD page in the Relay app, and do **NOT** establish this connection via the iPhone Bluetooth settings. If a connection cannot be established, notify your AFP and use paper logs until you're able to successfully connect to your tractor. Note that movement without an ELD connection produces UADT events.

Keeping the Relay 4 Driver app up-to-date is also important as our tech teams continuously work on releasing new improvements and fixes that are beneficial for users. Set the Relay 4 Driver app to automatically update and periodically check for app updates in the App Store.

b. **Update your duty status to start your shift.** Manually change to 'On Duty Not Driving' to mark the start of your working hours for the day. Do this before reviewing your prior HOS logs or inspecting your vehicle—those are considered on duty activities per regulations.

c. **Review any UADT events.** After logging in, you will be shown two types of UADT events: those manually assigned to you by your AFP and those that were captured by the ELD device when the vehicle you are in moved without a connected driver.

Be sure to carefully review both types of UADT. Per ELD regulations, claiming UADT is final and cannot be reverted, edited, or changed. If you're not sure a UADT event is yours, it's best to check with your AFP before claiming it to prevent a mistake that affects your HOS accuracy.

When reviewing UADT, pay particular attention to the date and time of the events. If they fall under your shift while you were driving the associated tractor, they are most likely yours to claim. If assigned UADT events don't fall within any of your previous shifts, dismiss them and notify your AFP.

Do not ignore UADT events—resolving UADT keeps your HOS logs accurate and helps your AFP manage UADT events to comply with regulations.

d. **Certify your prior days' logs.** ELD regulations require driver certification for all HOS logs. Before certifying your logs, double check the manual and automatic events, claim your UADT events, make final edits, and insert notes to make the logs accurate. Changes made after certification require recertification. You can also certify logs at the end of your shift right after changing your status to 'Off Duty.'

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e. Inspect your tractor and submit a pre-trip DVIR before you start driving.

I. Any defect you include will red-tag the vehicle, marking it as nonoperational. A remark will still allow the vehicle to be drivable. If a defect is found, notify your AFP immediately so they can help you find a different vehicle to drive for your shift.

II. Moving the vehicle even a short distance can trigger an automatic duty status change to 'Driving.' If have to move the vehicle to perform your pre-trip DVIR and you are put into 'Driving,' be sure to manually change your duty status back to 'On-Duty Not Driving' after stopping. Automatically detected driving events cannot be edited, and the automatic switch back to 'On Duty' is not allowed to trigger if you lose connection with the vehicle by walking too far away while completing your DVIR.

During shift

a. **Watch your logs for accuracy.** Accurate HOS logs are ultimately your responsibility as a driver. Periodically check your current duty status in Relay ELD and do not assume it will automatically put you in the correct status. You can manually change your duty status if needed.

b. **Take your rest breaks.** ELD regulations require you to take a non-driving, 30-minute break within the first eight hours of driving. At the end of the rest break period, make sure the full 30 minutes reflect in your logs before resuming driving to prevent violating the rest-break requirement. ELDs record to the second, so any breaks a few seconds shy of 30 minutes will be marked as noncompliant.

c. **Monitor the Bluetooth connection.** It is possible that the connection between your phone and the tractor's Pulse telematics device might drop. The system will try to automatically reconnect, but if that fails you should find a place to safely pull over and try to reestablish the connection. If pulling over safely is not possible, continue driving and remember to claim the unassigned drive time events that are generated when you are next able to reconnect. If the connection remains broken, notify your AFP and switch to paper logs.

End of shift

a. **Inspect your tractor and submit a post-trip DVIR.** As with the pre-trip DVIR, notify your AFP if a defect is found so they can work to resolve it. Be sure to remain 'On Duty' while performing the inspection and sign and submit your post-trip DVIR before ending your shift.

b. **Review your HOS logs for accuracy.** Double check the manual and automatic events, claim your UADT events, make final edits, and insert notes to make the logs accurate. Since ELD-generated events cannot be edited, an annotation (written note) on any inaccurate events is sufficient for regulatory purposes. Remember that changes made after certification require recertification.

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c. **Set your duty status to 'Off Duty; and log out of Relay ELD.** If you want to certify today's logs, be sure to do so after switching to 'Off Duty,' or that will count as a change and require recertification. Logging out of the Relay 4 Driver app is recommended as this guarantees that later tractor movement will not be erroneously applied to your HOS logs. If you prefer to stay signed in, be sure to switch to 'Off Duty' at the end of your shift so that you're not incorrectly registering as 'On Duty' or 'Driving' and triggering HOS violations with inaccurate logs.

NOTE FOR PARTNERS

Per ELD regulations, drivers are ultimately responsible for their own HOS logs. Your company is expected to check for accuracy, audit logs, and coach drivers as needed. If drivers are performing their functions correctly and in a timely manner, their HOS logs should be accurate with minimal effort required from your company.

Daily cadence

a. **Remember DVIRs.** Vehicle inspections are a critical safety and compliance activity. Remind your company's drivers to submit both pre- and post-trip DVIRs every day.

b. **Address asset defects.** Periodically check your company's asset roster and defect screens so that you're able to respond quickly to any changes in tractor defects, availability, and repair statuses. If a tractor is red-tagged, please view and update the defect notes, workflow status, and work order number as appropriate. Contact DSS if you're unable to get necessary information or take required actions from the web features. Defect notes should be updated continuously after every event to ensure accuracy and get the tractor back in service.

c. **Review and assign UADT events.** Check for UADT events on each tractor that was driven the previous day and assign them to the correct driver.

d. **Monitor assigned UADT events.** Per regulations, drivers need to accept any proposed changes to their HOS logs—you cannot force a change unilaterally. Drivers should review assigned UADT events at a minimum at the start of every shift. You will see the status change from 'Pending Driver Approval' to either 'Accepted' or 'Rejected' when that happens. Discuss any rejected UADT events with the driver and reassign those events to the correct driver, whether that's the same or a different driver.

e. **Review drivers' HOS logs.** Look for mistakes and violations, and use them to coach your company's drivers on the correct use of Relay ELD. Remind drivers to recertify their logs after any changes, whether these changes were manual HOS edits or an accepted UADT events, logs will need re-certification.

f. **Use Amazon support resources.** Contact your MMPM or Customer Success Manager with any questions you might have about Relay ELD. It's best to ask questions right away rather than waiting because HOS and compliance issues can add up quickly and lead to regulatory violations.

Need a refresher on Relay ELD usage?
Please refer to the Sentix training available for both drivers and partners.

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