

## PeopleNet OBC Not Working

You must follow these procedures if the PeopleNet unit is not working and you are not at the Walgreens DC. If you are at the Walgreens DC, report the unit to Dispatch and the Shop, then take a different tractor. **DO NOT leave the Walgreens DC with a Peoplenet unit not working.**

If not working:

1. First turn the unit off and then back on. **(Hold Power button, select "Restart")**
2. If this does not work, call PeopleNet at 1-888-346-3486 option 1.  
Fleet ID is 3299 if asked.

If unit screen is showing re-install required:

1. Call Transervice shop personnel.
2. If this does not work, call PeopleNet at 1-888-346-3486 option 1.  
Fleet ID is 3299 if asked.

If you cannot get the unit to work:

1. **If at the Walgreens DC.** Report unit to dispatch and shop and choose a different tractor. **Do Not take Unit!!!**
2. **If at a domicile or on route.** Notify dispatch first that unit is not working. If no answer, you MUST leave a message. Make sure to follow up with dispatch on unit not working.
3. **If another unit is available-** use that unit if not assigned to another driver. Make sure to leave a note on tractor that PeopleNet is not working for next driver and write up on VCR.
4. **If no other unit is available,** you must start a paper log. **(You are required by law to have at least 8 paper logs with you at all times in case the unit goes down)**
  - a. Do not log in from the PeopleNet Driver Login center.
  - b. Do not call dispatch to give them your times.
  - c. Paper log must be filled out completely. You must enter your Starting/ Ending mileage.
  - d. If you start a paper log, you must finish on a paper log. (Do not log in midway thru a shift.)
5. Your paper log must be turned into dispatch as soon as possible.
6. By law you are required to produce last 7 days logs. This can be done several ways if required to do Paper logs.
  - a. At the end of each shift, **use "Transmit Logs" on "EDriver Logs" screen** to email yourself the last 7 days of logs. (If logged on to the ELD, you can also use these instructions to email the logs to the DOT officer.)
  - b. If asked by DOT for last 7 days logs and you do not have them, call Dispatch during office hours or your CPC Manager and they can have the logs emailed to the DOT officer.
  - c. PeopleNet Connected Driver on Android/ iPhone is an app that will update every time you log into an OBC. First time setup with your email and create password; then log in as you would in tractor. COMPANY ID 3299
7. **DO NOT run paper logs and ELD logs. You can be cited for running two logs.**

**Focus-** on logging in to PeopleNet OBC daily. Make sure it is operating properly.

**Anticipate and Adjust-** If issues arise, you will have to be prepared to get PeopleNet OBC back online, or if not possible, use a paper log and report immediately. Make sure you have adequate number of paper logs.

**Correct-** Make sure you have the PeopleNet Manual, Know what to do if it goes down, and Adequate Paper Logs. If paper logs are used, up to 8 supporting documents must be maintained on file. PeopleNet OBC accomplishes this requirement using GPS location data.

**Talk-** Report any problems to Dispatch, Transervice, PeopleNet and your CPC Manager. Only 8 days are allowed to get a Peoplenet OBC running properly, so issues must be reported immediately.

