

OnCommand[®] Connection

ELECTRONIC DRIVER INSPECTION REPORT (eDVIR)

FREQUENTLY ASKED QUESTIONS

WHY CAN'T I SEE ANY LOCATIONS FROM THE HOME SCREEN?

You will not be able to see your location(s) until you're assigned as a User for your location.

Please contact your Administrator, email us at oncommandconnection@navistar.com or call 1-888-661-6272, and choose option 3 to speak with a Support Specialist.

CAN I SETUP OR MODIFY MY OWN INSPECTION TEMPLATE?

Users who are setup as Administrators in the system can setup or modify an inspection template.

WHAT IF I NEED CLARITY ON THE ITEM I'M REQUIRED TO INSPECT?

Once you expand any inspection item by tapping on the arrow, you will see a description of the inspection item. Also, If your Administrator has provided tutorial pictures then you can tap the Show Tutorial button to see the photos.

CAN I ADD ADDITIONAL DETAILS TO A DEFECT DURING THE INSPECTION?

Yes, you can add comments to each inspection item by tapping the arrow to expand the inspection and typing in the comment box. You can also add comments at the end of the inspection before submitting.

HOW CAN I SEE PAST INSPECTION REPORTS?

Select the Menu icon from home screen and select Past DVIRs. The past inspections performed for that bus will be displayed for last 45 days.

WHY AM I GETTING A NOTIFICATION SCREEN INSTEAD OF NEW INSPECTION SCREEN?

If Maintenance has updated the status of any previously identified defects to Fixed or Not Applicable for the bus that you're inspecting, the defect status will be displayed and communicated to you through the notification screen.

WHAT IF AN INSPECTION ITEM IS NOT APPLICABLE TO MY VEHICLE?

Each inspection item has a skip option. If you feel an inspection item is not applicable to your vehicle, tap the arrow to expand the inspection item and select the Skip button to proceed to next inspection item.

Any questions or concerns contact us 24/7 at support.oncommandconnection.com, email us at OnCommandConnection@Navistar.com, or call 1-888-661-6272, Option 3.

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WHY IS MY VEHICLE UNSAFE TO DRIVE?

If the Driver who completed the previous inspection or Maintenance has deemed the vehicle as unsafe to drive then you will not be able to inspect the vehicle until Maintenance fixes the reported issue(s). Please contact the Dispatcher to request another bus.

CAN I SUBMIT AN INCOMPLETE INSPECTION?

No, an incomplete inspection cannot be submitted due to regulation restrictions. However, you can save the completed portion(s) of your inspection by clicking on the exit button and selecting the option to save inspection. Please note, the inspection will be saved until 12 a.m. or until a complete inspection is submitted for this bus.

WHY ARE SOME INSPECTION ITEMS MARKED AS 'FAILED' AND I'M UNABLE TO CHANGE IT TO 'PASS'?

If Maintenance has not updated the status of any previously identified defects to Fixed or Not Applicable for the bus that you're inspecting, they will be pre-filled as 'Failed' until it has been fixed by Maintenance.

WHY AM I GETTING THE MESSAGE, "PREVIOUS INSPECTION WAS SUBMITTED SUCCESSFULLY."?

Your last inspection was not submitted due to network issues. Once the network becomes available, the application will automatically submit the inspection and display this message.

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