

**IDEALEASE**

## MY ELEVATE SCORECARD ISN'T REPORTING ALL OF MY TRUCKS

Idealease revolutionizes fleet operations with ELEVATE™, our proprietary Driver Performance System that improves driver safety and saves fleets millions of dollars in annual operating costs.

Sign up for the ELEVATE™ Question/Tip of the Week and receive short, actionable, and easy-to-use information to help your drivers operate their vehicles more safely while reducing fuel consumption, idle time, wear and tear on equipment, maintenance costs, vehicle downtime, and more.

If you have a question or a topic you would like covered in a future ELEVATE™ Question/Tip of the Week, email [jerryring@idealease.com](mailto:jerryring@idealease.com) (<mailto:jerryring@idealease.com>).

Find a complete list of ELEVATE™ topics below.

**Q: I have 10 trucks and drivers in my region, but only 9 showed up on my ELEVATE Scorecard. Where is my other truck?**

**A:** When a vehicle is missing from the Scorecard, it can be for a multitude of reasons. You'll find some listed below, but ultimately, if you know the truck was being utilized, let your local Idealease representative know. They can confirm connection of the CyntrX device or call CyntrX support to troubleshoot the issue.

Common reasons for a vehicle not being reported on the Scorecard are below. Due to the reasons listed, we need customer assistance in finding out if a vehicle should be reporting or not (or utilized in the Scorecard at all).

1. Vehicle wasn't utilized by the customer (spare unit) that didn't meet the minimum set miles.
2. Unit was down for mechanical repairs for an extended period.
3. Unit was down due to an accident.
4. Data was corrupted- this is generally due to a disruption in service where the CyntrX device had been disconnected for some time and then reconnected.
5. CyntrX device was unplugged.
6. Cellular reception was spotty in certain areas.
7. CyntrX device is faulty, resulting in lack of data feed.

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**24/7** ROADSIDE ASSISTANCE  
CALL 1-800-435-3273

**IDEALEASE, INC.**

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