



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

*A: When a vehicle is missing from the scorecard, it can be for a multitude of reasons. Some of the reasons are listed below, but **if you know for certain the truck was being utilized, let your local Idealease location know. They can confirm connection of the CyntrX device or call CyntrX Support to troubleshoot the issue.***

Several reasons for a vehicle not reporting on the scorecard are below. **Due to the reasons listed, we really need customer assistance in knowing if a vehicle should have been reporting or not, or utilized in the scorecard at all.**

1. Truck 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 in spotty areas.
7. CyntrX device faulty resulting in lack of data feed.



Idealease Business Intelligence is committed to helping your team Elevate their performance. You will get a weekly Question of the Week email that will help explain different elements of the scorecard, offer tips to improve Key Performance Indicators (KPI's) or other motivational topics to keep your drivers striving for excellence behind the wheel. If you have a question or would like a topic covered, please email jerryring@idealease.com.



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