



Motive FedEx Service Provider FAQs

Can linehaul service providers use Motive?

Yes! Motive is a qualified VEDR vendor and a qualified ELD vendor for linehaul service providers.

Can pickup and delivery service providers use Motive?

Yes! Motive is a qualified VEDR vendor for Pickup & Delivery service providers.

When will Motive ELD be qualified for use by FedEx service providers?

Motive ELD has been added as a qualified electronic logging device (ELD) vendor to support hour-of-service (HOS) process. FedEx plans to have Motive available to linehaul service providers in May 2025.

Is Motive ELD Solution compliant with the U.S. and Canada ELD Mandates?

Yes, the Motive ELD is certified for use across the U.S. and Canada. Our ELD is FMCSA-registered and built specifically to meet the regulatory requirements of the U.S. ELD mandate. In Canada, ELDs need to be certified by a third-party certification body. Motive is fully certified on both Android and iOS for the Canadian ELD mandate.

What hardware do I need if I already use Motive for VEDR and want to add ELD?

No new hardware will be required. Your vehicle already contains the Motive Vehicle Gateway box, the corresponding cords, and the Motive AI Dashcam. You will need to contact Motive to obtain an ELD subscription.

If I don't have a Motive VEDR (AI Dashcam) can I still use Motive as my ELD?

Yes! Motive will be the only qualified vendor with an integrated ELD and VEDR platform, however, the technologies may be used separately or all-in-one. In this case you would not be provided an AI Dashcam, nor obtain a subscription for VEDR services.

What hardware do I need if I am new to Motive and would like to use Motive for VEDR and ELD?

If you choose to utilize Motive for VEDR and ELD you will receive the Motive Vehicle Gateway box, the corresponding cords to connect to your vehicle, and the Motive AI Dashcam which connects to the Vehicle Gateway box.

Can I use Motive for VEDR, but not use Motive for ELD?

Yes! Motive is the only qualified vendor with an integrated ELD and VEDR platform, however, the technologies may be used separately or all-in-one. In this case you would be provided a Vehicle Gateway and AI Dashcam, but would not obtain a subscription for ELD services.

What is the difference between the term Vehicle Gateway (VG) and Electronic Logging Device (ELD)?

The [Motive Vehicle Gateway box](#) is an ELD, a hardware device that connects to the diagnostics port (ECM) of a vehicle. When used with the Motive Driver App, the Motive Vehicle Gateway automates the recording of driving time in compliance with the USDOT / FMCSA ELD rule found in 49 CFR Part 395 and drivers can manage their hours of service in the Driver App.

What is the difference between the Motive Driver App and the Motive Vehicle Gateway (VG)?

The Motive Driver App, when used alone, is a fully editable electronic log. It replaces paper logs. The standalone Motive Driver App is compliant with USDOT/FMCSA rule 395.8(a)(iii). The rule regards a driver's manually maintained record of duty status and Canada's commercial vehicle driver Hours of Service regulations.

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How Can I purchase Motive ELD and/or VEDR?

To purchase Motive ELD and/or VEDR current Motive customers can contact their Motive Account Manager or Customer Success Manager. Customers can also call 855.633.9589, email fedexsales@gomotive.com or fill out our form [here](#).

Helpful Links

- [Motive VEDR/ELD FXG Contractor Webpage](#)
- [Motive Help Center](#)
 - [Getting Started with Motive Vehicle Gateway \(ELD\)](#)
 - [Vehicle Gateway Installation](#)
 - [AI Dashcam Installation](#)
 - [Motive Compliance Hub](#)
 - [Compatible Devices](#)

Updated Last 2.24.25