Motive

Motive FedEx Service Provider FAQs

Get the Motive integrated ELD & VEDR platform

How can I purchase Motive ELD and/or VEDR?

To purchase a Motive Electronic Logging Device (ELD) and/or Video Event Data Recorder (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.

Motive Qualified Vendor Status

Can FedEx service providers use Motive for ELD?

Yes. Motive is a qualified ELD vendor for FedEx linehaul service providers. Please refer to MyGroundBiz for official details regarding service provider ELD requirements.

Can FedEx service providers use Motive for VEDR?

Yes. Motive is a qualified VEDR vendor for linehaul and pickup & delivery FedEx service providers. Please refer to MyGroundBiz for official details regarding service provider VEDR requirements.

Do FedEx service providers have to use Motive for ELD?

Yes. Beginning August 29, 2026, Motive will be the only qualified ELD vendor supported by FedEx systems for linehaul service providers. Please refer to MyGroundBiz for official details regarding service provider ELD requirements.

Do FedEx service providers have to use Motive for VEDR?

No. Motive is one of the select few qualified VEDR vendors. However, Motive is the only qualified vendor with an integrated VEDR and ELD Platform. Utilizing Motive AI Dashcams, the industry's fastest and most accurate dashcams, for VEDR along with Motive ELD allows service providers to reduce vendor count, access the benefits of an integrated VEDR and ELD platform, as well as reduce costs with bundled pricing.

Can FedEx service providers use Motive for <u>only</u> VEDR or <u>only</u> ELD?

Yes. Motive is the only qualified vendor with an integrated VEDR and ELD platform. The technologies may be used separately or together as a fully integrated fleet management solution to streamline compliance, safety, and operations.

Can FedEx service providers use Motive's other products like Motive Card, Motive Omnicam, Motive Asset Gateway, and More?

Yes. FedEx service providers may utilize any of Motive's products from the Motive product portfolio. Please refer to [MyGroundBiz](#) for official details regarding service provider vendor requirements.

Transitioning to Motive for ELD and/or VEDR

What hardware does Motive provide when transitioning to ELD?

When transitioning to Motive ELD you will receive the [Motive Vehicle Gateway (VG)](#) and the corresponding cables to connect to the specific vehicle type. The Motive VG connects directly to the vehicle based on cable and vehicle type. Motive does **NOT** provide a tablet/device or mount. Motive is a [bring your own device solution](#). Service providers access HOS information via the Motive Driver App ([Apple Store](#)) ([Google Play](#)) with a [compatible device](#) which they can obtain from anywhere. Service providers are encouraged to reach out to our [mobility partners](#) directly for more information.

Motive Vehicle Gateway

Motive Driver App

What hardware does Motive provide when transitioning to VEDR?

When transitioning to Motive for VEDR new customers will receive the [Motive Vehicle Gateway (VG)](#), the corresponding cable(s), and the [Motive AI Dashcam](#). The Motive VG connects directly to the vehicle based on cable and vehicle type. The Motive AI DC connects through the Motive VG.

Motive Vehicle Gateway   Motive Driver App   Motive AI Dashcam

I'm already using Motive VEDR, what do I do to add Motive ELD?

Your vehicle already contains the Motive VG, the corresponding cable, and the Motive AI Dashcam. You will need to contact Motive to activate an ELD subscription. Motive does **NOT** provide a tablet/device or mount. Motive is a [bring your own device solution](#). Service providers access HOS information via the Motive Driver App ([Apple Store](#)) ([Google Play](#)) with a [compatible device](#) which they can obtain from anywhere. Service providers are encouraged to reach out to our [mobility partners](#) directly for more information.

I'm already using Motive ELD, what do I do to add Motive VEDR?

Motive ELD customers looking to add VEDR will receive the [Motive AI Dashcam](#) which connects through the Motive VG. Motive customers should contact their Motive Account Manager or Customer Success Manager, call 855.633.9589, email fedexsales@gomotive.com or fill out our form [here](#) to obtain an AI Dashcam subscription.

Motive AI Dashcam
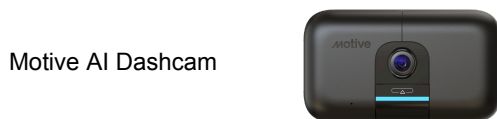
Tablets and Mobile Device

What does it mean that Motive is a Bring Your Own Device solution?

This means service providers will need to obtain a tablet/device/smartphone that fits the specifications of a [compatible device](#) to access HOS information via our Motive Driver App. ([Apple Store](#)) ([Google Play](#)). The Motive VG connects directly to the vehicle, based on cable and vehicle type and works in combination with the Motive Driver App which is accessed on a tablet/device/smartphone. Service providers can obtain devices and mounts from anywhere. Service providers are encouraged to reach out to our [mobility partners](#) directly for more information.

What Tablets/Devices should Service Providers use with Motive ELD?

We recommend using devices made recently by Samsung, Google, and Apple to ensure you get the best experience in the Motive Driver App. If you are purchasing a new device, you should look at Android and iOS devices made in the past year by these device manufacturers. Service providers can refer to the Motive Help Center article ["What are the recommended devices for Motive products?"](#) for more information. Service providers can obtain devices and mounts from anywhere. Service providers are encouraged to reach out to our [mobility partners](#) directly for more information.

What is the Motive Driver App?

The Motive Driver App is a fully editable electronic logbook that is a replacement for paper logs. When used alone, the Motive Driver App is compliant with USDOT / FMCSA rule 395.8 regarding a driver's record of duty status and Canada's [commercial vehicle drivers hours of service regulations.](#)

Where Can I get the Motive Driver App?

The Motive Driver App can be found in the [Apple Store](#) and [Google Play](#).

Vehicle Gateway Wifi Hotspot and Data

How much wifi hotspot data is provided via the Motive VG per month?

The Motive VG has a built-in wifi hotspot which provides 400 MB of data per gateway per month, pooled for your fleet. For example, if a fleet has 10 VGs their entire fleet would have 4,000 MB for the month.

Can I purchase more data from Motive?

Yes. Motive offers the ability to pre-purchase additional data in 500 MB increments. Motive offers each additional increment for $5*. This additional data is also pooled across the fleet.

What happens if our fleet exceeds their data allotment with Motive?

If a fleet exceeds this data allotment or the VG exceeds its individual threshold (can be configured by fleets), the hotspot speed is throttled to 75 kbps, but it is not shut off. Throttling only impacts the hotspot data for connected devices, not the VG's core functions. Bluetooth connectivity with the Motive Driver App remains uninterrupted, ensuring drives stay fully ELD-compliant at all times, including during roadside inspections.

Will Motive notify our fleet if our Motive VG Wifi Hotspot data plan is running low?

Yes. Fleet administrators will receive a notification alert when the fleet has consumed 50%, 75%, and 100% of their allotment.

*pricing subject to change without notice

Are the Vehicle Gateway and the Vehicle Gateway Hotspot using the same "data"?

No. The Motive VG uses separate data for logging and vehicle communication, which never runs out or affects ELD functionality. Only devices connected to the VG's wifi hotspot use the monthly data allotment. This usage affects hotspot performance, but not the VG's ability to log or transmit data.

Do I need a cellular data plan on the tablet to run the Motive ELD?

400 MB is typically enough data for 20 hours of light internet browsing. If service providers only intend to run Motive ELD on the devices through the VG wifi hotspot this should be enough data. *If service providers intend to run additional applications and software from this device a mobile data plan would be best for optimal customer experience. Running multiple applications beyond just the Motive Driver App using the Motive VG wifi hotspot is not recommended.*

Do I need to mount my tablet/device?

Please refer to specific FMCSA guidelines and/or local laws regarding mounting devices. Via FMCSA FAQ documentation they state "an ELD can be on a smartphone or other wireless drive if the device meets the ELD rule's technical specifications. If the device is portable it must be mounted in a fixed position during commercial motor vehicle (CMV) operation and visible to the driver from a normal seated driving position. This information can be found in the ELD Rule section 395.22(g)."

What other tablet specifications should be considered when sourcing devices?

Service providers are encouraged to choose the solution that works best for their business. Service providers should consider mobile data plans, MDM software, and ruggedization, among other factors. Service providers can obtain devices and mounts from anywhere. Service providers are encouraged to reach out to our mobility partners directly for more information.

Where can Service Providers obtain devices/tablets?

Service providers can purchase tablets and mounts from anywhere. Service providers can visit the Motive help center for recommendations on compatible device specifications. Motive has built relationships with several partners that will provide full service solutions. Service providers are encouraged to reach out to our mobility partners directly for more information.

Below are direct links and contact information to our mobility partners and other partners who can potentially provide service providers full service device solutions.

- **Cetacea**
  Call: 800-489-1759 | **Email**: FedExCSP@cetacea.com
- **DeviceSolutions.ai**
  Call: 406-838-3353 | **Email:** TSP@deviceSolutions.ai
- **E-Squared**
  Call: 602-579-9500 | **Email**: shankins@e2cc.com
- **Integrated Communications**
  Call: 877-647-6288 | **Email**: sales@icommcorp.com
- **Verizon Business**
  Email: zw.b2b.groundservice.provider.support@verizonwireless.com
- **Wenable** *(Use password "motive" for access)*
  Call: 630-417-4295 | **Email**: marc@wenable.com
- **Velociti**
  - **Call**: 855-233-7210 | **Email**: MotiveFedEx@velociti.com

Helpful Links

- Motive VEDR/ELD FXG Contractor Webpage
- Motive Help Center
  - Getting Started with Motive Vehicle Gateway (ELD)
  - Vehicle Gateway Installation
  - Motive Compliance Hub
  - Compatible Devices
- Motive Driver App
  - Google Play
  - Apple Store
- Federal Motor Carrier Safety Administration (FMCSA)
  - Can an ELD be on a smartphone or other wireless device?