

Consumer Solutions



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Your family is constantly in motion, and often out of sight, but with our Consumer Vehicle Tracking Solutions, visibility of your family is always at your fingertips. Knowing where they are, ensures piece of mind. Our Plug & Play and Fitted GPS tracking devices combined with our web-based software allows you to monitor your family anywhere, anytime, every-time. Included are Stolen Vehicle Recovery, Road Side Assistance and Emergency Care Services.

Company Overview

Tracontime (Pty) Ltd provides customers with a SAAS (software as a service) application to successfully adopt GPS (Global Positioning System) based vehicle or fleet tracking solutions. We combine the accuracy of GPS with other wireless technologies such as GPRS (General Packet Radio Service), Satellite, RFID and network management applications to ensure consistent activity. We deliver value to customers through proven tracking solutions that ensure customers can take care and control of their families safety and assets.

Tracontime Online Store

Visit our online store and see our exciting pricing plans, you can pay by Credit Card. We deliver to your door.

Our online store address is

www.tracontimeonlinestore.com

Application Features

You can enjoy total visibility of your family. Look forward to reduced travel time, mileage and vehicle running costs. Having an ability to monitor your own driving style will also reduce costs in maintenance and fuel.



Asset Tracking

View locations of your vehicle in real time from any web browser, you can also view your application in Map View or Satellite view. If you cant remember a place you have been, you can search through previous trips and use Google Street view to check location.



SARS Management

As of the 1st of March 2010 it is compulsory for employers to keep a logbook of each trip that a vehicle completes to claim back any deduction or allowances from the South African Revenue Service. Tracontime offers an electronic logbook that takes away all the hassle.



Email & SMS Alert Notifications

Our SMS and EMAIL functionality, allows you to update, and notify your family with alerts for panic notifications and speeding notifications. Want to know when someone reaches their destination? Or when they return? Or is there someplace you do not want your teenager to go to? Set a "geo fence" and get notified by email.



Analytics

View our simple dashboard and get reports on start & finish trips, time taken, how long assets stopped for, speeding, idling time, runtime, etc. Get instant analysis of your driver behaviour, with our analytical dashboard. Is your Teenager accelerating or decelerating harshly, improve driver behaviour by analysing accurately.



Maintenance Notifications

Our Maintenance feature is an easy-to-use tool for managing common vehicle maintenance requirements such as oil and tire changes and will remind you to attend to these important responsibilities. A great tool for young drivers.



Reports

All reports can be exported, from the application by CSV method. This is useful if you want to further analysis your reports in spread sheets. Are you spending too much time running up and down, get an idea on how you can improve your trip management.

Devices

Tracontime offer two types of devices depending on your specific requirements, the two main difference is that the MT2500 is a fitted device which is covertly fitted into your vehicle, A professional fitment service provider needs to undertake the installation. The Plug & Play Device can be installed easily by anyone and the fitment instructions is explained below.

The Spider® MT 2500, (Fitted Device)

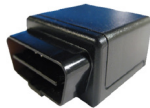


The Spider MT 2500 Is a certified quad-band, 3-axis accelerometer integrated device is optimized for today's increasing demand for vehicle recovery, Providing complete GSM/GPRS communications. The new MT 2500 is offered as an economical solution, With the introduction of the FOTA enabled quad band GSM/GPRS device with internal antennas, 3-axis accelerometer, analog inputs and other GPIO, Relaying vehicle and driver behavior information on rapid acceleration, harsh braking, speed violations, and excessive idling.

Fitted Device Fitment Instructions

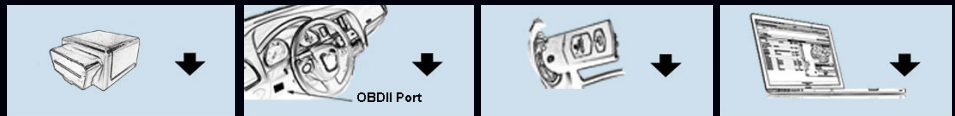
If you have ordered a fitted device, then installation should be carried out preferably by a VESA Accredited fitment Centre Member, Contact us and we will arrange a fitter near you, or go to the following website to find a fitter in your area [VESA FITMENT MEMBERS](#)

The Spider® MT 3000, (Plug & Play Device)



The Spider MT 3000 Is a certified dual-band integrated device, purpose-built for the provision of an easy plug-and-play installation, the Spider MT 3000 is designed for passenger cars, light trucks, and service vans. The Spider MT 3000 is an innovative plug-and-play device with internal antennas, providing complete GSM/GPRS communications. It supports a host of vehicle engine OBDII permitted protocols while still providing customizable Spider MT features, including GPS location, ignition, geo-fencing, trip reporting and events. Combined with the on-board 3-axis accelerometer.

Plug & Play fitment instructions



Device
The device you will receive upon purchase. Device installation is easy and takes only a few minutes.

Vehicle
Fit the device into the OBDII port of the Vehicle, which is normally situated around the dash

Start Engine
Once the device is plugged in, start the vehicle and wait a couple minutes.

Go Online
Login to the application from our homepage www.tracontime.com



		Fitted MT2500	Plug & Play MT3000
Vehicle Tracking	Real-time Location Tracking, Trip Start and Finish, Historical Locations	✓	✓
Driver Behaviour	3-axis digital accelerometer for motion alert (towing alert) and driver behavior reporting (rapid acceleration, harsh braking)	✓	✓
Battery	Backup Battery Notification on battery tampering, Battery Disconnection Notification cut wire or low battery, Battery Voltage sensing and Risk Notification	✓	✓
Ignition Status	Detailed vehicle trip report , Summary trip report , Notifies when the vehicle ignition is on and off, monitor trips this way, Trip Replay	✓	✓
Fuel Management	Monitor Fuel Level, 10% Low notification,	✗	✓
Speed Monitorings	Over Speed Detection Vehicle speed, total milage and speeding notifications updated automatically.	✓	✓
Panic Alerts	Vehicle activated Panic Alert	✓	✗
Revving Status	Revving Acceleration Satus	✗	✓
Tow Notifications	Notification when vehicle is towed with ignition off	✓	✓
Fitments	Fitment to be done by Professional Fitment Centre	✓	✗

Customer Care Services

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Customer Care Services

Tracontime (Pty) Ltd have partnered with professional service providers who provides advanced services in armed response and Emergency Medical Care, through a national network of state of the art monitoring and dispatch centres throughout South Africa. This service is offered 24 hours a day, seven days a week.



Customer Care Centre

Our Customer Care Centre is available 24/7 365 days a week. All your emergency care activations are supported by highly trained control room operators ensuring that you get the support you need as urgently and effectively as possible.



Stolen Vehicle Recovery

Our customers have access to comprehensive vehicle tracking and recovery support from our partners who are able to provide an all-in-one service, as they have their own support vehicles and boast highly trained ground personnel who are equipped with medical and military training. Our partners has insurance industry (SAIA) approval.



Road Side Assistance

In the event of our customers encountering any form of breakdown of there vehicle on the road, they can be assured that they will not be in distress for long. Just one phone call to our call centre will enable us to send the necessary roadside assistance.



Medical Assistance Care

In a case of a customer, having an accident our call centre can send an Ambulance or Rapid Response Vehicles to your vehicle. A Rapid Response Vehicles equipped crewed by Advanced Life Support Paramedics or Pre-hospital Emergency.



Protecting your Privacy

Tracontime (Pty) Ltd provides a unique, way to protect your privacy, with out disclosing your location, routes, vehicle information etc. You control access to your application, the only time we will see where you are, is when you activate a panic notification.

Step 1 Setting up panic methods .

Tracontime offers you four methods of activating a panic alert.

1. By Phoning our Control Room
 - Dial our Emergency Number, we suggest that you save this under your contacts list on your phone. Under Alerts or Emergencies and save the following number.
086-187-2266
 - Dial the number and you will go directly to our Customer Care Control Room. (See Procedures)
2. Our second method is by sending a blank SMS to a specific SMS number which we will provide for you, to set this up.
 - Go to Panic Buttons tab one you have signed into the application.
 - Enter the panic button link on the top right hand side, and see which vehicle it is you want to activate this panic service for, and select edit panic settings
 - Below choose your cellphone network provider for your cellphone and update.
 - You should receive an sms, save the number to your phone, and enter TEST and send.
 - We should contact you to verify that this service is working. Please dont end test when in an actual emergency as we will not respond.
3. Our third method is from the application that you have access to, if you are aware that a family member is in distress, you can activate a panic notification for a specific vehicle-
 - Go to the assets tab and you will see a list of vehicles just choose the vehicle and activate the panic button on the right hand side.
4. Our fourth method is only for the Fitted MT 2500 Device where we have a panic button which is installed in the vehicle and wired to the device this button is hidden somewhere in your vehicle for easy access.

Step 2 Setting Up family members

The first step is to decide which family members you want to be automatically notified by SMS that you have an Emergency.

1. Go to the PANIC BUTTONS TAB, choose the tab and on the right hand corner, select "add a family member" Link.
2. Add your family members Name, Email and cell number. Select the button whether this family member is the primary contact or one of the secondary contact members. Finish by pressing the adding family member button. Repeat this process for the second member.

HOW WE RESPOND TO EMERGENCIES

Tracontime will respond to emergencies based on the following methods that are activated, for your safety we follow a certain protocol to ensure consistency in how we respond to you.

1. If you call the emergency number dial **086-187-2266**. We will first try to contact you to establish the type of assistance required and then send one of our armed reaction teams to the location of your vehicle.
2. Please remember that an UNANSWERED CALL, NO ID Confirmation or an INCORRECT ID identification will result in an armed reaction vehicle being dispatched to the location of your vehicle.
3. If you have sent an emergency SMS: or activated a panic from our application.
 - Should you have deliberately sent an SMS panic under THREAT e.g. in a hijacking situation, when the Control Centre calls you. Either DO NOT ANSWER your phone,
 - or if forced to answer the call, give any word that you can think of. If you do not answer your phone,
 - or if the operator does not receive your CORRECT ID NO from you, it will be ASSUMED that you are in danger.
 - The operator may say "sorry, wrong number" or may simply end the call without raising an alert to the hijacker. An armed reaction service will be dispatched to the location of your vehicle without delay.

What should I do if I send a panic SMS by accident?

Should you have accidentally sent a panic SMS, it will be necessary to contact our control centre operator and verify your ID or other information our operator may request. The following procedure is followed.

1. Giving your information correctly will confirm that you are not in some kind of trouble.
2. If the operator cannot make contact with you, it will be ASSUMED that you have called for assistance.
3. An armed reaction vehicle will be dispatched to the site of your vehicle.

False alarms draw critical resources away from real incidents, which impacts on response times.

If a resource asset was sent and it was a false alarm or activated maliciously a charge of R500 will be charged.

Emergency Contacts

You will be required to provide the contact numbers of two people who our control centre may contact in the case of an emergency.

TIPS IF YOUR IN A HIJACK SITUATION

A hijacking is an extremely volatile and unpredictable situation which requires that you react in an unthreatening way towards the hijacker for your own safety. Here are a few tips that can help keep you from harm's way:

1. Your first priority is to protect your own life, Tracontime can recover your vehicle later.
2. Obey the hijacker's instructions at all times
3. Keep your hands visible at all times DO NOT ATTEMPT TO SEND AN SMS NOTIFICATION
4. hijackers are aware that motor vehicles are fitted with tracking devices .
5. Try to calmly get out of the vehicle.

Technology Info & Support

Tracontime (Pty) Ltd offer's a 24/7 365 days customer care and support service for your application. Also our web-based management tools ensure that you stay connected and have access to support immediately. All devices are constantly monitored for connectivity and performance.



Network Connectivity

We offer a highly reliable and secure network services, that provide coverage along with a powerful network operations centre for support of large-scale custom deployments.



Software Updates

We are constantly improving our application with new features as technology improves. No extra software costs or upgrading hardware, All improvements are update to the application, with no impact to your operation.



Secure Server Hosting

Our platform is hosted on scalable Linux-based hosting server which is ready for fully-developed production-quality virtual servers. In addition, our platform is built on top of the leading open source database server, MySQL



Fitment Services

We appoint approved fitment centres, who only insert your device, they have no access to confidential information or access to your web application. We also are able to get to your premises and install the devices for large fleets that need fitment



Devices Warranty & Support

Coupled with the robust Communications and Management platform, devices can be monitored and re configured remotely, from most anywhere in the world. Our devices have a one year warranty, and are checked daily for connectivity and diagnostic issues.



SMS Gateway

Our SMS gateway is hosted and maintained by Clickatell, your account can be maintained directly with automatic credits refills. This is the most cost effective communication solution available. Clickatell supports their gateway 24/7.

Customer Support Centre

Tracontime (Pty) Ltd makes every attempt to provide the customer with a valuable and seamless deployment and operational experience. Should the need arise to submit a trouble ticket for a repair, or should you need assistance with your web application, issue configuration or specific parameter on one of our products, you can get help from your accounts portal.

Each Customer is register on the Accounts portal by entering an e-mail address and enter a password. These credentials are received via automated e-mail once a Customer Account has been established and have been assigned to the account.

The Customer will now be able to access and manage the following information online

1. Billing Information

- Make a Payment - make credit card payment / Print a Statement / See A/R Register / See All Transactions

2. Order Management

- Enter an Order / See Orders / See Quotes / Request a Return / See Return Requests
Re-order Items

3. Support Management

- Submit a Case Issue / See Support Cases /Edit Your Profile

Step 1 Setting up your Application

Once you have purchased our product from us, you should received a welcome pack with some information,

1. Keep your account number and click on a URL Link which should automatically open in a web browser. Ensure you have Internet Access. Save the link as a bookmark in your browser.
2. The application works great in Safari, Internet Explorer latest version, Google Chrome and Fire Fox.
3. Enter your email address and the password we provided to you, which you can change once you have signed in.

Step 2 Setting up your Assets

Once you see your device reporting in the OVERVIEW TAB, Click on the link and you should see an address and time that it is reporting.

1. Make sure you have inserted the device, in an open area outside, so that it can pick up a Gps signal and that you get also cell phone connection, so that a gprs signal can also be found.
2. Once the device is reporting, go to the ASSETS TAB, and you will see a list of device with IMEI numbers but no information next to the IMEI number.
3. Click the edit button and give a recognizable name to the device.
4. PLEASE ENSURE THAT THE CORRECT DEVICE IMEI NUMBER IS PLUGGED INTO THE CORRECT VEHICLE.
5. Enter all the Vehicle Information.

Step 3 Settings

Go to your setting tab and decide your company or group name is used to personalize your login screen and header banner. Please note that changing your company or group name applies to all users within this account.

1. Set how you want to be notified we offer three settings, notification are sent for speeding geo fence violations, etc. Emergency notifications are always sent by default, and cannot be disabled.
 - Disable Notifications - This means no notifications will be sent except emergencies.
 - Enable notifications for all devices in this account Only this device will send notifications.

Step 4 Setting Up Users

Tracontime allows unlimited users to access the application, and different access rights can be given to each user

1. Just enter their Name, Surname, Email Address Mobile Number, and ID or passport number.
2. Cell numbers are very important as we need this to verify the vehicle owner and contact the driver in an Emergency.
3. Assign a vehicle to the user so our CRM system knows who is the driver, set a provisional password and update.
4. An email will be sent to the user to sign in and get access to the application.

OTHER GREAT APPLICATION FEATURES

DASHBOARD ANALYTIC'S

View our simple dashboard and get reports on start & finish trips, time taken, how long assets stopped for, speeding, idling time, runtime, etc. Get instant analysis of your driver behaviour, with our analytical dashboard. Is your Teenager accelerating or decelerating harshly, improve driver behaviour by analysing accurately and submit feedback.

1. **Trip Analysis** - Get analytic's on trips from, Average Trip Duration / Average Trip Distance / Trips by Day of Week / Trips by Time of Day / Driving Time by Day of Week.
2. **Driver Behaviour**- Average Speed / RPM Speed vs RPM / Average Fuel Consumption / Acceleration / De accelerations Idles time number of stops, and revving.

TRACONTIME ELECTRONIC LOGBOOK

Calculating a travel deduction if you are in receipt of a travel allowance.

The Income Tax Act No.58 of 1962 allows taxpayers who receive a travel allowance to claim a deduction for the use of their private vehicles for business purposes. It is important to note that travel between your home and place of work cannot be claimed and is regarded as private travel.

In order to claim a deduction, the first step is to record your vehicle's odometer reading on 1 March each year (the first day of the tax year for individuals), and again on the last day of February the following year (the last day of the tax year for individuals). These opening and closing readings give you your total kilometres travelled for the year.

Once you have taken down these readings and worked out your total travel for the year, you can start calculating your travel deduction.

First you need to calculate what portion of the total kilometres travelled was for business use and what portion was for private use.

As a taxpayer you have two choices:

You can calculate your claim based on the table of cost supplied by SARS each year. This table has been included in our formula. All you have to do is allocate the right purpose for each trip. Alternatively, you can calculate your claim based on the actual costs. You will have to have kept an accurate record of all your expenses during the year, including fuel, maintenance, lease and insurance costs.

Note:

The fixed cost must be reduced on a pro-rata basis if the vehicle is used for business purposes for less than a full year.

80% of the travelling allowance must be included in the employee's remuneration for the purpose of calculating PAYE. An exception is allowed in cases where the employer is satisfied that at least 80% of the use of a motor vehicle will be for business purposes. In this instance, only 20% of the travel allowance must be included in the employee's remuneration.

Alternatively

Where the distance travelled for business purposes does not exceed 8 000 kilometres per annum, no tax is payable on the reimbursement paid by an employer to an employee, up to the rate of 305 cents per kilometre for actual business mileage travelled (regardless of the value of the vehicle).

This alternative is not available if other compensation in the form of an allowance or any other reimbursement is received from the employer in respect of the vehicle.

Getting Started

Once you have logged into the account go to the SARS TAB and click the the settings link.

Setting

1. Press the Setting TAB . You will see a heading "Manage & set up your SARS notifications". You first need to associate your vehicle to a user or yourself as a user.
2. Go to the USERS TAB, create a new user and enter the new users details. If you want the user to have access to all areas of the application do not press admin or "limit access to SARS only" button. If you want the user only to have limited access, in other words only able to access their vehicle SARS reports view etc, then press the "Limit access to SARS only" button.

Associating the User to a vehicle.

1. Go back to the SARS setting page and you will see under the "Enable Notifications " heading with the following messages "No user associated with this device. No notification will be sent" this need to be changed by.
2. Go to ASSETS and select the vehicle that you want associated. Press the button "Assign User for SARS Notification" and update
3. Go back to SARS TAB and enter settings link and you should have and email address linked to the Enable Notifications. Ensure that the correct email is linked to the correct vehicle.
4. Our system will now send you a notification every monday morning at the beginning of a month or week or no notifications will be sent, Enter the button to determine which is your preferred notification.
5. An email will be sent to you with a link, enter the link and a list of trips will be listed with buttons for personal or business, select which trips are to be associated.

Entering vehicle details

1. To properly calculate SARS you need to enter the price of the vehicle including VAT This does not include motor Plan or interest.
2. Enter the Odometer reading of start date you want electronic monitoring to take place, preferably the start date should be the 1st of March of any given year and the end date is the 28 February of the next year.
3. If you have purchased our application after the start of a financial year then enter the odometer reading and the start date preferably the 1st day of a month. Bear in mind calculations prior to this date need to be manually done.

Setting up most frequent destinations.

1. Trips can be automatically updated for locations that are frequ
2. By setting up a location press the link Create/ Edit Destinations
3. This opens up to page headed "Adding a geo-fence page"
4. Decide wether you want this location to be allocated to all devices in this account or to a single device, allocate wether personal business or none.
5. Give it s recognizable name, enter the geo-fence address and preview to make sure that it geo fences the correct location.
6. Enter create a geo fence
7. Keep repeating this until all location have been done.
8. In SARS trips the Start and Finish of all trips are listed, if one of the locations is becoming more frequented then press the circle on the right bottom of the start or finish trip box, and that particular address will be saved as a frequented location, don't forget to allocate wether for business or pleasure.

Summary

1. In the summary list it lists the total allocation of trips pea month for business and personal and the total km driven.
2. Also the allocated amount per the SARS table for Actual Fuel and Oil costs and actual Repairs and Maintenance Costs.

Logbook

1. The logbook can be exported in CSV format into a Spread sheet.
2. For Apple enter the link "Export in CSV format" this automatically download to an icon on Browser.
3. Grab from the download list and drop into a open spreadsheet page.



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