Product Bulletin   **Date: September 2019**

Distribution: *TotalTrax Sales, Services & Channel Partners*

Subject: *Announcement of Product Information*

Products Affected: *Certification Tracking, Load Detection, Job Tracking, SX/VX License, Legacy*

Summary:

TotalTrax is committed to providing the highest quality, continuously improving fleet telematics solutions for our customers.

TotalTrax has engaged customers in focus groups and in Voice of the Customer interviews, to enhance the SX/VX Product Line. The following products and processes have been enhanced due to the feedback received from our customers.

Operator Certification Tracking:

Operator Certifications are important to promote safe vehicle operation. The SX200 System utilizes certification information in the Operators Profile to allow access to vehicles. Without the appropriate Certification, an Operator may not be able to gain access to specific vehicle models. When Operator Certifications are used, Operators can be limited to the vehicles they are allowed to operate, promoting OSHA's Industrial Vehicle standards.

OSHA requires training for any individual who operates a forklift. In the SX200 System, if you are tracking Operator Certifications, both Operators and Maintenance Users are required to have certifications for the vehicles they will be operating.

Load Detection

The TotalTrax SX/VX system supports the optional ability to detect and report loads carried by vehicles. Load Detection provides additional value to the SX/VX system by adding a more granular level to the SX200 Reporting Solutions.

The ability to detect when there is a load on the vehicle requires a sensor such as a transducer, ultrasound, contact switch, or other sensor type, to be added to the VX system. With the sensor installed and configured, it can accurately report the difference between a vehicle traveling with a load on the vehicle, versus a vehicle traveling without a load.

Load Detection provides:

1. Insight into productive vs non-productive time

2. Improved Productivity, tied to product movement, optimization of warehouse throughput and lowered cost is enabled through Load Detection.

Job Tracking

TotalTrax SX200 Job Tracking Services are designed to put the power in your hands to better monitor your operations, assist with moving inventory faster and safer, and help you identify areas where improvements can be made. Job tracking is an add-on tool that allows the operator, once log-into the VX unit, to log start and stop times for any job/work task you configure in the system.

Job Tracking provides:

1.   Insight to labor costs associated with each job

2.   Resource Utilization – opportunities for reduction in cost or better resources

3.   Improved Productivity tied to pallet detection and travel with load, optimization of warehouse throughput and lowered cost is available. When tied to a WMS (Warehouse Management System), significant overall operations results are possible.

SX/VX Licenses

SX/VX licenses have a set life span and can expire. Licenses are set for either a 3-year or 5-year life cycle.

To determine when your licenses are due for renewal:

1. Log into SX200

2. Select Software Setup from the main menu bar

3. Select License Configuration

This will provide you with the expiration dates of your SXVX licensed products. If there is no date listed, an expired date, or an expiration date in the near future, contact Customer Support:

Email: **customerservice@totaltraxinc.com**

Phone: **855.895.7720**

Legacy Products Transition

Legacy Hardware Support:

Support of legacy hardware ended on December 31, 2018.

As of October 1, 2019, TotalTrax will no longer repair or accept RMA's for Legacy hardware. Exceptions will need to be approved.

- Customers with legacy hardware 5+ years will need to be transitioned to the Cloud and SXVX platform.
- Customers with legacy hardware 4 years or less can be transitioned to a Mixed Fleet environment for 1 year and then convert to the SXVX platform.

Mixed Fleet Support

Mixed Fleet environments will move to "limited" support and all development, changes, and updates will be ceased as of December 31, 2020. A final release will be made in December of 2020.

After the end of 2020, customers will stay on the Mixed Fleet Platform for a maximum of 1 year, and will need to move to VX Hardware within that timeframe.