

**Product Bulletin****Date: March 2020****Distribution:** *TotalTrax Sales, Services & Channel Partners***Subject:** *Announcement of Product Information***Products Affected:** *SX200 Software, VX Hardware, Mixed Fleet, 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.

**🔴 Covid-19**

TotalTrax continues operations throughout the COVID-19 crisis, as appropriate. We will notify our customers should that change.

If you have questions, comments, or technology needs, please contact the TotalTrax Customer Service team, on our toll-free line 855-895-7720, or email directly [customerservice@totaltraxinc.com](mailto:customerservice@totaltraxinc.com).

Together, we will get through this!

**🔴 Enterprise Level Reporting****Enterprise Reporting Provides Value to Your Business and Your Bottom Line**

TotalTrax Enterprise Reporting enables cross-organizational data collection, reporting, and integration for multi-level comparative analysis. Enterprise Reporting capabilities add additional power to your telematics analytics going beyond the standard, single site-focused reporting capabilities:

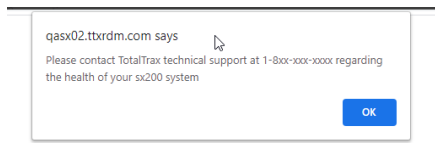
- Reporting strategy that provides decision makers crucial data and insights needed to make data-driven decisions
- Visualization that makes it easier for users to draw actionable insights from their proprietary data, including trends and patterns that can lead directly to positive impacts in business practices
- Ability to generate and deliver a variety of analysis and customizable reports to help users achieve goals

## • SX200 – User Notifications

TotalTrax uses diagnostic tools to determine the environment health of your SX200 System. The new User Notifications feature allows TotalTrax to contact customers, who may not be readily available via phone or email about potential concerns. Concerns may be, Units not communicating for a period of time,

The User Notification, will allow TotalTrax Support to reach out via a displayed message that will appear when an individual, signs into the SX200 Software.

This is a sample of the message



## • Non-Warranty Hardware

As of April 1, 2020, TotalTrax will no longer repair or accept RMA's for non-warranty hardware. All non-warranty hardware will require you to purchase a hardware replacement, by contacting Customer Support at [customerservice@totaltraxinc.com](mailto:customerservice@totaltraxinc.com)

## • Legacy Products Support- Reminder

### ***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.