



QTRACS Help System

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QTRACS Application Help System

as of January, 2017

This document was generated from the QTRACS application help topics as of the date listed above. It also includes the following help systems for common Services Portal administration tasks.

- Manage roles, users, and global groups
- Set company preferences and my preferences
- Manage divisions
- Use Notifier window
- Manage ESS transactions
- Geoservices (landmark) administration.

This document contains updated help topics for the most recent release, and may not include updates deployed after the release. For the latest information, consult the online help.

Regarding links in this document:

- Some links open other pages in this document
- Some links open pages in your browser and may require you to "allow" the page to open.
- Some links will not work as they are defined to open a new web browser window. Your PDF viewer (usually Adobe Acrobat Reader) cannot interpret these links properly.

Using this document

This document is bookmarked so you can easily find the topic of interest. One way to open the Bookmarks panel is to click **View -> Show/Hide -> Navigation Panes -> Bookmarks**.

Printing

You may wish to print a section of this document, for example, one administrative topic. Follow these steps:

1. Open the **Bookmarks** panel and click the first page of the topic. Note the page number in the upper-left corner of the page.
2. Click the last page of the topic. Make sure you are viewing the last page with information for the topic, as the topic may fill more than one page. Note the page number of the last page.
3. Click **File->Print**. Under Print Range, check **Pages** and type the start and end page numbers like this: 15-17.
4. Click **OK**.

Using the Dashboard

The QTRACS dashboard provides a quick glance at your vehicle locations and messages.

The information below your name on the right tells you which assets you are viewing. Click the linked text to change the viewed assets, if you are a member of more than one coverage and/or global group.

To see details of a particular vehicle you are authorized to view, type its ID or UA in the Find Vehicle box and click **Go**. Alerts for completed reports appear next to the Find Vehicle box. Click the text to open the alert page.

Vehicle information

Total Vehicles lists the total number of vehicles you are authorized to view. *Selected Vehicles* lists the number of vehicles in the groups you are currently working with, including a breakdown of owned and auxiliary vehicles. Click **Selected Vehicles** to see the corresponding list of vehicles.

Message information

The number of unseen messages for your selected, authorized vehicles and a summary of the most recent. Click **Unseen Messages** to open your unseen message list. Click **Create Message** to open start a new message.

Vehicle distribution

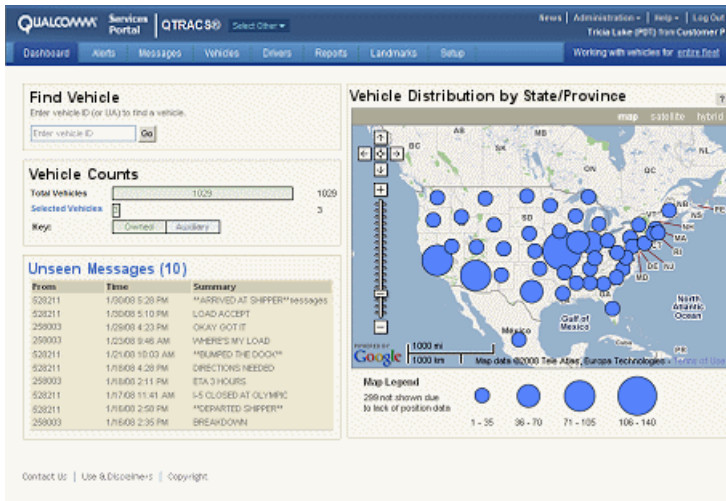
A map showing the number of selected, authorized vehicles by state or province. The Map Legend identifies the number of vehicles represented by the size of the blue dots.

- Hold your cursor over a dot to see the state or province name and number of vehicles.
- Use the map controls to zoom and pan the map. You do not see the specific vehicle locations in a state or province by zooming in.

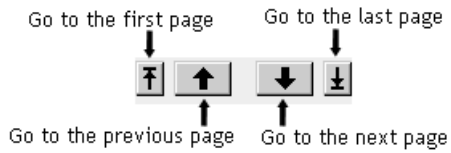


Note: No action results from clicking a blue dot.

QTRACS Navigation



When a list has more than one page of items, you may see these paging controls:



Glossary

A glossary of terms.

Address list	A group of users. An address list can be used for vehicle coverage, or used to send messages to the users in the list or to the vehicles covered by the users in the list.
Auxiliary account	An account that receives messages from or sends messages to vehicles in another account. Auxiliary accounts are used for QMASS.
Canned message	See Macro.
Claimed message	A message status indicating that the user has taken responsibility for the message. When the claim message feature is being used, a user is given permission to claim messages. When he or she reads the message and clicks OK , the message status changes to Claimed for that user and to Ignored for all other users who received the message.
Comm unit	The mobile unit on the vehicle, such as the MCT, IMCT, TMCT, or MCP.
Comm unit number	The serial number of a vehicle's mobile unit.
Coverage	A QTRACS feature where vehicles are assigned to a user or group of users. When each user logs in to QTRACS, he or she can see only those vehicles assigned to him as a coverage. All users with the correct permissions can see messages and position reports for all vehicles in the fleet.
Entity	A QTRACS entity can receive messages, and individual entities can send messages. Individual entities include users, vehicles, and external applications. Groups of entities include user address lists and vehicle message groups. All entities, except vehicle message groups, have a QTRACS mailbox. Messages sent to vehicle message groups appear in each vehicles' mailbox.
Event	A notification of a driver action that appears in Driver Events. Events are associated with logging in and out of a vehicle.
Forward message	A message from QTRACS software to a vehicle.
Freeform message	A message composed by the sender with as many as 50 lines or 1900 characters.
Global login	An enhanced driver login facility for OmniTRACS units that provides a number of security features, including password verification of drivers. With global login, you can track which drivers are using which MCTs.
IMCT	Integrated mobile terminal. The IMCT consists of the outdoor unit (antenna) and the display unit (keyboard).
Information system	The OmniTRACS system, the OmniExpress system, or the mobile computing platform (MCP).
Macro	Messages that are formatted ahead of time so the driver or QTRACS user need only fill in the blanks. These are ideal for commonly used messages. Only the data entered into the fields is transmitted, which can reduce the cost of data transmission. Macros are called canned messages on the driver terminal.
Mailbox	An entity's list of messages. Each user, address list, vehicle, and external application has a mailbox. With permission, a user can view any other mailbox to see messages to or from the specified entity.

Marked message	A message with the Marked status indicates that the user wants to review the message later. To change to Seen or Claimed status, open the message details and click OK.
MCP	Mobile computing platform. The MCP consists of the satellite or terrestrial data modem, mobile application server, and a driver terminal (MDU).
MCT	Mobile terminal. The MCT consists of a black box, an outdoor unit (antenna), and a driver terminal.
MDU	Media display unit. A terminal with a keyboard and graphical color display.
MIPR	Mobile-initiated position report, generated from the vehicle. See also Ping.
NOC	Network Operation Center. Processes and manages the messaging traffic between the dispatch center and the fleet. Also referred to as the Network Management Center (NMC).
OmniTRACS	A mobile information system that uses a satellite network.
Panic button	The panic button is installed on the vehicle dashboard or other area easily accessible to the driver. When pushed, the panic button sends an alert to the NOC and posts an Emergency message in the customer account. Customers can contract to be called by an NOC operator any time the panic button is pushed.
Ping	A position report request sent through QTRACS software to the vehicle. A ping can be initiated by the user when a new position is desired. See also MIPR.
Position archiving	A way of generating more frequent position reports without greatly increasing the messaging cost. Position reports are generated and stored at the vehicle and sent as a single message. Position reports generated by Position archiving are not real time, but yield a more detailed position history for a vehicle. Position archiving requires GPS positioning and is not supported as an MCP feature.
QMASS	An enhancement to mobile information systems that allows messages to or from a vehicle to be copied to an account other than the one that owns the vehicle. See also Auxiliary Account.
Reply message	A message sent by the driver or dispatcher in response to another message.
Restricted user	A QTRACS user who is authorized to view information for a specific set of vehicles and/or drivers based on coverage and global group membership. Users are restricted if the MISC permission "Can see data for all assets" is not checked in their assigned role.
Return	A message sent from the driver of a vehicle.
Return receipt	An acknowledgment sent to the dispatch center when the driver reads a message. The dispatcher can request a return receipt for a forward message.
Terminal	Equipment the driver uses to read and send messages such as the DIU and MDU.
TMCT	Terrestrial mobile terminal. The TMCT consists of a black box, an antenna, and a driver terminal.
Unit number	A number that identifies each vehicle in QTRACS.
Unrestricted user	A user whose role has the MISC permission "Can see data for all assets" checked. In QTRACS, the user has unrestricted access to vehicle information.
Vehicle message group	An entity that is assigned a group ID number by the NOC, and that can be assigned to one or more vehicles for the purpose of sending broadcast messages to the vehicles. A coverage can be a vehicle message group.
Vehicle name	A name you assign to identify the vehicle, such as a driver's name.

Troubleshooting

Troubleshooting tips.

Using MS Internet Explorer

My browser automatically upgraded or is not displaying pages properly

The currently supported versions of IE are 10 and 11. If you are using an older version, please upgrade. In some cases, IE detects that the web page is not compatible with the current browser version. In this case, it displays a compatibility view icon. Click it to turn on compatibility view; the icon changes from an outline to appear filled in.

Message Notification

I'm not getting notified when I get new messages.

There is no indicator within QTRACS software that you have new messages. Use the Notifier window, which opens automatically when you log into the Services portal and checks for new messages and alerts regularly.

To hear a tone when new messages are received, you also need to click **Preferences** at the top of the page and then click the QTRACS tab. Under Message Notification Preferences, check **Notify of return message from vehicle**. For information about the other message notification options, click ? for that section.

Getting New Positions

The Vehicle Directory is not getting updated with new positions.

Click the First Page control  to refresh the Vehicle Directory with the latest positions.



Using the Browser Refresh Button

When I click the browser refresh button to see new messages I get an error saying it has to resend the information.

If you use the browser's Refresh button, you may see a popup Internet Explorer message stating, "The page cannot be refreshed without resending the information." It's okay to click Retry to finish refreshing the page; your messages won't be sent out again.

Seeing Items in Lists

When I add a new item in a list, or update the ID of an item, I don't see it right away after I save it.

The new or changed item may be above or below the position in the list where you started. Click  or  to see the item. In the Messages page, click Search to see updates, such as message status changes.

I'm not getting new messages and positions

If you use integration and you have stopped retrieving transactions in your queue, the queue can fill up and end your transaction dequeue link. Contact Customer Support immediately.

To receive a warning before the queue fills up, click Administration at the top of the page. Click the Integration tab, then click General Integration Settings. Add one or more users to receive high-priority notification when the number of queued transactions reaches a warning threshold or the queue becomes full. Acces

Messages

Working with Messages

Click a link for a description of the icons: [Message status](#) [Message priority and direction](#)

Read about each panel of the Messages list below:

Search panel

Messages to/from vehicles in your (user ID) mailbox are listed based on your coverage group membership. The vehicle control below your name on the right does not affect the messages in your mailbox. You can:

- Type or select a different Mailbox to view (requires permission)
- View messages From/To a specific entity (such as a vehicle)
- View all messages in all mailboxes (requires permission to see or use this filter)
- Change the message type filter to see only:
 - Normal-all forward and return messages except deleted and binary messages
 - All-all forward and return messages including deleted and binary messages
 - Unseen-return messages you have not yet read
 - Undeliverable-forward messages that were not delivered
 - A forward or return macro by its number

You select one message type filter as your default in user preferences. Click Search after entering any criteria. To refresh the list with new messages, click Search without changing the criteria.

List panel



Shows how many messages are listed and lets you:

- ▲ Click to change the sort order. This is ascending date/time order. The default is a [QTRACS user preference](#).
- 📄 Click to create a PDF file of messages based on the current filter and for a specified date range.
- Type or select a date and time to jump to the first matching message in the list. Click Go to refresh the list at the selected date and time.





Shows the currently selected message; its details appear in the panel on the right. Click the vehicle ID to open vehicle details.

- ▶ indicates the message was to this entity.
- ✉ indicates message status. This message is unseen.
- ▼ indicates message priority (sleepy)

Hold your cursor over any icon to see its description. Message [status](#) / [priority](#) descriptions.


Map panel

Shows vehicle's last reported position  and position at the time of the message . The map does not appear if the message is to multiple vehicles or users. Click **Hide Map** to close the map. The map remains hidden when you navigate away from the page or log out. Click **Show Map** to see it.

Hold your cursor over an icon to see more position information.

Click the position text to:


- Zoom to the position
- Bring the position icon into view if the positions are the same (one is hidden)

Click  to open standard map controls for panning, zooming, viewing landmarks, and changing the view.

Message details panel

Displays full text and details including:

- Sender and recipient(s). Click the recipient to see the list (if an address list) and status for the recipient.
- Created and received time stamps
- Date, time, and user who claimed the message, if available
- Position information and ignition/trip status, if the message was to or from a vehicle. Ignition and trip status appear if vehicle sensors are connected and enabled.
- Links to:
 - Create new messages
 - Reply, forward, mark, or delete the current message
 - View more information about the current message









Click  to generate a PDF and print the current message. Click Claim or Acknowledge to set the message status to read and, if using the claim feature, to take responsibility for it.




Enable the Notifier window so you know when new messages are ready to be retrieved. [Click for more information about setting up new message notification.](#)

Status Code Icons






Describes meaning of status codes for both received and sent messages.

Received message status codes

	Read	You read and acknowledged the message but are not using the feature to claim messages.
	Unseen	You haven't clicked Acknowledge or Claim in the message detail panel.
	Ignored	Another user claimed this message and you have not read it.
	Claimed	Your company uses the claim message feature, and you read and acknowledged the message to accept responsibility for it.
	Marked	You have marked the message in your mailbox to indicate that you want to look at it again later. Click OK in the message details panel to change it to Read or Claimed.
	Copied	This is a copy of message from an auxiliary vehicle.
	Forwarded	The message was forwarded to one or more recipients.
	Replied	A reply was sent.

	Resent	This message was sent again, possibly because the first delivery attempt failed.
	Deleted	Messages marked for deletion appear if your filter is "All."
	Canceled	You cancelled the transmission of the message before it was sent.

Sent message status codes

	Pending	Pending transmission; this status displays briefly.
	Received	Acknowledged by the vehicle.
	Read	Acknowledged by the vehicle with a return receipt.
	Transmitting	The message is being transmitted to the NOC.
	Failed	The vehicle did not receive the message. Typical failures are that the message was rejected by the NOC or the vehicle was not in coverage. Click More Info .

Reasons why forward messages are rejected by the NOC

Following are the most common reasons why forward messages are rejected by the NOC:

- The unit is no longer in the NOC account
- The host macro version does not match the NOC's macro version
- The message text contains non-supported characters

Status Code Definitions

Return message status codes

Read	Read and acknowledged by clicking OK in message detail if not using the claim message feature.
Unseen	You haven't looked at the message detail and clicked OK.
Claimed	You read and acknowledged by clicking OK in message detail. You have taken responsibility for this message.
Marked	You marked the message for later review.

Forward message status codes

Received	Acknowledged by the vehicle,
Read	Acknowledged by the vehicle with a return receipt.
Undeliverable	The message could not be delivered to the vehicle.
Transmitting	QTRACS software is sending the message.
Rejected	Rejected by the NOC (see below)

Reasons why forward messages are rejected by the NOC


Following are the most common reasons why forward messages are rejected by the NOC:








- The unit is not longer in the NOC account
- The host macro version does not match the NOC's macro version
- The message text contains non-supported characters

Priority Codes and Icons

The priority controls how the NOC delivers a forward message to the vehicle and how the driver is notified as described below.

Group messages are transmitted 12 times over 85 minutes, regardless of priority except for Extended Sleepy. Extended Sleepy group messages are transmitted 20 times over 72 hours. Return message priorities include

- Normal and  Emergency. Emergency appears when the driver marks a return message as "Priority."

Priority	Transmission Attempts	Driver Notification
– Normal	9 times over 35 minutes	Unit beeps once, message waiting light goes on.
 Important	9 times over 35 minutes	Unit beeps once, message waiting light goes on. Optional remote devices are activated.
 Sleepy	7 times over 18.25 hours	Unit beeps once, message waiting light goes on.
 Sleepy-Important	7 times over 18.25 hours	Unit beeps once, message waiting light goes on. Optional remote devices are activated.
 Extended Sleepy	10 times over 72 hours	Unit beeps once, message waiting light goes on.  Note: TMCTs and MCTs do not support Extended Sleepy message priority. Any message sent to an MCT or TMCT with this priority will be transmitted as sleepy.
 Attention	9 times over 35 minutes	Unit beeps three times, message waiting light flashes. Optional remote devices are activated and remain active until the message is read.
 Emergency	10 times over 35 minutes	Unit beeps three times, message waiting light flashes. Optional remote devices are activated and remain active until the message is read.

Unlike other types of mobile units, MCP50 and OTIS units do not have a wakeup timer to scan for messages over long periods when the unit is off or out of coverage. If you send messages to MCP50 or OTIS-equipped vehicles select the Sleepy, Sleepy Important (Sleepy+), or Extended Sleepy message priority, because it attempts transmission over a longer period of time. For example, the Extended Sleepy message priority allows a message to be sent on a Friday and received on a Monday when the truck ignition is turned on after being powered off for the weekend.

Message To/From Icons

- ▶ Message sent from the mailbox user
- ◀ Message sent to the mailbox user

Additional Message Info

The Additional Message Info pop-up window provides detailed message information typically used for troubleshooting data exchange problems.

Global Message Handle A unique number assigned to each message that does not change.

Priority The priority assigned to the message. [See the full list of priority codes.](#)

Times to transmit The number of times the NOC attempted to transmit the message. NOC Default means that the default number of times was used. A number in this field means that an external application overrode the default.

Macro number	The number assigned to the macro message.
Return receipt	Whether a return receipt was requested when the message was sent.
Reply to	If specified, the person or group to whom a reply message was routed.
Message type	Identifies the type of message: text or binary.
Macro version	The version number of the macro message. The version number changes each time the macro is modified.
To	The ID(s) of the user or vehicle to whom the message was addressed.
Type	The type of message: forward, return, or local.
HMN	Host message number that identifies the message transaction in QTRACS. The message to each recipient is assigned a unique number.
Hub Ref #	The General Forward Message Number (GFMN) that identifies all forward messages, or the General Return Message Number (GRMN) that identifies all return messages. Support personnel might ask you for this number to troubleshoot messaging problems.
Reply to GFMN	The number assigned to a message that is a reply to a forward message.
Comp Sts	The message completion status. OK means the message transmission was successful. If a code displays, roll your cursor over the code number to see the error text.

Viewing Message Details

View message details.

To read a message and view its details, open **Messages**, then click the message in the list; it appears on the right. Message options (delete, forward, etc.) are listed above the text.

If the message is to or from one vehicle, the message and current position information appears in a map above the message text. Click **Hide Map** to close the map. The map remains hidden when you navigate away from the page or log out. Click **Show Map** to see it.

Click **Acknowledge** or **Claim** to change the message status to *Seen* or *Claimed*.

To see additional message information, click **More Info**. A dialog shows you the message priority, return receipt values, and transmission statistics. When you're finished viewing the information, click **Close**.

Sending a Message

Send a message.


You must have permission to send a message to the entire fleet or to all users, and to send messages with emergency or attention priority.

1. Click **Messages**.
2. Click **New** at the top of the panel that displays message details.
3. To type the recipient's ID, click **Type recipient ID**.
To select the recipient(s), click .
4. Type your freeform text or click **00 - Freeform** to select a macro from the drop-down list.

5. Complete the settings. If you have questions about the required information, check with your system administrator.
6. To change the message priority, click the default priority and select it from the drop-down list.
7. When you're finished typing the message, click **Send**.

Replying to a Message


Reply to a message.

1. Click **Messages**.
2. Select the message in the list.
3. Click **Reply** above the message text.
4. To type a new recipient ID or add one, click **Type recipient ID**.
To select the recipient(s), click .
5. Type your freeform text or click **00 - Freeform** to select a macro from the drop-down list.
6. Complete the settings. If you have questions about the required information, check with your system administrator.
7. To change the message priority, click the default priority and select it from the drop-down list.
8. When you're finished typing the message, click **Send**.

Forwarding a Message

Forward a message.

Only return messages (those sent from a vehicle) can be forwarded. You must have permission to forward a message to the entire fleet.


1. Click **Messages**.
2. Select the message in the list.
3. Click **Forward** above the message text.
4. To type a recipient ID, click **Type recipient ID**.
To select the recipient(s), click .
5. Type the text to include with the forwarded message.
6. Complete the settings.
7. To change the priority, click the default priority and select it from the drop-down list.
8. When you're finished typing the message, click **Send**.

Resending a Message

You resend a message when it was rejected by the NOC, failed to reach the vehicle, or needs to be sent to a different vehicle.

Resending the message does not reduce the number of undeliverable messages in the Notifier window. You must delete the undelivered message after you resend it.

1. Click **Messages**.

2. Select the message in the list.
3. Click **Resend** above the message text.
4. To type a new recipient ID or add one, click **Type recipient ID**.
To select the recipient(s), click .
5. Complete the settings. If you have questions about the required information, check with your system administrator.
6. To change the priority, click the default priority and select it from the drop-down list.
7. When you're finished typing the message, click **Send**.

Claiming a Message

A message can be *claimed* by a user, implying that the claimer took responsibility for it so other recipients can ignore it.

Messages from vehicles are placed in users' mailboxes based on the following:

- Unsolicited return messages go to the members of the vehicle's coverage.
- Reply messages go to the coverage members or to the sender, depending on the forward message setting.
- A return macro message goes to the vehicle's coverage members unless a specific user or address list is specified as the recipient of that macro.

A message can be *claimed* by a user. Claiming a message implies that the claimer took responsibility for it so other recipients can ignore it. User preferences enable this feature, and a permission controls whether you can claim other users' messages.

To claim a message:

1. Click **Messages**.
2. Select the unseen message in the list.
3. Click **Claim**.

The message status changes to *Claimed* and the message status for all other recipients changes to *Ignored*.

Additional information:

- If your company is not using this feature, clicking **Acknowledge** changes the status of the message to *Seen* in your mailbox; the status remains *Unseen* for other users.
- If another user reads the message you claimed and clicks **Acknowledge**, the message status in his/her mailbox changes from *Ignored* to *Seen*.

Marking a Message

Sometimes you've read a message but you still need to work with it. Change the message status to *Marked* as a reminder to review it later.

When you mark a message, the status changes and the message appears in your Unseen filter.

To mark a message:


1. Click **Messages**.
2. Select the message in the list.

3. Click **Mark** above the message text.
4. To remove marked status, click **Acknowledge**. The status changes to Seen.

Deleting a Message

Deleted messages disappear from the Normal filter. You can view them if you change the filter to All. You can't delete unread messages or messages belonging to someone else unless you are an administrator or have permission to do so.

1. Click **Message**.
2. Select the message to delete in the list.
3. Click **Delete** above the message text.

If you use the Notifier window for alert and message notification, be sure to delete undeliverable forward messages after you resend or resolve them. The  in the Notifier window does not reduce until you delete the messages.

New Message Notification

The message list does not refresh automatically or indicate when there are new messages. Use the Notifier window to receive new message notification.

The Notifier window opens automatically each time you log in to the Services Portal.

Message notifications use your alert/notification preferences based on the message status:

Normal return message	Low-priority settings
Messages the driver marked "Priority"	Medium-priority settings
Panic messages (if you use them)	High-priority settings


Positions


Viewing a Vehicle's Position History

The information below your name on the right tells you which assets you are viewing: all (unrestricted user), authorized (restricted user), or filtered by a group selection. If you are a member of more than one global group, click the linked text to change the selected groups.

The QTRACS application provides several ways to look at a vehicle's position history. For example, you can view and print the activity for a vehicle for one day or a week. Here's the fastest way to view position history:

1. Click **Vehicles**.
2. Click **Vehicle Position History**.
3. Select the vehicle whose history you want to view. To select a vehicle, click **(select a vehicle)**, locate the vehicle, and click the vehicle ID.

The page refreshes with the positions listed in descending order on the left and the route in a map on the right. Each position is represented by a red dot (OmniTRACS or OmniExpress-equipped vehicles) or an arrow (example: ) showing the direction of travel (MCP-equipped vehicles). No arrow is displayed if the vehicle's speed was zero.

 **Note:** Position data is purged after a set amount of time established in Company Settings. The maximum setting is 180 days.

Vehicle Position History Granularity

When viewing a vehicle's positioning history, you can adjust the granularity in order to see a detailed or high level overview. The increment you choose for the granularity will determine the position reports that are used to generate the position history list for the vehicle the breadcrumb trail on the map. You can set the granularity to ALL or to increments ranging from 5 minutes to 1 day.

Position Types

Regular	The standard position report (MIPR) generated by the vehicle.
Out of Coverage	A regular position report (MIPR) that was generated while the vehicle was out of coverage.
Archived	A position report that is generated at the vehicle and stored until a MIPR or message is sent from the vehicle
Out of Coverage Archived	The archived positions that are generated while the vehicle was out of coverage.

Viewing Position Details

The information below your name on the right tells you which assets you are authorized to view based on group membership, and which are currently selected.

Click the linked text to change the viewed assets, if you are a member of more than one coverage and/or global group.

Messages page

1. Click a message from the vehicle of interest, and its current and message positions appear in the map panel.
2. Hold your cursor over a position to see its location and time stamp.

Vehicle Directory page

1. Click **Vehicles** to open the Vehicle Directory.
2. Locate the vehicle to view and click the link in the Last Reported Position column.

If you know the vehicle ID

1. From the Dashboard, type the ID in Find Vehicle and click **Go**.
2. Click the position link in the Last Reported Position section.

Vehicle Position Details

The Vehicle Position Details page shows the vehicle position on a map with associated details.

Position map	The vehicle position appears as a red icon on the map, and nearby landmarks appear as green icons. Click an icon to see position or landmark information in the map. Click the vehicle ID to open vehicle details, or the landmark ID to open landmark details. Click here for information about map controls.
Vehicle information	The vehicle ID and name your company uses to identify the unit. Click the ID to view details for the vehicle.
Position information	The vehicle's position information including proximity to the closest landmark, town, or city, date and time of the position, and geographical coordinates. If known, the vehicle's speed, direction of travel, and odometer are shown. The position source identifies the hardware that generated the position report: GPS or QASPR.
Connected trailer	The trailer ID for the trailer currently connected to this vehicle. This field is only available when you're using the Trailer Tracks application. Click to view trailer details and current status.
Vehicle Position History	Click the link to open this vehicle's position history and show it on a map.
Create Landmark	Click to add a custom landmark at this position.

Viewing a Vehicle's Position on a Map

View a vehicle's position on a map.

To see a vehicle's current position on a map:

1. Click the **Vehicles** tab.

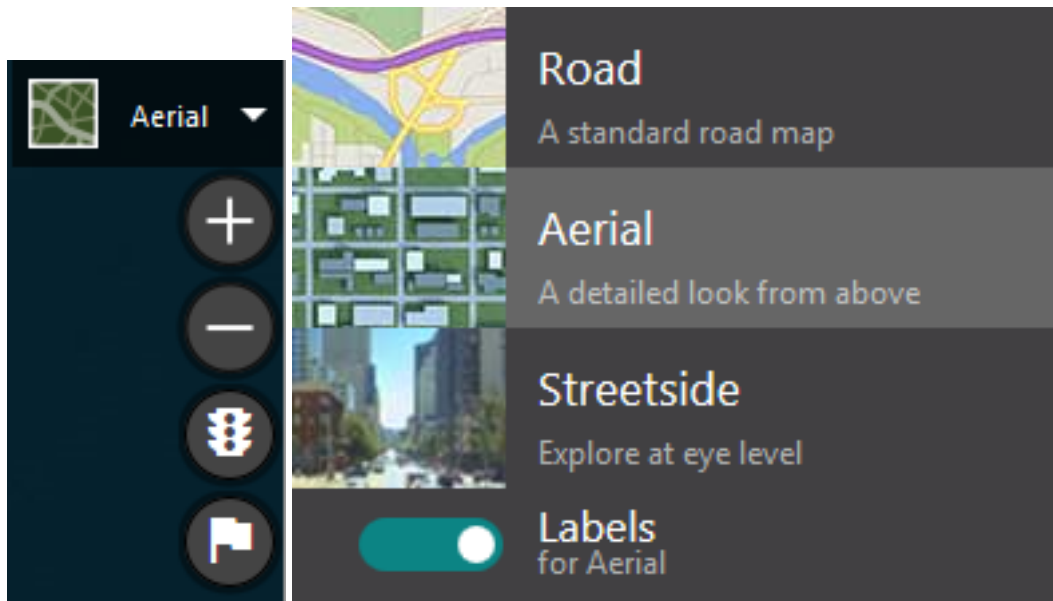
The information below your name on the right tells you which assets you are authorized to view based on group membership, and which are currently selected. Click the linked text to change the viewed assets, if you are a member of more than one coverage and/or global group.

2. Locate the vehicle whose position you want to see:
 - a) To see all vehicles, click **Filter by Comm Unit Type** and select **(All)** in the drop-down list.
 - b) To see a type of vehicle, click **Filter by Comm Unit Type** and select MCT (OmniTRACS unit), TMCT (OmniExpress unit), or the MCP series in the drop-down list.
 - c) To find a specific vehicle, type all or part of its vehicle ID or serial (UA) number in the **Jump to Vehicle ID** or **Vehicle UA** field.
 - d) To see the vehicles based on message groups, click **Message Group** and type or select the message group ID.
3. Click **Search**.
4. Click the position for that vehicle.

Map Controls

Pan the map by holding down your left mouse button and dragging it. Double-click a place on the map to recenter and zoom to where you clicked.

Change view: In the upper right corner of the map, hover your mouse over the current view to select another view. You can also choose to display labels or not for Aerial view.



Zoom: Click the + and - buttons to zoom in or out. You can also use your mouse scroll wheel to zoom in and out.

Traffic Layer: Click the traffic light button to turn the traffic layer on or off. The traffic light button turns light grey when on or dark grey when off.

 **Note:** The Traffic Layer is not supported in IE 10.

Landmarks: Click the flag button to turn landmarks on or off. The flag button turns light grey when on or dark grey when off.

Finding the Nearest Vehicle

The Proximity search lets you find vehicles near other vehicles or landmarks.


Use this search when you need to locate:

- The closest vehicle(s) to a disabled vehicle.
- The closest vehicle(s) to a shipper or other landmark.

The information below your name on the right tells you which assets you are authorized to view based on group membership, and which are currently selected. Click the linked text to change the viewed assets, if you are a member of more than one coverage and/or global group.

1. Click **Vehicles**.
2. Click **Proximity**.
3. Type the number of vehicles to find.
4. Type the distance to use as a radius when the search is performed.
5. Choose a reference point, which is the starting point for your query.
 - If you click **landmark**, the Select a landmark dialog opens. Enter search criteria to locate the landmark to use, then click the Landmark Name.
 - If you click **vehicle**, the Select a Vehicle dialog opens. Locate the vehicle and click its ID.
 - If you click **address**, type the address or geographical coordinates.
6. Type or select a coverage, if desired.
7. Click **Search**.

Getting New Position Reports


Vehicles send regular position reports; the frequency is set up at the NOC and usually depends on your type of business. Truckload carriers typically receive hourly position reports, while other carriers may receive more frequent position reports. QTRACS software gets new position reports when it retrieves messages. To get the most recent positions available for all vehicles when viewing the Vehicle Directory, click .

The information below your name on the right tells you which assets you are authorized to view based on group membership, and which are currently selected. Click the linked text to change the viewed assets, if you are a member of more than one coverage and/or global group.

To get more frequent position reports from specific vehicles, do any of the following:

- Manually send a request for a vehicle's current position (ping the vehicle)
- Change the MIPR (mobile-initiated position report) settings for those vehicles
- Enable position archiving for the vehicle, which stores historical positions at specified intervals and bundles them with MIPRs to save messaging costs

The difference between the first two methods is that with a MIPR you send one request to reset the frequency of position reports. With pinging, each request results in two messages: one to the vehicle to request the position and the response from the vehicle.

-  **Note:** MCP units calculate more frequent positions that are stored on the unit and sent every 15 minutes. The Vehicle Position History page lets you view these positions.

Reporting Vehicle Position History

The Position History report lets you analyze or archive one vehicle's positions for a specific date and time.

1. Click **Reports**, then click **Position History**. The Position History Report - Options page opens.
2. Select the vehicle to report.
3. Enter or select the begin and end dates and times to report.
4. Select the vehicle proximity reference to use.
5. Click **Start Report Generation**.

A message window tells you the request was successful or to wait for a pending report to finish and try again. Click Reports on the top, right to view completed reports.

Position History Report - Options

The Position History report lets you view a list of one vehicle's positions for a date range. Use this report to analyze or archive vehicle activity.

Find the position history for	Click the text to select the vehicle whose position history you want to report. The list of vehicles includes selected, authorized vehicles only. The information below your name on the right tells you which assets you are viewing. Click the linked text to change the viewed assets, if you are a member of more than one coverage and/or global group.
from / to date and time	The date range and time during which you want to report this vehicle's positions.
in reference to	Select the type of vehicle proximity to use in position listings.
Start Report Generation	Click to generate the report using the criteria you specified.
and ... Notify me when the report is complete	Check to receive a low-priority alert in the Notifier window when the report finishes processing.

Reporting Vehicle Proximity History

The Historical Proximity report lets you investigate or verify vehicle proximity to a place, such as the site of a vehicular incident, on a specific date and time.

1. Click **Reports**. The Historical Proximity Report - Options page opens.
2. Type the radius and select the direction to report.
3. Click to report based on a landmark or address, then click the text to select the landmark or enter the address.
4. Enter the begin and end dates and times to report.
5. Click **Start Report Generation**.

A message window tells you the request was successful or to wait for a pending report to finish and try again. Click Reports on the top, right to view completed reports.

Historical Proximity Report - Options

The Historical Proximity report lets you view a list of vehicle positions within the specified radius around a landmark or address for a date range.


Use this report to investigate or verify vehicle proximity to a place, such as the site of a vehicular incident, on a specific date and time.

Find all vehicles that were located within	The number of miles or kilometers to search in a radius from the selected landmark.
in a ... direction	The direction from the selected landmark in which to search.
of	The landmark or address you want to search near. Click the radio button, then click a landmark or an address to select the landmark or type the address.
from / to date	The date range and time during which you want to view vehicle positions.
and	Click to be notified when the report is ready. The method by which you receive the message is set up in Preferences.
Start Report Generation	Click to generate the report using the criteria you specified.

The list of vehicles included in the report is based on your selected, authorized vehicles. The information below your name on the right tells you which assets you are viewing. Click the linked text to change the viewed assets, if you are a member of more than one coverage and/or global group.

Create a Landmark from a Mobile Unit Position

Creating a landmark from a tractor or trailer position is an easy way to add landmarks such as yards and shippers.

 **Note:** You can use a tractor position if you use the QTRACS application, and a trailer position if you use Trailer Tracks. If you use both, all custom landmarks are available in both places.

Fleet Mapping

You access Fleet Mapping from the Services Portal landing page, the Select list at the top of every page, or by clicking the Fleet Map tab in the QTRACS application.

Fleet Mapping allows you to view the location of your tractors, trailers (if you subscribe to Trailer Tracks), and custom landmarks at a glance. Depending on your zoom level, you either see a pinpoint or an icon for your tractors and trailers. When you are including landmarks, landmark icons appear when you are at or below the 50 mile zoom level. The map automatically updates with the latest positions.

Vehicles

Accessing Asset Information

Your company controls the assets (vehicles and drivers) for which you can view information. Based on your role, you may have permission to access all asset data (unrestricted), or access may be restricted to the assets in the global groups you are a member of (authorized assets). Global groups also provide a way to filter the assets you are currently working with (selected assets).

In applications that recognize global groups, you are always working with the selected, authorized assets based on the global group filter at the top of every page. Applications can provide an internal group list to use also for filtering. Here is a list of applications, groups that appear in the filter, and the categories of information controlled by the filter:

- QTRACS: coverage groups (internal, vehicles only) and global groups. Controls access to vehicle, position, and driver event information, and available mailbox entities.
- Performance Monitoring: global groups only. Controls access to performance data for vehicles and drivers in all pages, including report generation.
- Vehicle Maintenance (VM): global groups only. Applies only to vehicle data; driver data is not used in VM.
- Trip Manager, Vehicle Inspection Report (VIR): global groups only. These applications begin to recognize global groups in April 2013.

You can see which groups you are a member of by clicking the link just below your name in the upper, right corner of every application page. The global group filter lists internal (if applicable) and global groups you can select as a filter. Unrestricted users see all internal and visible global groups. Restricted users see the internal and global groups they are a member of.

Initially, you are viewing assets for all internal and global groups with no filters. The link text indicates which groups' assets you see:

- Unrestricted user: "all assets" in the Performance Monitoring and QTRACS applications; "all authorized assets" in other applications.
- Restricted user: "all authorized assets"

Check the **Filter by the groups below** box and check to select groups whose assets you want to work with. If you select one or more groups, the text changes to:

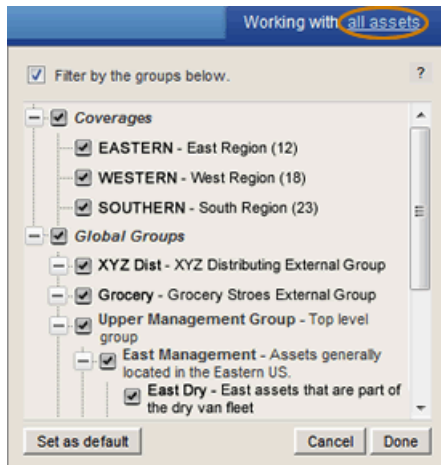
- A group name, if working with a single group
- "multiple global groups" or "multiple groups" if working with more than one but not all global groups
- "multiple <internal name> groups" if working with more than one but not all internal groups
- "multiple groups" if working with a combination of global and internal groups

When you're finished selecting groups, click **Done**. The selection persists until you log out or change it.

After selecting the groups you work with most of the time, click **Set as default** to reset your default view for the application you are working in. The default view settings apply only to the computer on which you set them, and only to the current application.

If a global group appears in your list more than once because it is a child group to multiple parent groups, you can check or uncheck the box next to one listing of the group to select or deselect all listings.

Global Group Filter in the QTRACS Application



For restricted users, coverage groups only provide access to vehicle information. If coverage group members also need to view driver information, a global group must be created that includes the user and vehicle coverage members, and the associated drivers. Select both the coverage and the corresponding global group in the filter as your default.

QTRACS Messages list

The list of messages you see in your mailbox is not filtered based on the selected groups. You always see the information exchanged with all vehicles in the coverage group(s) you are a member of. The mailboxes you can select, such as a vehicle or address list mailbox, are restricted to the selected, authorized list of assets.

In the QTRACS application, you can select both coverages (internal group) and global groups to use as filters. For example, if you are a member of a coverage group and typically want to work with just the vehicles you cover, you can select only that coverage group in the QTRACS application global group filter and set it as your default. When you view the Vehicles page, only the vehicles in that coverage are listed.

Using the Vehicle Directory

The Vehicle Directory displays a list of vehicles and a map showing their positions. From this page you can:













- View vehicle and auxiliary vehicle details; ping, send a message, or view position history for the selected vehicle.
- Add and edit vehicles, including the default vehicle (requires permission).
- Perform a proximity search. You can find vehicles near or at a specified landmark, asset ID, or address; find vehicles near but not at a specified landmark; find vehicles in a state.
- List auxiliary vehicles or vehicles by mobile unit type or message group membership.
- List newly-created vehicles that need to be renamed with your vehicle ID.
- List vehicles equipped or not equipped with satellite communication capabilities.
- List vehicles equipped and enabled for communication in Canada, vehicles equipped but not enabled for communication in Canada, or vehicles not equipped for communication in Canada.
- Generate PDF or CSV reports for the list of vehicles you are viewing.

The information below your name on the right tells you which assets you are viewing: all (unrestricted user), authorized (restricted user), or filtered by a group selection. Click the linked text to change the selected groups, if you are a member of more than one global group. [Click here for more information about asset access.](#)

To view vehicle or auxiliary vehicle details, locate the vehicle in the list and click to select it. The map zooms to its location and details appear below the map. Click the sub-tabs to see more information.


Legend

Icons used in the Vehicle Directory show you important information at a glance or provide links to take action.

Mobile unit types*	Position icons	Other
 OmniTRACS	 Speed when the position was recorded	 Save this position as a landmark
 OmniExpress	 Ignition on	 Connected trailer (if you use Trailer Tracks)
 MCP by type	 Ignition off	 On map, location of vehicles
 Intelligent Vehicle Gateway (IVG)	 Direction of travel**	 On map, location of landmarks (at 50 miles or lower zoom level)

*AUX appears for auxiliary vehicles

**No arrow is displayed when the vehicle's speed is 0

 Min  Max  Close

Click **Min** to minimize the details panel and view a larger map; click **Max** to maximize the details; click **Close** to deselect the current vehicle.

Vehicle Details - General

The General tab displays general information about the selected vehicle.

If you are viewing details of an auxiliary (aux) vehicle, you see only the General and Status tab. Some fields and actions do not apply to aux vehicles. If you have permission, you can perform the Admin tasks listed below.

If (*failed*) appears next to a setting, roll your cursor over it to see the failure reason.

Identification

This panel lists your company identifiers for this vehicle.

- Vehicle ID** The truck number or identification your company uses for this vehicle.
- Vehicle Name** The driver or other name your company uses.
- VIN** The Vehicle Identification Number for the vehicle the device is installed in.

Admin tasks

- Change the Vehicle ID** Click the linked text next to the vehicle ID and type the new ID. Message and position history is converted to the new ID.
- Change the Vehicle UA** Click the linked text next to the vehicle UA and type the new UA. History is not affected.

License Plate

License Plate information for the vehicle. Click edit in the upper right of the overview to enter or edit this information.

Number	The license plate number for the vehicle.
Jurisdiction	The country and state or province that issued the license plate.

Membership

This panel lists the groups of which this vehicle is a member.

Coverage ID	The ID of the user or address list responsible for managing this vehicle.
Message groups	The ID(s) of additional vehicle message groups to which this vehicle belongs. Message groups let you broadcast one message to all the members of the group.
Global groups	The ID(s) of global groups to which this vehicle belongs. The text below your name on the upper right tells you which global group(s) you are working with. Click the linked text to change your group selection. Global group membership is edited in Administration.

Miscellaneous

This panel lists other information about this vehicle.

(Custom vehicle field)	A custom, company-defined vehicle field, such as "Manufacturer" or "Loaded status" that is defined in Company Settings. If a custom field is defined, it appears, and you can see its value.
Last modified	The date, time, and user ID of the person who last changed this vehicle's information.
Auxiliary account and Customer Reference#	If this is an auxiliary vehicle, shows the auxiliary account and customer reference numbers. These fields appear if you are using QMASS.

Vehicle Details - Status

The Status tab lists information about the vehicle, connected trailers (if using Trailer Tracks), and logged-in driver.

Vehicle

Connected Trailers	If you use Trailer Tracks, the mobile ID of an Omnicracs-equipped trailer. Click the link to view trailer details.
Driver	Click to view the logged-on driver details
Odometer	At time of last position, if known
Trip Status	In or out of a trip, if known

Transmission Counts

This panel shows you the number of messages and characters transmitted by the vehicle since the last reset, and the date and time the characters were last reset.


Vehicle Details - Device Config

The Device Config tab lists settings that control positioning and message behavior.

If *(failed)* appears next to a setting, roll your cursor over it to see the failure reason.

Positioning

Regular interval	Number of minutes between position reports initiated by the vehicle.
Temporary interval	The new number of minutes between position reports initiated by the vehicle.
Temporary expiration	Date and time on which the temporary MIPR interval expires.

 **Applies to:** All devices except MCP50.

Archived Position Recording Interval	Whether or not this unit can generate archived position reports. You see a message if the firmware does not support this feature.
From / To	Frequency of position reports that are generated and stored on the vehicle.
Suppress Ignition Off Positions	Beginning and end time for position archiving to occur, usually the hours the vehicle is on the road. This time is based on your system's time zone, not the vehicle's time zone.
Expiration	If set to No, archived position reports are generated according to the schedule regardless of ignition status. If set to Yes, archived position reports are not generated while the vehicle's ignition is off.
	Date and time that these settings expire. When they expire, the vehicle no longer generates archived positions. This time is based on the vehicle's time zone.

Wakeup


 **Applies to:** All MCP devices except MCP50.

Wakeup Timer Interval	Number of minutes between times the mobile device wakes up to receive messages while the vehicle ignition is off. A zero indicates that the vehicle won't wake up when the ignition is off. Recommended setting is 180 minutes.
Total Wakeup Power Time	Total number of minutes the mobile device can be active to send or receive messages while the vehicle ignition is turned off. Recommended setting is 300 minutes.


 **Applies to:** All devices.

Power Down Timer	Number of minutes the mobile device stays on to send and receive messages when the vehicle ignition is turned off. A zero indicates that it turns off when the vehicle ignition is turned off. Recommended setting is 240 minutes.
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Display

 **Applies to:** All devices except MCP50. All values apply to OmniTRACS (MCT) and OmniExpress (TMCT) mobile devices; only the Blank value applies to other MCP device types.

Screen Behavior When Moving	Controls what the driver terminal does when the vehicle is in motion: <ul style="list-style-type: none"> • None—the driver can operate the driver terminal while driving. • Blank—the driver cannot use the terminal while driving. Drivers of MCP-equipped vehicles can use the RCD to listen to a message, but cannot see it on the screen. You are strongly advised to select Blank. • Main, Freeze—both options prevent the driver from changing screens while driving.
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 **Applies to:** Non-MCP unit types only

Time Zone	The time zone the vehicle is using
Now in Daylight Savings Time	Whether the mobile unit currently recognizes daylight savings time.

Login

 **Applies to:** All MCP units

Active Driver Interval	Number of minutes between beeps to notify the active driver to log in
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 **Applies to:** Omnitrac mobile units only (MCTs)

Enabled	Whether drivers can login to this comm unit
Number of retries threshold	Number of times a driver can attempt to login unsuccessfully before generating an alert
Distance exceeded threshold	Distance a driver can travel without login in before generating an alert
Time exceeded threshold	Length of time a driver can travel without logging in before generating an alert
Beep interval	If no active driver is logged on when the engine is started, the terminal beeps loudly and continues to beep based on this setting.
Bump active driver threshold	Number of hours the system waits after a vehicle ignition i turned off before changing the status of the active driver to inactive
Bump all drivers threshold	Number of hours the system waits after a vehicle ignition is turned off before automatically logging off all drivers

DTTS

 **Applies to:** MCP200, MCP100, and MCTs only.

This panel lets you enable a vehicle for a Defense Transportation Tracking System (DTTS) load. DTTS is a feature that you subscribe to, and the dispatcher or driver can enable DTTS tracking when hauling a load under DTTS.

Vehicle Details - About Device

The Vehicle Details - About Device tab lists mobile unit information.

Only fields with information to display appear, for example, if there is no firmware/component information, you see the message "No additional mobile version information available" and the fields are hidden.

Identification

Serial Number (UA)	The unit address or serial number of the installed mobile unit.
Type	The mobile device type - Omnitrac Intelligent Vehicle Gateway (IVG), Mobile Computing Platform (MCP200, MCP110, MCP110, MCP50, Omnitrac (MCT), or OmniExpress (TMCT)
Account Number	The Omnitrac account number to which the vehicle belongs.

Software

Performance Monitoring, Trailer Tracks Whether Performance Monitoring and Trailer Tracks are enabled.

Hardware

Position hardware type The type of hardware used to generate position reports for this mobile unit: GPS or QASPR.

Enhanced Canadian/Mexican cellular roaming Whether the vehicle is equipped to communicate over cellular networks in Canada and Mexico and if that hardware is enabled.

Satellite-equipped Whether or not the vehicle is equipped for satellite communication.

Version


Firmware/Component information Information about the hardware and software versions based on the mobile unit type.

Printing the Vehicle Directory

The Vehicle Directory lists all selected, authorized vehicles and their most recent position

The information below your name on the right tells you which assets you are viewing. Click the linked text to change the viewed vehicles, if you are a member of more than one coverage and/or global group.

To print a list of vehicles:

1. Click the **Vehicles** tab or click **Setup, Vehicles** (requires permission).
2. Using the link in the upper, right and the filters above the list, to display the set of vehicles you want to print.
3. Click .
4. Click **Open** to open the file in your default program, or **Save** to save the file.

Vehicle Administration

Creating Vehicles

Vehicles are created automatically when QTRACS software receives the first message or position report from the vehicle. However, if you have permission to set up vehicles, you can create a new vehicle. You must also be a member of at least one coverage group, or have permission to view data for all assets.

The information below your name on the right tells you which assets you are authorized to view based on group membership, and which are currently selected. Click the linked text to change the viewed vehicles, if you are a member of more than one coverage and/or global group.

1. Click the **Setup** tab. Set Up Vehicles opens.
2. Click **Create Vehicle**.
3. In the Mobile Terminal Unit Address dialog that opens, type the new vehicle's mobile unit number. This is the serial number of the OmniTRACS, OmniExpress, or MCP hardware.
4. Click **Continue**. The Create Vehicle page opens with all fields set to the default vehicle settings.

5. Make all necessary entries for the new vehicle. For detailed information about specific fields, click ? for the section you're changing.
6. Click **Save** to save your changes.

Copying a Vehicle Record

You can copy a vehicle record to create a new vehicle with the same settings. You must be a member of at least one coverage group or have permission to view data for all assets.

The information below your name on the right tells you which assets you are viewing: all (unrestricted user), authorized (restricted user), or filtered by a group selection. If you are a member of more than one global group, click the linked text to change the selected groups.

1. In the Vehicle Directory, click the record to copy from.
Its details open below the map.
2. Click ▾ above the details on the right and click **Copy vehicle**.
The Add new vehicle dialog opens.
3. Type the **Vehicle UA** for this new vehicle.
4. Type its **Vehicle ID**.
5. Type a **Vehicle Name**.
6. If necessary, type or select a different **Coverage ID**.
7. Click **Save**.

The Vehicle Directory page refreshes with the new vehicle listed on the left. The remaining settings were copied from the vehicle you initially selected, but you can edit them if needed.

Changing Vehicle Settings

Change vehicle settings.

You must have permission to set up vehicles to change vehicle settings. You must also be a member of at least one coverage group, or have permission to view data for all assets.

The information below your name on the right tells you which assets you are authorized to view based on group membership, and which are currently selected. Click the linked text to change the viewed vehicles, if you are a member of more than one coverage and/or global group.

1. Click the **Setup** tab. Set Up Vehicles opens.
2. To edit a vehicle, click its Vehicle ID.
3. For detailed information about specific fields, click ? for the section you're changing.
4. Click **Save** to save your changes.

Renaming a Vehicle

When you rename a vehicle (change its vehicle ID), the QTRACS application converts all of the message and position history to the new ID. If you change the UA, then this history is not affected.

You must have permission to set up vehicles to rename a vehicle. You must also be a member of at least one coverage group, or have permission to view data for all assets.

The information below your name on the right tells you which assets you are viewing: all (unrestricted user), authorized (restricted user), or filtered by a group selection. If you are a member of more than one global group, click the linked text to change the selected groups.

1. Click the **Vehicles** tab.

The Vehicle Directory opens.

2. To rename a vehicle, locate it in the list on the left and click to select it.
The map on the right zooms to its most recent position, and its details open below the map.
3. To change the vehicle ID or UA, click the **change ID** or **change UA** link and type the new ID or UA.
If you change the ID, all message and position history is converted to the new ID. Changing the UA does not affect history.
4. Click **save** next to the field.

Replacing a Mobile Unit with a Different Type of Mobile Unit

You replace a mobile unit when it fails or you upgrade to another type of mobile unit, such as upgrading from an OmniTRACS to an MCP unit. When you replace a mobile unit on a vehicle, you want to continue tracking that vehicle and its history under the same vehicle ID.

When you're replacing a mobile unit with the same type of mobile unit, the Edit Vehicle page lets you change the mobile unit number. However, the page prevents you from changing the mobile unit number to a different type of mobile unit.

Follow these steps to replace a unit with a different type of unit:

1. Delete the old vehicle.
2. Wait for the new vehicle to auto-create when it comes on the air.
3. Edit the new vehicle and change the vehicle ID to the one that you deleted. All of the history is now associated with the new vehicle.

If the vehicle is in one or more global groups, after you complete the above steps, edit the global groups. Remove this vehicle, then add it back as needed.

Performing Other Vehicle Tasks

You can retrieve the parameters from your mobile unit, or reset a vehicle's message and character counts.

Deleting a Vehicle

Delete a vehicle.

If you have permission to set up vehicles, you can delete vehicles. You must also be a member of at least one coverage group, or have permission to view data for all assets.

The information below your name on the right tells you which assets you are authorized to view based on group membership, and which are currently selected. Click the linked text to change the viewed vehicles, if you are a member of more than one coverage and/or global group.

When you delete a vehicle, the history of the vehicle is saved. If you're using driver login, when you delete a vehicle, a force logoff request is sent for all drivers logged into the vehicle.

1. Click the **Setup** tab. Set Up Vehicles opens.
2. To delete a vehicle without first viewing its details, click the radio button next to the vehicle you want to delete, and click **Delete Vehicle** in the (Select) list at the bottom of the page.
To view its details before you delete it, click the vehicle ID. When you verified that you want to delete the vehicle, click **Delete Vehicle**.
3. Click **OK** to confirm the vehicle deletion.

Changing Default Vehicle Settings

Your vehicles are automatically created in QTRACS software when they go on the air. Auto-created vehicles get default settings, such as the coverage, from the default vehicle. You can change the default settings as needed.

You must have permission to set up vehicles to change default vehicle settings.

The information below your name on the right tells you which assets you are authorized to view based on group membership, and which are currently selected. Click the linked text to change the viewed vehicles, if you are a member of more than one coverage and/or global group.

1. Click the **Setup** tab. Set Up Vehicles opens.
2. Click **Edit Default Vehicle**.
3. Check the types of vehicles your fleet contains: IVG (OmniTracs Intelligent Vehicle Gateway), MCP50 , all other MCP units (MCP200, MCP110, MCP100), TMCT (OmniExpress units), and MCT (OmniTRACS units). The list of settings is adjusted based on the settings used with the types of units in your fleet. For example, position archiving settings do not apply to any MCP-series units.
4. Fill out the desired default settings. For detailed information about specific fields, click ? for the section you're changing.
5. Click **Save** to save your changes.

The new settings apply to future vehicles that are auto-created. It does not change the settings for any existing vehicles.

Drivers

Managing Drivers

Adding or Changing a Driver

Add or change a driver.

You must have permission to view drivers and driver event history, and to manage drivers. The information below your name on the right tells you which assets you are viewing: all (unrestricted user), authorized (restricted user), or filtered by a group selection. Click the linked text to change the selected groups, if you are a member of more than one global group.

Restricted users can see and work only with drivers in global groups they are a member of. If you are a restricted user with permission to manage drivers, you can create a driver and not see the record after you save it. In this case, a message appears when you click **Add a new driver** that explains the limitation. After you click save, another message indicates that the record was successfully saved.

If a driver is logged in to a vehicle when you change his driver information, he is logged out automatically.

1. Click the **Drivers** tab.
2. To add a driver, click **Add new driver**. To change a driver, click to select the driver, then click **edit**.
3. Enter or change the driver's ID, driver login name, assigned vehicle ID, alias, and full first/last names as needed. You can't change a driver ID after you save it.
 - **Driver login name:** This is the name the driver sees on the mobile unit after a successful login and is the name appears within the QTRACS and Performance Monitoring applications. During an inspection, the DOT officer uses the driver login name to verify that the HOS records being viewed are for the driver being inspected.
 - **Full first/last name:** These fields are optional. If you use the Hours of Service application (HOS), the driver record you set up with this ID has separate fields for the drivers' first and last names.
4. If you use the Navigation application a Navigation section appears. Your Fleet ID appears; select the **Sub Fleet ID** from the drop-down list.
5. If you use Performance Monitoring on OmniTRACS units and want drivers to log in, enter the Performance Monitoring numerical password. If you use MCP units or have global login enabled, enter the driver login password.
 - 👉 **Note:** The driver ID, name, and password fields can contain uppercase letters, numbers, and special characters except for the following: ^ _ \ " [] { } ~ ` The first character can't be an asterisk (*).
6. To add endorsements, click **edit**, then click the endorsements for the driver. Click **Done**.
7. Select the driver status and enter other information as desired.
8. Type custom attribute information, if using. Your company defines custom attributes if you use them.

9. Click **save** above the driver details on the right.

Mobile unit types and passwords

Each driver record contains two passwords, and both both password fields are required.

Depending on your fleet configuration, your drivers use one or both passwords as follows:

Unit type	Uses password type	Notes
Any MCP series device	Driver login	The Performance Monitoring password is a required field, but not used by these unit types. Passwords must be unique numeric values; use something simple, such as numbering drivers from "01" (number of digits = # of drivers you are setting up, in this example, you have up to 99 drivers).
OmniTRACS device	Either type	Which password drivers use to log in is based on whether the Global Login feature is enabled. If your drivers use the Performance Monitoring password, ensure it is unique and not easy for another driver to guess, such as the driver's SSN.
Mixed MCP and OmniTRACS devices	MCP: driver login OmniTRACS: either	See notes above.

After creating a driver record, you can edit the driver login password but not the Performance Monitoring password. The Performance Monitoring password is also known as the MCT password or the Comm Unit password.

Changing a Driver

You must have permission to view drivers and driver event history, and to manage drivers. If a driver is logged in to a vehicle when you change the driver information, he or she is logged out automatically.

The information below your name on the right tells you which assets you are viewing: all (unrestricted user), authorized (restricted user), or filtered by a group selection. If you are a member of more than one global group, click the linked text to change the selected groups.

Restricted users can see and work only with drivers in global groups they are a member of. If you do not see the driver you need to change, ask your system administrator to add the driver to one of your global groups.

1. Click the **Drivers** tab.
2. Locate the driver in the list and click to select the record.
3. To change the driver ID:
 - a) Click **rename** next to the driver ID and name above the driver details.
 - b) Type the new ID.
 - c) Click **save**.

If the driver is logged in, he or she is automatically logged out.

4. To change other information, click **edit** above the driver details.
5. Change the **Driver Login Name** if needed.

This is the name the driver sees on the mobile unit after a successful login. It is the name that appears in the QTRACS and Performance Monitoring applications. During an inspection, the law enforcement officer uses the driver login name to verify that the HOS records being viewed are for the driver being inspected.

6. Change the **First name/Last name fields as needed.**


If you use the Hours of Service application (HOS), the driver record you set up with this ID has separate fields for the drivers' first and last names. Use the same name information in the HOS and QTRACS applications.

7. Change the **Alias and **Assigned vehicle** fields as necessary.**

A driver alias is used when you integrate with another application, such as a dispatch application.

8. If you use the Navigation application, a Navigation section appears and your **Fleet ID is displayed. Select the **Sub Fleet ID** from the drop-down list.**

9. Change the driver login password if needed.

 **Note:** The driver ID, name, and password fields can contain uppercase letters, numbers, and special characters except for the following: ^ _ \ " [] { } ~ ` The first character can't be an asterisk (*).

10. Update the remaining sections as needed.

11. Click **save above the driver details on the right.**

Assigning a Driver to a Vehicle

The driver list shows the vehicle that a driver is logged in to, if applicable. You can assign a driver to a vehicle in the driver record. The assignment is for information only; it does not affect reports or other QTRACS functions. The list of drivers you see may be restricted based on your [global group](#) membership.

The information below your name on the right tells you which assets you are viewing: all (unrestricted user), authorized (restricted user), or filtered by a group selection. Click the linked text to change the selected groups, if you are a member of more than one global group. [Click here for more information about asset access.](#)

1. Click the **Drivers** tab.
2. Locate the driver record to view in the list and click to select it.
3. Click **edit** above the details on the right.
4. In **Assigned vehicle**, type or look up the vehicle ID to assign to the driver.
5. Click **save** above the details on the right.

Viewing Events for a Driver

Driver events are created when you use the global login or driver login features and include log on/off activity. You must have permission to view driver events.

The driver event history list includes the date, time, and the vehicle the driver was logged into at the time of the event.

The list of drivers you see may be restricted based on your global group membership. The information below your name on the right tells you which assets you are viewing: all (unrestricted user), authorized (restricted user), or filtered by a group selection. Click the linked text to change the selected groups, if you are a member of more than one global group.

To view driver event history:

1. Click the **Drivers** tab.
2. Locate the driver record to view in the list and click select it.
3. Click **Logon Event History**.

Logging Off a Driver

You can manually log off a driver from a vehicle, if necessary.

You don't need to manually log off a driver who forgot to log off. When the driver logs on to another vehicle, he is automatically logged off any other vehicle. You must have permission to set up drivers to log off a driver.

The list of drivers you see may be restricted based on your global group membership. The information below your name on the right tells you which assets you are viewing: all (unrestricted user), authorized (restricted user), or filtered by a group selection. Click the linked text to change the selected groups, if you are a member of more than one global group.

To log off manually:

1. Click the **Drivers** tab.
2. Locate the driver record to log off in the list and click to select it.
3. Click **log off** on the right above the driver details.

Deleting a Driver

When you delete a driver, driver event history is not deleted; to see it again you must recreate the driver. You must have permission to set up drivers to delete a driver.

The list of drivers you see may be restricted based on your global group membership. The information below your name on the right tells you which assets you are viewing: all (unrestricted user), authorized (restricted user), or filtered by a group selection. Click the linked text to change the selected groups, if you are a member of more than one global group.

1. Click the **Drivers** tab.
2. Locate the driver record to delete in the list and click to select it.
3. Click **delete**.
4. In the confirmation box, click **OK**.

Customizing Driver Settings

You can set up driver attributes, limitations, and commercial driver's license (CDL) endorsements, and assign them to drivers for reference.

Driver settings are managed in your QTRACS company settings, as follows:

- **Custom Driver Attributes** - Use to apply any company-specific label to drivers. For example, if you provide company shirts for drivers to wear, this may be the driver's shirt size.
- **Driver Limitations** - Use to describe any type of limitation you want users to see about your drivers, for example, a limitation that prevents them from hauling a certain type of load. Keep in mind that any user whose role includes "Can see drivers" will see the limitations assigned to drivers.

- **CDL Endorsements** - Standard industry endorsements are defined for you. You can edit the description, delete, or add new endorsements.

Instructions to add, edit, and delete driver settings appear on screen. For more information, click ? next to the section.


GeoServices / Custom Landmarks

GeoServices Overview

Create Landmarks: Getting Started

You can create a custom landmark three ways:

- By entering the address
- By entering the latitude and longitude
- From a mobile unit (tractor or trailer) position

 **Note:** You see tractor information if you use the QTRACS application, and trailer information if you use Trailer Tracks. If you use both, all custom landmarks are available in both applications.

Create Custom Landmarks


To begin using custom landmarks, follow these steps:


1. Obtain the location of custom landmarks to add. Locations can be addresses, latitude/longitude coordinates, or existing tractor or trailer position reports.
2. Assign a type to each landmark, and locate the information you want to include in the attribute setup. Refer to the [Landmark Type and Attributes Dictionary](#) for assistance.
3. Identify which landmarks to associate, such as a drop yard and its satellite lots.
4. Create landmarks.
5. Set up notifications.

Create Landmarks

You create a custom landmark by selecting the landmark type and typing the address or the latitude and longitude. You can also add a landmark based on a mobile unit position as described in the next topic. After you enter the initial information, you can move the entire landmark and adjust the sides of your landmark to match the shape of the location.


[See a demo](#) of the steps to create a new landmark.

1. Click the **Landmarks** tab or **GeoServices** from the home page.
2. Click **Add new landmark**.
3. Select the landmark type. [Click here for a list of landmark types and their definitions](#).
4. In the text box, type the address or latitude and longitude coordinates and click **Submit**.
A new landmark detail panel appears with the address and geographical coordinates of the landmark filled in and an adjustable square shape around the center.
5. To move the landmark, grab  and drag it to the new location.
This updates the lat/long coordinates but not the address.

6. To adjust the landmark's shape, drag any handle  on a corner or between corners. The boundary latitude and longitude coordinates update automatically. Your polygonal landmark can have up to 99 sides.
7. Type the landmark name.
8. Fill in as much information as you know. Fields marked with red * are required.
9. When you're finished, do one of the following:
 - Click **save and continue** to continue entering attribute values.
 - Click **save** to save the landmark and exit edit mode; click **edit** if you want to enter attribute values.
10. Add information to the attributes in the tabs that appear. None of the information is required.
11. When you're finished defining the landmark attributes, click **save**.

Create a Landmark from a Mobile Unit Position

Creating a landmark from a tractor or trailer position is an easy way to add landmarks such as yards and shippers.




-  **Note:** You can use a tractor position if you use the QTRACS application, and a trailer position if you use Trailer Tracks. If you use both, all custom landmarks are available in both places.




Associate Landmarks

You associate related landmarks in order to define pool requirements and to view consolidated inventory. Associated landmarks can be separate or overlapping areas, and must be in the same division. When you associate landmarks, one landmark is the primary in the relationship. 20 landmarks is the maximum allowed in one association. Some reasons to associate landmarks:

- Corporate and branch offices
- Main yard and satellite (remote) yards
- A smaller area within a large landmark, such as the shipping/receiving dock of a large distribution center

To associate landmarks:

1. Create the landmarks to be associated.
2. Locate the primary landmark and click its ID.
3. On the **Details** tab, **General** panel, scroll down to the Associated Landmarks section and click . You do not have to edit the landmark to associate it with other landmarks.
4. Type the name of the landmark to associate, or click **Landmarks** to select the landmark from a list and click its ID. A landmark can only be a member of one association.
5. Click **Save**.  to the left of the landmark identifies the primary landmark of the association.
6. Repeat steps 3 through 5 to associate additional landmarks. You can see the entire list of associated landmarks by viewing the details of any member of the association.
7. To change the primary landmark, click  to the right of the landmark you want to make primary. The symbol moves next to the new primary landmark.

8. To remove a landmark from the association, click  on the right.
9. In the landmark list,  appears next to landmarks that are members of an association. Hold your cursor over the icon to see the association member landmark IDs.
10. Click **Show** associated landmarks above the map to see all members on the map. Hold your cursor over  to see the name of each landmark.

View Inventory at Landmark

You can view trailer (Trailer Tracks application) and vehicle (QTRACS application) inventory information at each landmark. If you have associated landmarks, you can view consolidated inventory.

1. In the QTRACS or Trailer Tracks application, click the **Landmarks** tab. Or, from the home page or Select Other list, click **GeoServices**.
The list of landmarks opens. Inventory for the each landmark displays in the list.
2. To find a landmark by name, click **Landmarks near**.
A drop-down list appears.
3. Select **Find landmark**.
4. Type the landmark name and click **Search**.
 - For help locating the landmark to search near, click **Landmarks** next to the search field.
 - In the **Select a Landmark** pop-up window, search by landmark type or name.
 - Type the landmark name, then click **Search**.
 - Click the landmark to select it.
5. After you find the landmark, click the landmark ID.
Its details appear below the map.
6. Click the **Inventory** or **Consolidated Inventory** tab.
7. If you just finished associating landmarks, click the **Landmarks** tab to reload the page and see consolidated inventory.
The number of trailers and vehicles at the landmark are based on the last position report received from the mobile units.

Set trailer pool requirements

You can specify the number of trailers you are required by contract to keep available at landmarks, such as your customer locations, vendors, and suppliers. With associated landmarks, you specify the number of trailers to keep at each landmark, and the association pool requirement is the sum.

1. Locate the landmark to specify trailer pool requirements and click it to display its details.
2. Click **edit**.
3. Click **Operations** on the left.
4. Type the **Pool size** number and check that this is a **Drop point**.
5. Click **save**.

You can also edit the trailer pool requirement on the Inventory tab.

View trailer pool requirement for a landmark association

You can view the landmark association's pool requirement on the Consolidated Inventory tab. The number that appears is the sum of the pool requirements for all association members. For example, if you have a

distribution center with a 10-trailer pool requirement, and its associated satellite lot with a 2-trailer requirement, the association's requirement will be 12 trailers.

If you are only concerned with one pool requirement for the entire association, add the number to one of the members using the procedure above.

Inventory and Consolidated Inventory

The Inventory tab lists the number of trailers (Trailer Tracks application) and vehicles (QTRACS application) by division at the landmark.

The Consolidated Inventory tab lists the same information for all landmarks in the [association](#). For example, when you have associated a trailer yard and its two satellite locations, you see the inventory counts for all three locations.

For trailers you also view status, dormancy, and pool requirement information. In the Dormancy section, click a linked number to open the Trailers page and view the associated trailers.


The header shows the landmark address and the date and time that the counts were calculated. You see the following trailer information:

Trailer Freight	Trailer counts in this section are based on cargo sensors.
Trailers Under Power	Trailers in connected status may be connected to tractors with mobile units, or just under external power.
Dormancy	Identifies trailers that have not moved over time. Low, medium, and high dormancy levels are based on the number of days listed.
Pool Requirement	<p>Identifies whether the specified number of trailers is available at the landmark. This section appears for the landmark types Customer, Truck stop, Company location, Agent, and Other.</p> <p>For example, you may have a contract to keep 10 trailers available for upcoming loads at your customer location. You can set the landmark's pool requirement attribute to 10, and check the available trailers as needed. You can set the pool requirement for each landmark and for a set of associated landmarks.</p> <p>If you have security to manage landmarks, click edit to modify the number of trailers to keep at the landmark (Inventory tab) or in the association (Consolidated Inventory tab). When you're finished, click save.</p>

Get Landmark Notifications

The Notification tab lets you specify email addresses to be notified when a tractor (QTRACS application) or trailer (Trailer Tracks application) arrives at or departs from the landmark. The notification email lists the unit ID, date/time of arrival/departure, and the landmark name and address. The additional information field lets you include a personal comment in the notification email.

If you use the Driver Workflow application, you may also set up pre-arrival workflow notifications that are triggered by your Workflow integration.

 **Note:** If your company uses enhanced positions, email notifications may show a different time stamp from the arrival or departure position in the QTRACS or Trailer Tracks applications. Talk to your customer service representative if you want email notifications to be sent again with the adjusted timestamp when this occurs.

1. Click to select the landmark and set notifications.
2. Click the **Notification** tab below the map.

3. Click the type of notification to set.
4. Click **edit** above the details on the right.
5. Check the box to send (arrival or departure) notification.
More fields appear to enter notification email addresses and other information.
6. Type an email address and click **Add**.
You can send notification to any valid email address. For example, if this is a customer landmark, you may send email to the receiving manager when the truck arrives at the dock.
7. Continue adding email addresses until you are finished.
8. To remove an email address, click to select it and click **Remove**.
9. Type more information in the box below email addresses.
The text is placed in the email. For example, if you send notification to the customer's receiving manager you may include the name of the driver in this text field.
10. When you're finished, click **save**.

Change Landmark Information

You can change information for custom landmarks. For example, you can adjust its boundaries, add or remove an alias, or update attributes.

1. Click the **Landmarks** tab or click **GeoServices** from the home page.
2. Locate the landmark you want to change and click its name.
3. On the **Details** tab, click **edit**.
4. To change the shape, drag any handle on a corner or between corners.
Your landmark can have up to 99 sides.
5. Change the attribute information about the landmark as needed.
6. To add an alias, type it. An alias can be used to associate the code used in another database.
7. To save your changes, click **save**.

Landmark Details

The Details tab shows you categorized information about the landmark. If you have permission to maintain landmarks, click **edit** on the right to change it, or **delete** to remove it. If you edit the landmark, be sure to click **save** to save your changes.

For definitions of landmark types and attributes, open the [Dictionary](#).

General	Lists the name, aliases, address, contact and security information, division, and boundary coordinates associated with the landmark. In edit mode, fields marked * are required.
Hours	Lists the time zone and hours of operation based on the day of the week, and dates that the location is closed.
Operations	Lists whether the location is a trailer drop point, appointment tolerances, and supported operations.
Site Requirements	Lists requirements such as height/weight restrictions, idling restrictions, driver requirements, and required forms and training.
Load Requirements	Lists trailer, power, and freight requirements.

Services	Lists the types of services offered at/by this location, such as truck/trailer washing, parking, scanning, scales, or maintenance.
Amenities	Lists Wi-Fi, vending, banking, and other services that can be offered by a location, such as a truck stop.

Delete Landmark Information

You can delete custom landmarks you no longer need.

1. Click the **Landmarks** tab or click **GeoServices** from the home page.
2. Locate the landmark to delete in the list and click its name.
To locate the landmark, you can search for it or filter by landmark type. To search by name, click **Landmarks near** and select **Find landmark** in the drop-down list.
3. On the **Details** tab, click **delete**.
4. Click **OK** to confirm.

Landmarks

This is a place holder for the landmarks attribute dictionary file. Don't erase this sourcefile. It also includes the instructions for creating the dictionary.

1. Make sure the Geoservices (or QTRACS?) DITAMAP contains a link to this topic (landmarks.xml). This ensures that the landmark attribute dictionary is included in the Geoservices help TOC.
2. Generate the output as you normally would for Geoservices help.
3. In your dita source folder for Geoservices, go to the dictionary folder and open in XMetaL: landmark_attributes.ditamap.
4. Generate Omnitracs Online Help output from landmark_attributes.ditamap to the output landmarks /dictionary folder.
This generates all the htm files that describe individual landmark attributes.
5. In your OUTPUT folder structure, go the dictionary subfolder and delete landmarks.htm (the htm file generated from the xml file you are now reading).
6. In Windows Explorer, open the dictionary folder for your DITA source files. From that folder, copy copy_me_to_landmarks.htm to the dictionary folder for your output (htm) files.
7. In the dictionary folder for your output files, rename copy_me_to_landmarks.htm to landmarks.htm.
8. If necessary, from your DITA source files /dictionary folder, copy the /scripts folder to your OUTPUT dictionary folder.
9. Test
 - a) From the Geoservices help folder, open default.htm.
 - b) In the TOC, double-click the **Landmarks** topic.
The right pane should show the landmarks attribute dictionary on top and an explanatory list of all the landmarks categories on the bottom.
 - c) Choose values for the two drop down fields at the top of the right pane.
The bottom portion of the pane should contain the definition of the landmark attribute you chose in the drop down fields above.

Setup and Administration

Managing Address Lists

Learn about ways you can use address lists.

Creating Address Lists

Create address lists when you want to assign a group of users to cover vehicles or when you need to send messages to a user group, such as the Safety Department.

1. Click the **Setup** tab, then click **Address Lists**.
2. Click **Create Address List**.
3. Type the **Address list ID** and **Description**. You use the ID when assigning the group to cover a vehicle or when selecting an entity to send a message to.
4. Select users in the **Users not in list** box and click **Add**. A user can be a member of multiple address lists.
5. To save your changes, click **Save**.

Set Up Address Lists

The Set Up Address Lists page lets you view, create, and change address lists. Address lists are used to group users together for covering vehicles.

Create / Edit Address List

The Create / Edit Address List page lets you create or view an address list and add or remove users. Only administrative users can change the information on this page.

After you change address list information, make sure that you click **Save** at the bottom of the page.

Adding and Removing Users

You change the membership of address lists when you want different users covering one or more vehicles, or when people join the company or change jobs.

1. Click the **Setup** tab, then click **Address Lists**.
2. In **Set Up Address Lists**, locate the address list to change and click its ID.
3. To remove users, select users in the **Users in list** box and click **Remove**.
4. To add users, select users in the **Users not in list** box and click **Add**.
5. To save your changes, click **Save**.

Duplicating Address Lists

Duplicate an address list when it contains most of the users you want to group for a different purpose. For example, you may have an address list for covering certain vehicles, and most of the users in the group also need to receive periodic safety messages.

When you duplicate an address list, it copies the description and users to a new list.

1. Click the **Setup** tab, then click **Address Lists**.
2. In **Set Up Address Lists**, locate the address list to duplicate.
3. Click the radio button next to it and click **Duplicate Address List** in the (Select) list at the bottom of the page.
4. Type a new Address list ID.
5. Type a new description, if applicable.
6. Add or remove users as needed.
7. To save your changes, click **Save**.

Deleting Address Lists

Delete address lists when you no longer need the users to be grouped for coverage or messages. You can only delete address lists that are not assigned to cover any vehicles.

1. Click the **Setup** tab, then click **Address Lists**.
2. In **Set Up Address Lists**, locate the address list to delete.
3. To delete the address list without first viewing its details:
 - Click the radio button next to the address list you want to delete.
 - Click **Delete Address List** in the (Select) list at the bottom of the page.
4. Or, to view its details before you delete it:
 - Click the address list ID and verify that you want to delete the address list.
 - Click **Delete Address List**.
5. Click **OK** to confirm the address list deletion.

Managing Coverages

Using Coverage Security

Through permissions assigned to a user's role, you can restrict the vehicle information users can view to just the vehicles in coverage groups they are a member of.

The MISC permission, *Can see data for all assets*, controls whether a coverage member sees only information for the authorized vehicles or for all vehicles.

- To use coverage security and restrict user access, leave the permission unchecked.
- To allow users unrestricted access to data for all vehicles, check the permission.

You can also use global groups to associate users with vehicles. A vehicle can be a member of only one coverage, and can be in any number of global groups. A user can be a member of any number of coverages and global groups. A user assigned to multiple coverages and/or global groups can select which group(s) to view.

To grant a restricted user access to *driver information*, such as the drivers of the vehicles in his/her coverage group, you must use a global group. If you are not using global groups to establish your organizational hierarchy, it is not necessary to add the vehicles in the user's coverage to the global group. You must include the users in the coverage and the drivers you want them to access.

If you are using global groups to establish organizational hierarchy, then you must add both vehicles and drivers to the global group. Ensure that you change membership of users and assets in the global group

whenever you update a coverage group. For example, if you install new mobile units you will assign a coverage to those units. You need to add the vehicles to the global group for the newly-assigned coverage group.

When access is limited to the coverage group, the user has access to:



- Dashboard: Total vehicles number includes only authorized vehicles. Unseen Messages list contains just information from vehicles in your coverage groups. Map shows authorized vehicle locations.
- Vehicles and Vehicle Setup: Lists authorized vehicles only. If granted permission to ping the vehicle, the ability applies only to authorized vehicles.
- Position History page and report: Only available for authorized vehicles.
- Proximity Query and Historical Proximity report: Only lists/allows authorized vehicles.
- Messages: Only displays information to/from authorized vehicles. Can only send messages to authorized vehicles. Other permissions (for example, "Can send messages to fleet") may allow sending messages to vehicles not authorized. Can only claim or delete messages for authorized vehicles.
- GeoServices (landmarks): Vehicle inventory counts only include authorized vehicles.

Other QTRACS permissions govern whether some of the pages/functions listed above are available to the user, including: Can set up vehicles; Can ping vehicle; any of the Messages permissions.

Creating Coverages

A coverage is created when you assign a user or address list ID to a vehicle. The Create Coverage page lets you select an existing user or address list ID and assign vehicles to it.

If you want to assign vehicles to a group of users, you must first create an address list.

1. Click the **Setup** tab, then click **Coverages**.
2. Click **Create Coverage**.
3. Type the user or address list ID, or click  to select from a list of users and address lists. The user's name or address list description displays.
4. Click **Add Vehicles**. You must add at least one vehicle to save the coverage.
5. Type the vehicle ID to reassign to this coverage, or click  to select from a list of vehicles.
6. Click **Add**. The reassignment from the old coverage to this coverage is immediate.
7. Continue adding vehicles as needed.
8. If you add a vehicle in error, click **Reassign**, select the correct user or address list to cover the vehicle, and click **OK** to confirm.
9. When you're finished adding vehicles, click **Back to Coverages**. You may need to leave the list of coverages and reopen it to see the new coverage.

Each time you type or select a vehicle ID and click **Add**, its button changes to **Reassign**, and a new row appears to let you continue adding vehicles. When you finish, leave the vehicle ID entry box blank and click **Back to Coverages**. If you type or select a vehicle ID and click **Back to Coverages** without clicking **Add**, the vehicle is not added to the coverage.

Set Up Coverages

The Set Up Coverages page shows administrative information about your coverages.

Every vehicle must have a coverage, which is responsible for monitoring its messages. A coverage is created when a user or address list is assigned to one or more vehicles. Creating a coverage involves selecting an existing user or address list and assigning vehicles to it.

If you have permission to set up coverages, you can view, create, and reassign vehicles to or between coverages. If your company uses coverage security, members of coverage groups can access vehicle information only for vehicles assigned to their coverage(s).

Jump to Coverage ID To locate a coverage, type all or part of its ID and click **Search**.

Select Click to select a coverage, then select an option from the (Select) list at the bottom of the page:

- **Reassign Vehicles**—moves the vehicles assigned to the selected coverage to a different coverage.
- **Toggle Message Group**—switches the coverage from a message group to a non-message group and back. Message groups are used to send broadcast messages to groups of vehicles.



Note:

Vehicle message groups use a group message ID number that is assigned by the NOC. A company is assigned 10 ID numbers when it receives its account. Additional group numbers can be requested if needed.

When you switch a coverage to be a message group, QTRACS software assigns it the next available group ID number. If you have no remaining numbers or have a pending request for an additional number, a message window pops up and explains how to proceed.

Coverage ID / Description The ID and descriptive information for a coverage. The icon indicates whether this is a single user or an address list . If it is a single user, the ID is the user's login ID.

Users The number of users in the address list. Click the number to open the Edit Address List page and modify the users in the list. If this is a single user, the number 1 appears and is not a link.

Vehicles The number of vehicles assigned to the coverage. Click the number to add or remove vehicles from the coverage.



Note: If you reassign all of the vehicles in a coverage, the user or address list ID is removed from the list of coverages.

Message Group Indicates whether the coverage is a vehicle message group. By default, a coverage will also be made a vehicle message group if a company has message group ID numbers available.

Create / Edit Coverage

The Create / Edit Coverage page allows you to create or view a coverage and add or remove vehicles. Only administrative users or those with authority can change the information on this page.

After you change coverage information, make sure that you click **Save** at the bottom of the page.




Note: If your company uses coverage security, reassigning coverage changes access to vehicle information for members of the coverage group.

Assigning a Coverage to a Vehicle

Every vehicle must have a coverage assigned to it and can only be assigned to one coverage. When a vehicle is first created, it is assigned to the coverage specified for your default vehicle.

You can assign or change a vehicle's coverage when you edit the vehicle. These steps are listed below.

1. Click the **Setup** tab. The **Set Up Vehicles** list open.
2. Locate the vehicle whose coverage you want to assign and click its Vehicle ID to open the Edit Vehicle page.

3. Type the user of address list ID in the **Coverage ID** field, or click  to select from a list of users and address lists.
4. Click **Save**.

Reassigning Vehicles

Every vehicle must have a coverage assigned to it and can only be assigned to one coverage. When a vehicle is first created, it is assigned to the coverage specified for your default vehicle.

You can reassign coverage from Set Up Coverages. To work with your coverages, click the **Setup** tab, then click **Coverages**.

When you work with coverages, you can reassign a vehicle from either its current coverage or from the coverage to which you want it reassigned. You can also reassign all vehicles from one coverage to another.

To reassign a vehicle from its current coverage

1. From **Set Up Coverages**, locate the coverage to which the vehicle is assigned and click the number in the Vehicles column.
2. Locate the vehicle to reassign and click **Reassign**.
3. Click the coverage to be assigned to the vehicle.
4. Click **OK**.

To reassign a vehicle to its new coverage

1. From **Set Up Coverages**, locate the coverage you want to assign the vehicle to and click the number in the Vehicles column.
2. Scroll to the bottom of the list of assigned vehicles.
3. In the text box, type vehicle ID to reassign or click [icon] to select from a list of vehicles.
4. Click **Add**. The reassignment from the old coverage to this coverage is immediate.
5. When you're finished, click **Back to Coverages**.

To reassign all vehicles to a new coverage

1. From **Set Up Coverages**, locate the coverage you want to reassign all vehicles from and click the radio button next to it.
2. Click **Reassign Vehicles** from the (Select) list at the bottom of the page.
3. Type or select the coverage to be reassigned to the vehicles.
4. Click **Save**.

Reassign Vehicle Coverage

The Reassign Coverage page lets you move vehicles from one coverage to another. If your company uses coverage security, you are also changing access to vehicle information for members of the coverage groups.

Making a Coverage a Vehicle Message Group

A coverage can be a vehicle message group. Message groups let you send one broadcast message to all vehicles in the group and be charged for a single message.

When a coverage is made a vehicle message group, it is easy and less costly to send a message to all vehicles in the coverage. A message group is assigned an ID number by the NOC. Your company is assigned

10 message group ID numbers. You can use these for either vehicle message groups or coverage. If you need additional message groups, you can request them.

After you create a coverage, you can change it to a vehicle message group.

1. Open **Set Up Coverages**.
2. Click the radio button next to the coverage you want to change to a vehicle message group.
3. Click **Toggle Message Group** from the (Select) list at the bottom of the page.

Your company is assigned 10 message group numbers. After they are used, you can request additional numbers from the NOC.

Managing Vehicle Message Groups

Creating Vehicle Message Groups

Create vehicle message groups.

The number of vehicle message group numbers available to you are limited, so plan for the message groups you need before creating them.

1. Click the **Setup** tab, then click **Vehicle Message Groups**.
2. In **Set Up Vehicle Message Groups**, click **Create Vehicle Message Group**.
3. Type the Vehicle message group ID and Description.
4. To save the message group and add vehicles to it, click **Save and Add Vehicles** and proceed with Step 5. To save it without adding vehicles, click **Save Only**.
5. To add a vehicle, type the vehicle ID or click to select the vehicle from a list, then click **Add**. Repeat until all vehicles have been added.
6. Click **Back to Vehicle Message Groups**.

Set Up Vehicle Message Groups

The Set Up Vehicle Message Groups page shows important administrative information about your message groups.

If you have permission to manage vehicle message groups, you can view, create, and change them. A vehicle message group lets you broadcast a message to several vehicles and can save messaging costs.

Note:

Vehicle message groups use a group message ID number that is assigned by the NOC. A company is assigned 10 ID numbers when it receives its account. Additional group numbers can be requested if needed.

When you create a new vehicle message group, QTRACS software assigns it the next available group ID number. If you have no remaining numbers or have a pending request for an additional number, a message window pops ups and explains how to proceed.

Jump to Message Group ID To locate a vehicle message group, type all or part of its ID and click **Search**.

Select Click to select a message group, then select an option from the (Select) list at the bottom of the page:

- **Reassign All Vehicles**—moves the vehicles assigned to the selected message group to a different message group

- **Delete Vehicle Message Group**—deletes the message group and makes the ID number available for a new group

Vehicle Message Group ID / Description	The ID and descriptive information for a message group. Click the ID to open the Edit Vehicle Message Group page and change the ID or description.
Vehicles	The number of vehicles assigned to the message group. Click the number of vehicles to open the Edit Message Group Vehicles page and add vehicles to or remove vehicles from the message list.
Message Group #	The message group ID number assigned by the NOC.

Create / Edit Vehicle Message Group

The Create / Edit Vehicle Message Group page allows you to create or view a message group and change its ID or description.

Only administrative users can change the information on this page.

Note:

Vehicle message groups use a group message ID number that is assigned by the NOC. A company is assigned 10 ID numbers when it receives its account. Additional group numbers can be requested if needed.

When you create a new vehicle message group, QTRACS software assigns it the next available group ID number. If you have no remaining numbers or have a pending request for an additional number, a message window pops up and explains how to proceed.


After you change message group information, make sure that you click **Save** at the bottom of the page.

Vehicle Message group ID / Description	The identifier for the message group and its description.
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Note:

The ID field cannot contain the following characters: ^ _ \ " [] { } ~ `

The first character can't be an asterisk (*) or a number.

Message Group #	The message group ID number assigned by the NOC.
Vehicles in group	The number of vehicles assigned to this message group. This field does not appear when you're creating a new message group.
	 Applies to: The following button and fields display when you are creating a new message group.
Save and Add Vehicles	When you create a message group, click to select vehicles to add to the message group.
Vehicles	The list of vehicles assigned to the message group. To remove a vehicle from the message group, click Remove . To add another vehicle, type or select the vehicle to be added and click Add .

Adding and Removing Vehicles

Vehicle message group changes are sent over-the-air to the vehicles in the group. Adding vehicles to or removing vehicles from message groups counts towards your messaging plan.

1. Click the **Setup** tab, then click **Vehicle Message Groups**.
2. In **Set Up Vehicle Message Groups**, locate the message group to change and click the number in the Vehicles column.

3. To remove a vehicle in the list, click **Remove**.
4. To add a vehicle, type the vehicle ID in the box at the bottom of the list and click **Add**. Click to select the vehicle from a list.
5. Click **Back to Vehicle Message Groups**.

Edit Message Group Vehicles

The Edit Message Group Vehicles page lets you add and remove vehicles assigned to a message group.

After you change vehicle message group information, make sure that you click **Save** at the bottom of the page.

Vehicle Message group ID / Description	The identifier for the message group and its description
Message Group #	The message group ID number assigned by the NOC.
Vehicle ID / Vehicle Name	The identifier for the vehicle and its name
Option	To remove a vehicle from the message group, click Remove . To add another vehicle, scroll to the bottom of the list and type or select the vehicle to be added, then click Add .

Requesting New Vehicle Message Group Numbers

Request new vehicle message group numbers.

When you create a new vehicle message group or change a coverage to a message group, you may get a message that your group numbers are used up. You can click **OK** in the message window to request a new group number or cancel if you don't want to request a new number.

To proceed, click **OK** and wait a few minutes for the new number to become available, then continue creating the new message group. If you proceed too quickly, a message tells you to wait a few more moments for the request to complete.

Your company can use a total of 50 group message ID numbers. If you reach this limit, when you try to create a new vehicle message group, you see a message that no numbers are available. For further assistance, contact customer support.

Reassigning Vehicles

You can reassign all of the vehicles in a group to a different group. A message is sent out to each reassigned vehicle.

1. Click the **Setup** tab, then click **Vehicle Message Groups**.
2. In **Set Up Vehicle Message Groups**, locate the list whose vehicles you want to reassign.
3. Click the radio button next to it and click **Reassign All Vehicles** in the (Select) list at the bottom of the page.
4. Click to select the vehicle message group to which the vehicles are being reassigned.
5. Click **Save**.


Reassign Vehicle Message Group

The Reassign Vehicle Message Group page lets you move vehicles from one message group to another.

After you reassign a vehicle message group, make sure that you click **Save** at the bottom of the page.

Reassign from group	The identifier for the vehicle message group currently assigned to the vehicle.
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Reassign from group

Click  to select a message group to which you want to assign the vehicle.

Deleting Vehicle Message Groups

Deleting a vehicle message group makes the group number available to use for a new message group. When you delete a message group, a message is sent to each vehicle in the group.

1. Click the **Setup** tab, then click **Vehicle Message Groups**.
2. In **Set Up Vehicle Message Groups**, locate the message group to delete.
3. To delete the message group without first viewing its details, click the radio button next to the message group you want to delete, and click **Delete Vehicle Message Group** in the (Select) list at the bottom of the page.
To view its details before you delete it, click the message group ID. When you have verified that you want to delete it, click **Delete Vehicle Message Group**.
4. Click **OK** to confirm the deletion.

Managing Macros

Preview macro sets: [Dry van](#) | [Flatbed](#) | [Reefer](#) | [LTL](#) | [Private Fleet](#) | [Tanker](#)

Tips for Creating Macros

- Create text-only macros for frequent messages, such as:

Text-only forward macros	Text-only return macros
Send arrival/departure times	LOADED AND LEAVING
What's your trailer #	RECEIVED LOAD ASSIGNMENT
Are you empty?	EMPTY. WHATS NEXT?

- Associate a return macro with a forward macro to simplify the driver's response:

Forward macro	Return macro
Send arrival/departure times	CUSTOMER # _____ ARRIVED: __: __ DEPARTED __: __
What's your trailer #	TRAILER#: _____
Are you empty?	EMPTY: _ (Y OR N)

- Use specific dictionary field entries, such as Appointment Date, Shipper Phone Number, and Locks Required (Y or N) in return macros, instead of using free-form text. This prompts the driver to enter the type of data you requested.
- Place optional fields and least-used fields at the end of a macro. QTRACS software stops transmitting data when it reaches the last filled field.


- Create prefilled macro mappings for any macros with an associated reply macro that you use frequently and that requires drivers to copy data.
- Place a password field into forward macros to ensure privacy of the text that follows it.
- If you use MCP units and enable text-to-speech, follow these [best practices](#).

Rules for Creating Macros

Rules for creating macros.

Before creating macros, it is helpful to put the layout down on paper first. Keep the following rules in mind:


- A line, which can contain text, one or more fields, or a combination of both, can have no more than 38 characters.
- A macro can contain no more than 100 fields and no more than 50 lines.
- You can use the following characters in your text:
 - A-Z
 - 0-9
 - Spaces
 - The following special character: ! @ # \$ % & * () - / = + ; : ' . " , . < > ?
- You can select field types such as date, time, or phone number, and make fields either optional or mandatory.

 **Note:** Macro definitions are stored at the NOC and sent to all vehicles. You incur a charge each time you create, delete, or modify a macro. However, the cost of transmitting a macro is generally less than the cost of transmitting freeform text.

Prefilled Macro Overview

A prefilled macro *map* specifies the fields in the forward macro that are copied to the return macro when the driver replies to the message.

You specify whether the driver can change the copied information. Using prefilled macros saves time and reduces errors. You must create the forward and return macros before you create a prefilled macro map.

 **Note:** Prefilled macros require an OmniExpress firmware version of 21.76 or higher or an OmniTRACS firmware version of 18.11 or higher. They are supported on MCPs.

Rules and tips for creating prefilled macro maps:

- A forward macro (FM) can be mapped to more than one return macro (RM) or vice versa. But there can be only one mapping between a forward and return macro. Examples:
 - FM 03 can be mapped to RM 20 and RM 21.
 - RM 20 can be mapped to FM 03 and FM 08.
 - Only one mapping between FM 03 and RM 20 can be created.
- If a forward macro is mapped to only one return macro, specify the reply-to (return) macro in the forward macro.
- Mapped fields in the forward and return macro must be the same field type and length. For example, a brief date field has to be mapped to a brief date field.

Key blocks

A prefilled macro map can contain a *key block*. A *key block* is a set of repeating fields, such as a list of pickups. The driver positions his cursor in the row from which to prefill before pressing the reply key, and data from that line is copied to the reply.

Macro Field Dictionary

QTRACS software uses a standard dictionary of fields commonly used in messages, such as Load Number, Departure Date, and Tractor ID.

Each dictionary entry can be used in any number of macros and specifies the type of information that can be entered. For example, a Departure Date field only accepts numbers used in dates, and applies the standard date format when the field is placed in a macro template.

When you need macro fields that aren't in the standard dictionary, you can create custom dictionary entries.

The macro field dictionary also facilitates integration with other software, such as a dispatch system. Each dictionary entry has an integration (XML) tag you use when creating forward messages to send through web services.

To further facilitate integration, you can associate macro dictionary entries into field groups identified by an integration (XML) tag. For example, you can group Shipper, Shipper Address, Shipper City, Shipper State, and Shipper Zip into a field group called "Shipper Information."

Set Up Dictionary Entries

The Set Up Dictionary Entries page lets you view, create, and edit custom field and group entries for the macro field dictionary.

Dictionary Type	Select the Dictionary Type from the list: <ul style="list-style-type: none"> • All—contains all dictionary entries, sorted by dictionary type and description • Custom—contains the dictionary entries your company created, sorted by description • Standard—contains the standard dictionary entries, sorted by description
Create Custom Entry	Click to go to the Create Custom Entry page to create new dictionary entries.
Field Entry	Lists fields that may be used in one or more macro templates.
Group Entry	Lists macro groups which may be associated (referenced by) fields within a macro template. Field groups are used when you integrate with another application, like a dispatch application.
Select Entry	To delete a custom dictionary entry, click to select it, then choose Delete Entry from the (Select) list at the bottom of the page.
Dictionary	The dictionary type: All, Custom, or Standard.
Integration Tag	Used when your company integrates messaging with another application, such as a dispatch application.
Use Restriction	Identifies when the field type can only be used in forward or return macros. For example, the odometer field is restricted for use in return macros because the data is automatically collected from the truck.
In Use	Indicates if the macro dictionary entry is currently being used in any macro templates.

Standard Entry

The Standard Entry page lets you view standard field dictionary entries.

Entry	The name that appears in the dictionary entry list.
Definition	Descriptive information about the entry.
Entry Type	A field is a single entry, such as "Amount" or "Customer." An associated macro field type restricts the type of data that can be entered.

Integration Tag Used when your company integrates messaging with another application, such as a dispatch application. The value becomes an XML tag.

 **Applies to:** Viewing field entry type

Macro field type The type of information this field can accept. [Click here](#) to see a list of macro field types.

Use restriction Identifies when the field type can only be used in forward or return macros. For example, the Time Stamp, Odometer, Total Fuel Used, and Arrival Date and Time fields can only be used in return macros because this data is automatically collected from the truck.

Length The maximum length of the field. You specify the length of a field in a macro template.

Creating Macros

Create a macro.

If you've never created macros, review the tips and rules for creating macros. If you plan to associate return macros (replies from drivers) with forward macros, create the return macro first.

1. Click **Setup**, then click the **Macros** tab.
2. If you're creating a forward macro, click **Create Forward Macro**. -OR- If you're creating a return macro, select Return from the Macro Type drop-down list, then click **Create Return Macro**.
3. Type an unused forward or return macro number between 1 and 63.
4. Fill out the remaining macro definition fields. For help with a specific field, click **?**.

Note: When you're creating a return macro, you must select either a macro coverage or the vehicle coverage as the recipient of the message. An example of a macro coverage is a return macro for driver hours that is sent to the Payroll address list.

5. Accept the default Template Builder Mode, and begin adding text and fields:
 - To title your macro template, enter the text to use in the **Insert/Update a Label** box and click **<<**.
 - To move to the next line, click **Insert New Line**.
 - To label a field, type the text into **Insert/Update a Label** box and click **<<**.
 - To add a field, click the field in the **Insert a Field** list and click **<<**.
 - If prompted, type the number of characters to allow in the field.
 - To make a field required, click to select the field and click **Required Field**.
 - To add a password, select the Password field type and indicate the length of the password. Be sure your drivers know their passwords before using this field.
 - To remove a label or field that you added in error, click the item in the **Macro Template** box to select it. Click **Remove Item**.
6. Continue adding labels and fields until the macro template is complete, then click **Save**.

Set Up Macros List

The Set Up Macros List page lets you see the macro templates you are using, including the version and last modification information.

If you have permission to set up macros, you can view, change, and delete macro templates.

Macro Type When you open the Set Up Macros List page, you are viewing forward macros. Select **Return** from the drop-down list to view the return macros list.

Create Forward Macro / Create Return Macro	Click from the forward macro list or the return macro list to create a new macro template.
Select	To delete a macro, click to select an entry, then choose Delete Entry from the (Select) list at the bottom of the page.
Number / Name	The macro number and its name. Drivers and dispatchers use this information to select the macro to send.
Version	The version number is updated each time the macro is modified.
Last modified / User	The date, time, and ID of the user who last modified this macro template.
Usage	The number of times this macro has been used.

 **Applies to:** Viewing forward macros

Return macro The number of an associated return macro. This macro automatically appears for drivers when they reply to a message using this forward macro template.

 **Applies to:** Viewing return macros

Macro coverage The coverage ID whose members receive return messages when the driver uses this return macro template. If assigned, the members of this coverage ID receive the message instead of the vehicle's coverage members.

Vehicle coverage Indicates whether the vehicle's coverage membership receives return messages when the driver uses this return macro template.

Set Up Macro

The Set Up Macro page lets you view, create, and edit your electronic forms, known as macros. You can also prepare your macro templates to be integrated with another application, such as a dispatch application.


General Definition

Macro number/version / Macro name	The macro number and version currently in use, and the name of the macro. Drivers and dispatchers use this information to select the macro to send.
Macro Description	Descriptive information about the macro.
Macro type	Either forward or return macro. This field cannot be changed.
Message suppression	Identifies whether the message body should be displayed.
Return macro (forward macro only)	The number of an associated return macro. This macro automatically appears for drivers when they reply to a message using this forward macro template.
Coverage (return macro only)	Identifies who receives this macro when a driver sends it: the members of the vehicle's coverage group and/or a specified user or address list. For example, if the return macro contains driver hours worked, you may route it to an address list that consists of your payroll staff.

Macro Template

Specify Mode When creating a macro template, keep the Template Builder Mode selected. When working with integration, select the Field Grouping Mode.

Insert/Update a Label Type text to appear in your macro message, then click <<.

 **Note:** The text cannot contain the following characters: ^ _ \ " [] { } ~ `

Insert a Field	Select a field from the list and click << to add a field to the macro template. A space is automatically added between text and fields. The input fields are useful because if the user enters the wrong type of data in the field, a message displays. The data must be corrected to continue. For example, specific field types require that the data be alphabetic, an integer, a date, a time, a phone number, or another specific type.
Required Field	With the field selected, click to make the field a required field that the user must complete. The field is underlined in red.
Remove Item	With the field selected, click to delete the label or field from the macro template.
Insert New Line	Click to move to the next line in the macro template.

Forward Macro Creation Best Practices for the MCP


The MCP has text-to-speech capabilities. These best practices ensure that the information is understood by the driver.

- Use standard macro dictionary entries as much as possible.
- If you do create a custom entry, use the correct macro field type.
- Move important what and where information to the top of the macro.
- Use STATE and not ST as the label. ST is read as "street."
- Add colons at the end of labels to create logical pauses.
- Wherever you have room, add a period at the end of a line to prevent run-on sentences.
- Do not use angle brackets in labels.


Macro Field Types

The following table describes the type and length of the types of macro fields.

Type	Length	Description
Free-form	1-38	Letters, numbers, and special characters in any format. The following characters cannot be used in macros: \ { } [] ^ ¢ _
Alphabetic	1-38	Alphabetic characters (A–Z and a-z) only. There can be embedded spaces, and spaces before and after the letters.
Unsigned Integer	1-10	Whole numbers only; plus (+) and minus (–) signs cannot be used.
Full Field Integer	1-10	Whole numbers only; plus (+) and minus (–) signs cannot be used. The number must fill the entire field.
Signed Integer	1-10	Whole numbers with plus (+) and minus (–) signs. There can be spaces before and after the numbers, but not between them.
Alphanumeric	1-38	Letters and numbers. There can be spaces before, after, and between the characters.
Real Number	1-12	Numbers with plus (+) and minus (–) signs and decimal points. There can be spaces before and after the numbers, but not between them.
Monetary	5-12	Dollar and cent amounts only. The field size includes a dollar sign and decimal point, so a 5 digit field is shown in the macro as \$_ . _ _ _
Standard Date	8	Valid month, day, and year, shown in the macro as _ _ / _ _ / _ _ .
Brief Date	5	Valid month and day, shown in the macro as _ _ / _ _ .
12-Hour Time	6	Valid times in the format hh:mmA (for AM) or hh:mmP (for PM). Shown in the macro as _ _ : _ _ _

Type	Length	Description
24-Hour Time	5	Valid 24-hour (military) times in the format hh:mm. Shown in the macro as ___:___
7-Digit Phone Number	8	Phone numbers without an area code. Shown in the macro as ____-____
12-Digit Phone Number	12	Phone numbers with an area code. Shown in the macro as _____-____
Zip Code	5	The 5-digit zip code, shown in the macro as _____
Extended Zip Code	10	The 9-digit zip code, shown in the macro as _____-_____
Yes/No	1	Y or N response
Weekday	3	Days of the week abbreviations (MON, TUE, WED, THU, FRI, SAT, SUN).
Month	3	Month abbreviations (JAN, FEB, MAR, APR, MAY, JUN, JUL, AUG, SEP, OCT, NOV, DEC).
State	2	State abbreviations (AL, AK, ...WY).
DTTS Code	1	Valid DTTS codes
Item List	1-38	<p>Accepts an alphanumeric value from a list of specified values. The values appear in the macro after the field, for example: (value1, value2, value3...). After selecting this field type, you are prompted to enter the list values. Type any number of valid alphanumeric items following these rules:</p> <ul style="list-style-type: none"> • The item list can be placed on the same line as the field it goes with, on a subsequent line, or split between lines. • The item list field in the macro must be large enough to accept the largest item in the list. • There must be at least one item in the list. When the dispatcher or driver sends a macro having an item list field, the entry is validated against this list.
Integer Range	1-10	Accepts a whole number within a specified range. The range appears in the macro after the field, for example: (1:10) After selecting this field, you are prompted for a length and a lower and upper limit. When the dispatcher or driver creates a macro with an integer range field, the entry is validated.
Social Security Number	11	A social security number, shown in the macro as ____-____-_____
Password	1-15	Accepts a password. The field appears in the macro definition as asterisks between brackets, such as [*****]. The sender replaces the asterisks with the password, but the password is hidden to the recipient. The recipient replaces the asterisks with the password to see the information that follows the password field.
Time Stamp	24	The date, in the form of mm/dd/yyyy; the time and the time zone in which the transmission was created in the form of hh:mm:ss:tmzn. This is an autofill field.
Odometer (Performance Monitoring)	11	<p>The vehicle's odometer reading when the transmission is created, shown in the macro as _____MI (or KM).</p> <p> Tip: You can't add the Odometer field to a macro that contains the LTD Distance field. You must remove the LTD Distance field before adding the Odometer field if you prefer to use Odometer.</p>

Type	Length	Description
Total Fuel Used	12	The amount of fuel used by the engine, shown in the macro as _____ GAL or LTR.
Idle Fuel Used	12	The amount of fuel used while the engine is running but the speed is zero, shown in the macro as _____ GAL or LTR.
PTO Fuel Used	12	The amount of fuel used while idling in PTO (power take off) mode, shown in the macro as _____ GAL or LTR.
Parked Idle Fuel	12	The amount of fuel used while the engine is idling and the parking brake is on, shown in the macro as _____ GAL or LTR.
Reefer Temperature (Trailer Tracks)	26	<p>The temperature and trailer ID data from the attached Trailer Tracks-equipped trailer. The dispatcher sees the following: _____ ° _____ ° _____ ° _____ °</p> <p>The first temperature is for set point, the second is for supply air, the third is for return air, and the fourth field is the trailer ID or serial number. Include, as part of the macro definition, some text to remind the dispatcher what the various parts of the temperature field are. The characteristics of this field include:</p> <ul style="list-style-type: none"> • All temperatures have the range of -20°F to 107.5°F. • Transmissions exported to ASCII have the same format as above for the corresponding values. • Drivers can see the field on their display units, but the data is in hexadecimal format. <p>This field can only be used in return macros.</p>
Arrival Date & Time	22	The arrival date, time, and QTRACS system time zone. This is an autofill field used primarily by LTL carriers. The information is initially stored in the mobile unit's memory if the mobile unit is enabled for message combining and the driver brought up the arrival screen on the display unit upon arriving at a stop. Depending on the Macro Field Date format (*MDY or *DMY), this field has one of the following formats: mm/dd/yy hh:mm:ss zzzz, or dd/mm/yy hh:mm:ss zzzz. It shows in the macro as follows: __/__/____ :__:_____
Arrival GPS Position	25	The arrival position (lat/long in degrees, minutes, seconds plus direction) and age of the GPS position in minutes. This is an autofill field used primarily by less than truckload carriers. This field has the following format: dd° mm' ss" x ddd° mm' ss" x mm. It shows in the macro as follows: ____° ____' ____" ____° ____' ____" ____
Message Send Date & Time	22	The message send date, time, and QTRACS system time zone. This is an autofill field used primarily by LTL carriers. Depending on the Macro Field Date format (*MDY or *DMY), this field has one of the following formats: mm/dd/yy hh:mm:ss zzzz, or dd/mm/yy hh:mm:ss zzzz. It shows in the macro as follows: __/__/____ :__:_____
Message Send GPS Position	25	The message send position (lat/long in degrees, minutes, seconds plus direction and age of the GPS position in minutes. This is an autofill field used primarily by LTL carriers. This field has the following format: dd° mm' ss" x ddd° mm' ss" x mm It shows in the macro as follows: ____° ____' ____" ____° ____' ____" ____
Life-to-Date Distance	12	The vehicle's odometer reading when the transmission is created, shown in the macro as _____ MI (or KM). This is similar to the Odometer

Type	Length	Description
		field, except it rolls over at 9,999,999.9 miles (or km), instead of at 999,999.9 miles (or km).  Tip: You can't add the Odometer field to a macro containing the LTD Distance field.

Creating Prefilled Macro Maps

Create prefilled macro maps.

If you haven't used prefilled macros before, please read the rules and tips in the overview. It includes mapping a key block.

1. Click **Setup**, then click the **Macros** tab.
2. Click **View Prefilled Macros**.
3. Click **Create New**.
4. Select the forward and return macros to map and click **Submit**. The macros appear side-by-side.
5. To map fields:
 - Click the field to map in the forward macro. The field type and length appear below the macro template.
 - Click the field to map to in the return macro. The field type and length appear below, and must match in the forward and return macros.
 - Click **Map fields**.
6. To prevent the driver from changing copied data, click **Toggle protect**. The field color changes to show that it's protected. Click **Toggle protect** again to change it back.
7. To create a key block:
 - Click **Create key block**.
 - Click the first field of the key block. This is usually the first field in the first column. Click **Next**.
 - Click the last field of the key block. The entire key block is highlighted. Click **Next**.
 - Type the number of sets repeating data, typically the number of rows in the key block. Click **Done**.
 - Click the field in the key block to map to the return macro. The column highlights.
 - Click the corresponding field in the return macro and click **Map fields**. Continue until all fields are mapped.
8. When you're finished, click **Save**.

Changing Macros

You can make changes when you are first creating the macro template or go back later and revise it.

When you save changes to a macro template, it is sent over-the-air to every vehicle. Its version number changes and the ID of the user who made the last change appears in the macro list.

If you change the template of a macro with a prefilled map, the map is deleted.

To open a macro

1. Click **Setup**, then click **Set Up Macros**.
2. Locate the forward macro to change and click its name OR select **Return** from the Macro Type drop-down list, locate the return macro, and click its name.

Change definition fields

You can change the available General Definition fields, including the name, description, and message suppression status.

You can also:

- **Forward macros** - add, change, or remove a return macro number. The associated return macro number automatically opens for the driver who replies to a message using this macro template.
- **Return macros** - change the coverage option. Choices include macro coverage and vehicle coverage, and you can select both options.

Changing Macro Templates

Change macro templates.

If you change a macro with a prefilled map, the map is deleted.

To work in a macro template, select the item (text, label, or field) to change, remove, or insert before. A selected item is shaded green.

- Use the buttons at the bottom of the template box to make changes.
- Use the insert functions on the right to add text, labels, and fields.

When you save changes to a macro template, it is sent over-the-air to every vehicle. Its version number changes and the ID of the user who made the last change appears in the macro list.

Each task to change a macro template is described below:

Update text or labels	Click the text or label to select it. Update the text that appears in the Insert/Update a Label box, then click <<.
Require fields	Click the field to select it, then click Required Field . The field turns red to show it is required. To remove required status, select the field, then click Required Field again.
Delete items	Click the item to select it, then click Remove Item . To remove an entire line, remove each item individually. The line below automatically moves up to fill in the space.
Insert new lines	To insert a new line: <ul style="list-style-type: none"> • Above the current line, click the first item in the line • Between items on a line, click the first item to move down to the next line • At the end of the template, click after the last item on the last line Then click Insert New Line .
Insert a new field and label	Select the field or text you want the new items to be inserted before. Select the field to insert from the Insert a Field list and click <<. Items after the inserted field move to the next line if they no longer fit. To add a label for the new field, select the newly added field. Type the label in the Insert/Update a Label box and click <<. The new label is inserted before the field.
Save changes	Continue adding labels and fields until the macro template is complete, then click Save .

Changing Prefilled Macro Maps

You can remove mapping between fields, map new fields, create a key block, or delete the map definition.

1. Click **Setup**, then click the **Macros** tab.

2. Click **View Prefilled Macros**.
3. To delete a map, select the map definition on the left. The details appear on the right. Verify it is the correct map and click **delete**.
Note: The map is deleted as soon as you click delete. If you delete a map in error, recreate it
4. To change a selected map definition, click edit.
5. To remove field mapping, select the field in either the forward or return macro. Click **Remove map**.
6. To map a field:
 - a) Click the fields to map in the forward and return macros. The field type and length appear below each macro panel and must match.
 - b) Click **Map fields**.
7. To prevent the driver from changing copied data, click **Toggle protect**. The field color changes to show that it's protected. Click **Toggle protect** again to change it back.
8. To remove a key block, click **Remove key block**.
9. To create a key block:
 - a) Click **Create key block**.
 - b) Click the first field of the key block. This is usually the first field in the first column. Click **Next**.
 - c) Click the last field of the key block. The entire key block is highlighted. Click **Next**.
 - d) Type the number of sets of repeating data, typically the number of rows in the key block. Click **Done**.
 - e) Click the field in the key block to map to the return macro. The column highlights.
 - f) Click the corresponding field in the return macro and click **Map fields**. Continue until all fields are mapped.
10. When you're finished, click **save**.

Adding a Macro Field Dictionary Entry

QTRACS software uses a standard dictionary of macro fields commonly used in macro templates, such as Shipper, Shipper Address, and Shipper Phone Number.

When you need a macro field that doesn't appear in the standard list, you can create a custom dictionary entry. There are two ways to do this:

- Click a link in the macro editor page to open the entry page in a separate window. Use this option to create field entries as you need them during macro creation.
- Click **Create Custom Entry** on the Set Up Dictionary Entries page. You can use this entry page also to create a field grouping used for integration.

To create a custom dictionary entry

1. Create a new macro or open an existing macro to edit.
2. Click the "**Click here...**" link under the **Insert a Field** list.

Or

1. Click **Setup**, then click **Set Up Dictionary Entries**.
2. Click **Create Custom Entry**.
3. Fill out the fields for the entry. For help with a specific field, click **?**.
4. To save your dictionary entry, click **Save**.

Create Custom Entry

The Create Custom Entry page lets you create custom field dictionary entries when you need a field that is not in the standard dictionary.

You can also create field groups used when integrating with another application, such as a dispatch application.

Entry	The name that appears in the dictionary entry list.
Definition	Descriptive information about the entry.
Entry Type	A field is a single entry, such as "Amount" or "Customer." You can apply a field type to the entry to restrict the type of data that can be entered. A group is used in integration to group fields together.
Integration Tag	Used when your company integrates messaging with another application, such as a dispatch application. The value becomes an XML tag. Use a single word or the standard naming convention, such as shipperAddress, arrivedTime.

 **Applies to:** Creating a field entry type

Macro field type	Select the type of information this field can accept. Click here to see a list of macro field types.
Use restriction	Identifies when the field type can only be used in forward or return macros. For example, the Time Stamp, Odometer, Total Fuel Used, and Arrival Date and Time fields can only be used in return macros because this data is automatically collected from the truck.
Length	The maximum length of the field. You specify the length of a field in a macro template.

Grouping Macro Fields for Integration

The macro field dictionary helps you integrate with other applications, such as a dispatch system. To further facilitate integration, you can associate macro dictionary entries into field groups identified by an integration (XML) tag.

For example, you can group Company Name, Address, City, State, and Zip into a field group called "Shipper Information."

Create field group dictionary entries:

1. Click **Setup**, then click **Set Up Dictionary Entries**.
2. Click **Create Custom Entry**.
3. Change the Entry type to **Group**.
4. Give the entry a name, description, and integration tag. The integration tag should be one word, such as shipperInformation.
5. To save your group field dictionary entry, click **Save**.

Group fields:

1. Click **Setup**, then click **Set Up Macros**.
2. Locate the forward or return macro in which you want to group fields and click its name.
3. Click Field Grouping Mode. The insert boxes on the right change to Select a Group and Groups in Use.
4. In Select a Group, click to select a field group to use.
5. In Macro Template, click to select the first field to include in the group and click **Set First Field in Group**.

6. Click to select the last field to include and click **Set Last Field in Group**.
7. Continue grouping fields as desired. You can remove a group or all groups in the macro template using the buttons below the Groups in Use box.
8. To save your edited macro template with field groups, click **Save**.

Use field grouping:


1. Create field group dictionary entries.
2. Edit a macro in Field Grouping Mode and use the entries to group fields. Grouped fields in a macro must be consecutive.

User and Company Administration

Manage Roles

You grant permission to use Services Portal software by creating roles, such as Dispatch or Safety, and assigning permissions to the roles. Each user is assigned a role with the appropriate permissions. Initially, you see two roles, Admin and User. Users assigned to the Admin role have all permissions across all applications. The user role has limited access, and can be modified to provide access to the most common tasks your users perform.

You can also create as many special roles as you need, such as Dispatcher or Safety. [Click here for more information](#) about application permissions.

 **Note:** Do not delete or rename the User role. If you want a more meaningful role to become the default for new users, create a new role, such as "Dispatcher" and assign it to the [default user](#) record.

Set Up Roles


The Set Up Roles page lets you create, edit, and delete user roles.

A role is assigned a set of user permissions, and every user is assigned a role. Roles define the functional areas of your business and the tasks performed by your users in those functional areas.

Create Role	Click to open the Create Role page and create a new role.
Role Name	It is recommended that you create role names based on the functions your users perform, such as Dispatch or Safety. The Admin role is reserved; users given this role can perform all tasks and this role can't be changed or deleted.
Description	It is recommended that you use a description that identifies the permissions granted to the role.

QTRACS Permissions

Allows you to set permissions for users to work with QTRACS information.

 **Note:** If you are restricting user access to information based on coverage and / or global group membership, you must carefully consider which permissions to grant. See [QTRACS Permission Recommendations](#).

General

Can use QTRACS	Check to let the user access and use QTRACS software. If all other permissions are left unchecked, the user can view authorized vehicle position information.
Can see drivers	Check to let the user view driver details. Controls whether the Drivers tab appears. Restricted users see only drivers assigned to the global groups they are a member of.
Can see driver event history	Check to let the user view login/logout events for the selected driver. Restricted users see only drivers assigned to the global groups they are a member of.

Administration

- Can set up vehicles** Check to let the user create, edit, and delete vehicles. A restricted user can work only with authorized vehicles, and create a vehicle in a coverage group he/she is a member of.
- Can set up drivers** Check to let the user create, edit, and delete drivers. A restricted user sees only drivers assigned to the global groups he/she is a member of.
- Can set up macros** Check to let the user create, edit, and delete macros. Macros are electronic forms that simplify messaging. Not affected by data access restrictions.
- Can set up coverages** Check to let the user create, edit, and delete coverages. A coverage is created when a user or address list is assigned to cover a vehicle. The members of the coverage are responsible for managing data exchanged with the vehicle. A restricted user can assign all vehicles; not just authorized vehicles.
- Can set up address lists** Check to let the user create, edit, and delete address lists. An address list is a group of users that can be used for coverage when you want to assign more than one user to manage one or more vehicles. Not affected by data access restrictions.
- Can ping vehicle** Check to let the user request a position update from a vehicle. Ping requests result in two over-the-air messages, one to request the position and the response, which can increase monthly fees. Restricted users can ping only authorized vehicles.

Messaging

- Can see messages** Check to let the user view the Messages tab. Enable this permission for anyone in your company who exchanges information with drivers/vehicles as a member of a coverage group.
If global groups are being used and you enable this for a role assigned to users in the global group, those users won't see messages in their own mailboxes. To allow them to view messages for authorized vehicles, also give them permission "Can see vehicle mailboxes." They can select a specific vehicle mailbox to view in the Messages list. Note that the user can see all messages to/from that vehicle.
- Can send OTA freeform messages** Check to let the user send freeform messages to drivers. Restricted users can send only to authorized vehicles.
- Can send messages to fleet** Check to let the user send messages to all vehicles in the fleet. If granted this permission, restricted users can send fleet messages. They cannot select individual, unauthorized vehicles in the fleet.
- Can send emergency priority messages** Check to let the user send emergency priority messages to drivers. Restricted users can send only to authorized vehicles.
- Can claim other's messages** Check to let the user claim messages sent to other user(s). Claiming a message removes the message from the other users' list of unseen messages.
- Can delete other's messages** Check to let the user delete messages sent to other user(s).
- Can delete unseen messages** Check to let the user delete messages that have not yet been read.
- Can see vehicle mailboxes** Check to let the user filter messages in the message list that were sent to or from a specified vehicle. Restricted users who are not members of a coverage don't have vehicle messages in their mailbox. To allow them to view vehicle messages, grant this permission to their role.
- Can see all authorized mailboxes** Check to let the unrestricted user see all messages sent to any user, vehicle, or external application. The unrestricted user also can see a consolidated

	list of every message in every mailbox. Restricted users can select any authorized vehicle (if granted vehicle mailbox permission) or address list mailbox.
Can send OTA macro messages	Check to let the user send macro messages to drivers. Restricted users can send only to authorized vehicles.
Can send attention priority messages	Check to let the user send attention priority messages to drivers. Driver notification for attention priority messages is the same as for emergency messages. Restricted users can send only to authorized vehicles.
Can send messages to all users	Check to let the user send messages to the All Users address list.
Can send OTA binary messages	Check to allow the user account you set up for integration and assign to this role to send a binary message to a third party application.

QTRACS Permission Recommendations

Recommendations for setting permissions when you use coverage security (internal users) and global groups (either internal or external users).

Internal user (INT)


An internal user is an employee of your company who may:

- Be a member of one or more coverages (messages from covered vehicles appear in the user's mailbox)
- Be a member of one or more global groups
- Be given authority to administer parts of the system, such as maintaining vehicle settings or macros

If you want to restrict internal users to see only those assets for which they have explicit permission (as an individual user or a member of a coverage or group, open the role assigned to the users (Administration --> Set Up Roles). Locate the MISC section, and clear the check box next to **Can see data for all assets**.

External user (EXT)

A user employed by your customer, such as a shipper or consignee, who can log in to your QTRACS account and see information about vehicles assigned to haul their loads. The user's mailbox contains no messages, as they are not members of a coverage group. QTRACS permissions to consider giving to external users are listed below. Permissions not listed are not recommended for external users.

Permission	Lets the user
Can use QTRACS	See the Dashboard and Vehicle tabs to view authorized vehicle data.
Can see drivers	See the Drivers tab to view authorized drivers
Can ping vehicle	Ping authorized vehicles. Pinging a vehicle results in two over-the-air events: request and response.
Can see messages	See the Messages tab. By default, Messages opens to the user's own mailbox, which is empty since the user is not a member of a coverage. To let an external user see messages to/from authorized vehicles, grant "Can see vehicle mailboxes."  Tip: If given permission to see messages and vehicle mailboxes, the user can see all traffic in the vehicle mailbox. There is not a way to limit what the external user can see based on type of message, for example, just certain macros.

Permission	Lets the user
Can send OTA freeform messages	Send a freeform message to authorized vehicles. User must set the Reply to field to Me to see the driver's response.
Can see vehicle mailboxes	Select vehicle mailboxes to view in the Messages list. Grant this permission if you granted "Can see messages." Without this permission, the external user has no way to access vehicle messages.
Can send OTA macro messages	Send a macro to authorized vehicles. User must set the Reply to field to Me to see the driver's response. This permission cannot be limited to only certain macros.

Manage Users

A [user's role](#) determines the features the user can access. The Admin role is reserved and grants permission for all features in all applications. For detailed information about settings, click ?.

Change the Default User's Settings

The role and settings assigned to the default user are automatically assigned to new users when they are created.

1. Click the **Users** tab.
2. Click **Defaults for New Users**.
3. Change the default user's role and preferences. For detailed information, click ?.
4. To save your changes, click **Save**.
5. Click each tab and change the settings as desired.
6. After changing the settings on a tab, click **Save** before clicking another tab.

Changing Your Preferences, Password, and Notification Settings

You can change your preferences and password.


To open your preferences:

- Click **Preferences** at the top of the page .
- If you are an administrator, open the **Administration** drop-down list to click the **Preferences** link.
- If you're in Administration, click the **Preferences** tab.

The User Settings for Yourself page opens.

Changing QTRACS User Settings


You can change your QTRACS software preferences for viewing vehicles and messages, sending messages, and getting message notification.

 **Note:** If you are changing settings on more than one tab, click **Save** before clicking another tab.

Changing QTRACS user settings

1. Click **Preferences** at the top of the page. You may need to click **Administration** first.
2. Click the **QTRACS** tab.

3. Change the fields as necessary for the Message Handling and Message Notification Preferences sections. For detailed information about these settings, click ?.
4. Click **Save**.

 **Note:** The browser-based Notifier window only supports two of the message notification preferences: "Notify of return message from vehicle" and "Notify of undeliverable forward message."

Changing Services Portal user settings

1. From Preferences, click the **General** tab.
2. Change the fields as necessary. For detailed information about these settings, click ?.
3. Click **Save**.

User Settings - Message Handling Preferences

The Message Handling Preferences section allows you to specify defaults used when a specific user sends and receives messages.

After you change user information, make sure that you click **Save** at the bottom of the page.

Default return receipt enabled	When a new message is created, the user has the option of requesting that a return receipt message be sent when the driver reads the message. Check this box if the default return receipt for this user should be enabled. A return receipt is counted as a message.
Default priority for new messages	When a new message is created, the user is prompted to select a priority for it. The message priority defaults to this setting.
Default reply to	When a new message is created, the user can indicate whether a reply is routed to everyone or just to his or herself. The reply-to field defaults to this setting.
Claim messages	Check to allow the user to claim messages he or she receives and acknowledges. A user claims a message by clicking OK in the message details, and it is removed from the unseen message list of other users who received it. The message status changes to "Claimed" in the claiming user's mailbox.
Ignore claimed messages	Check to change the status of any "Unread" message to "Ignored" when that message is claimed by another user.
Default message list time order	Select whether by default the messages are sorted in ascending or descending date and time order.
Default message list view	Select the type of messages you want to see by default. Normal view includes unseen and read messages and messages you sent, and excludes deleted messages and binary messages, such as those received from the Trailer Tracks application. Unseen view includes only messages you haven't read. All includes every type of message.
Max # of lines in OTA freeform messages	If the user has permission to send freeform messages to vehicles, specify the maximum number of lines a freeform message can contain.

User Settings - Message Notification Preferences

The Message Notification Preferences section allows you to specify the alert level used when message notification windows occur.


Some settings do not work in the browser Notifier window; they were used by a previous Notifier application that is no longer available. After you change user information, make sure that you click **Save** at the bottom of the page.

Notify of return message from vehicle

Check to indicate that you want to receive notification when new information is received. If checked, you receive a notification based on your low priority notification user preferences.



Note: There is no indication within the QTRACS Messages page that you've received new messages. To ensure that you are notified, check this box and verify in user preferences that you're being notified of low priority alerts. It is recommended that you use the browser Notifier window.

When you receive new messages, click  in the Notifier window and your QTRACS message list opens to your unread messages.

Notify of reply message from vehicle (not used by the Notifier window)

Select the priority for notification when a reply to a message is received from a vehicle. Selecting (none) indicates that you will receive message notification the same way as for any return message.

Notify of undeliverable forward message

Select the priority for notification when a message was not received by a vehicle. Selecting (none) means the Notifier window won't flash its icon or play a tone to notify you of an undeliverable forward message. It will display the number of undeliverable forward messages.

Notify of forward message received by vehicle (not used by the Notifier window)

Select the priority for notification when an acknowledgment of message delivery is received from a vehicle. Selecting (none) disables message notification for a message acknowledgment.

Notify of forward message read by driver (not used by the Notifier window)

Select the priority for notification when a return receipt is received from a vehicle. Selecting (none) disables message notification for a return receipt.





Lock and Unlock User Accounts

You can lock a user from using Services Portal software for a time if, for example, they are on a leave of absence. You can unlock their account when they return. You must be an administrator to lock and unlock user accounts.


Using the Notifier Window



The Notifier window notifies you of new messages and alerts from Services Portal software. To use it, at least one user Alerts preference: "Receive in Notifier window," must be enabled. The Notifier window opens automatically in a small, new browser window each time you log in to the Services Portal.

These three icons appear in the Notifier window, where you can see the number of alerts or notifications.

The color indicates the highest priority level of any item: High , Medium , Low . For example,  means there are six unacknowledged alerts and at least one is high priority.

If you enable the associated preference listed below, the icon flashes in the window and you hear a tone when a new alert or notification arrives.

Icon	Type of alert/ notification	Flashes and plays a tone if this user alert and/or QTRACS preference is enabled:
	Unacknowledged alerts	Flashes/plays tone for each priority level (low, medium, high) that is enabled in Alert and Notification preferences

Icon	Type of alert/ notification	Flashes and plays a tone if this user alert and/or QTRACS preference is enabled:
	Return messages	QTRACS preference: "Notify of return message from vehicle"
	Undeliverable forward messages	QTRACS preference: "Notify of undeliverable forward message" (you set the notification priority)

To view the corresponding list of unacknowledged alerts or filtered messages, click an icon. As you acknowledge alerts and messages or delete undeliverable forward messages, the number in the Notifier window reduces. If you acknowledge all items, the number disappears and the icon is dim.

Changing Company Information and Preferences

Only users with the Admin role can change company information.

1. Click the **Company Settings** tab.
2. To change company settings that apply to all Services Portal software, click **General Company Settings**.
3. To change company settings for specific software, click the name of the software.
4. For detailed information about preferences, click ?.
5. To save your changes, click **Save**.

Changing QTRACS Company Settings

QTRACS Company Settings let you view and change data retention and high frequency position logging settings and view system position parameters. You can also manage driver attributes, limitations, and endorsements.

Only admin users can change company settings. Position parameters are set for your company at the Network Operations Center (NOC).

To change company settings:

1. Click the **Setup** tab.
2. Click the **Company Settings**.
3. Change the length of time to keep position, message, and driver event history as needed, up to the limit listed next to each field. Note that message history is purged whether or not messages have been read.
4. If enabled, set the MCP100/200 high frequency position logging interval as desired.
5. If using, set up driver attributes, limitations, and CDL endorsements.
6. For detailed information about company settings, click ? in the corresponding section.
7. Click **Save**.

To return to other applications, point to **Select Other** at the top of the page, then click the name of the application you want to open.

Company Settings - QTRACS: Data Retention

The Data Retention panel lets you set the length of time to keep records before they are purged.

Only users with admin permissions can change company settings. After you change settings, make sure you click **Save** at the bottom of the page.

Keep position history for The number of days position history is available before being purged.

- Keep message history for** The number of days message history is available before being purged. Messages are purged whether or not they have been read.
- Keep driver event history for** The number of days driver event history is available before being purged. Driver event history includes driver login and logout events, and software-specific events such as global login security violations.
- Keep load info history for** The number of days load information history is available before being purged. Load information is stored and retrieved using integration. For more information, contact your customer service representative.

QTRACS Company Settings - High Frequency Positions

An MCP/IVG mobile device captures and reports its position as configured by its 'regular' positioning interval. In addition, when ignition is on, the device also captures its position at one minute intervals, bundles them up, and returns them to the NMC every 15 minutes. If desired, the positions returned in these supplemental bundles may be logged resulting in a more granular position breadcrumb trail for all vehicles in your fleet.

You must enable the feature for this setting to be used. Contact your customer service representative to discuss the feature and to get it enabled/disabled. Only users with admin permissions can change company settings. After you change settings, make sure you click **Save** at the bottom of the page.

High frequency position logging Contact your Customer Service Representative to have this feature enabled/disabled for your fleet, and to discuss the appropriate logging frequency and its ramifications.

Store every This setting determines how many of the supplemental positions are stored vs. how many are discarded. For example, a setting of 00:01 will cause these supplemental positions to be stored as often as every minute while a setting of 00:05 will cause a position to be stored every 5 minutes while the remainder are discarded.

Publish ESS arrival/departure updates Since the supplemental bundles of high frequency positions are returned to the host every 15 minutes, it is possible that the some of the positions in a given bundle are older than a 'regular' position that has already been received and processed by the host. And if so, it is further possible that the 'regular' position already triggered the publication of an ESS arrival/departure notification. By checking this box, GeoServices is instructed to republish an arrival/departure notification if a supplemental position indicates that the vehicle arrived/departed earlier than originally indicated.

QTRACS Company Settings - Fleetwide MCP Preferences

For companies that use an MCP200 or MCP110 mobile unit and Trailer Tracks devices, the mobile unit can alert the driver with a text-to-speech (TTS) message about trailer disconnect events.

If the vehicle is being driven (in motion) and these events occur, typically there is a problem with the connection or the trailer tracking device. This can cause a large number of messages to be "spoken," which is a possible distraction to the driver.

Check the **Suppress audible trailer alerts while in motion** box to disable the TTS message while the vehicle is in motion. The TTS message still occurs when the vehicle is stopped and a disconnect event is generated.

Company Settings - QTRACS: Position Reporting Limitation

The settings in this section are downloaded from the NOC. QTRACS software uses these values to control vehicle settings for individual vehicle position reporting.

(Mobile device type) MIPR thresholds The minimum and maximum values you can use to identify when you want vehicles of the specified comm unit type to send a mobile-initiated position report (MIPR). When you create or modify this type of vehicle, the Vehicle Position Reporting - Regular Interval setting must be within this range.

**(Mobile device type)
position archiving limit**

The percentage of your fleet by comm unit type that can have position archiving enabled at one time. Position archiving is an optional feature that requires GPS positioning and specific firmware levels for OmniTRACS and OmniExpress mobile units. Contact Customer Service for more information about enabling position archiving.

Company Settings - QTRACS: Custom Vehicle Attributes

Custom vehicle attributes let you assign information to vehicles that is of interest to your company. For example, you might store a vehicle's manufacturer.

Type the custom attribute label in the field. You set the value when you edit the vehicle, and you can view it on the General tab in vehicle details. It also appears in the fleet map information bubble for vehicles.

Company Settings - QTRACS: Custom Driver Attributes

Custom driver attributes let you assign to your drivers information that is of interest to your company. For example, you might store a driver's uniform size or email address.

Click "+" to add a driver attribute in a freeform text field. In the driver record, this text becomes a label and you can enter the value.

Click the trash can icon to remove the attribute from all driver records.

Only users with admin permissions can change company settings. After you change settings, make sure you click **Save** at the bottom of the page.

Company Settings - QTRACS: Driver Limitations

Driver limitations let you assign to drivers any constraints or restrictions your company tracks. For example you may need to track those who wear eyeglasses or have an allergy to penicillin.

Click "+" to add a driver limitation in a freeform text field. In the driver record, you can select multiple limitations as needed.

Click the trash can icon to remove the limitation from all driver records.

Only users with admin permissions can change company settings. After you change settings, make sure you click **Save** at the bottom of the page.

Company Settings - QTRACS: CDL Endorsements

Commercial driver's license (CDL) endorsements let you assign to drivers the type of load they are licensed to haul.

The default endorsements are the industry-standard names and codes. The endorsements are listed below so you can reset them if needed.

Click "+" to add a CDL endorsement in a freeform text field. In the driver record, you can select multiple endorsements as needed.

Click the trash can icon to remove the endorsement from all driver records.

Only users with admin permissions can change company settings. After you change settings, make sure you click **Save** at the bottom of the page.

Industry-standard endorsement list

T - Double/Triple Trailers

P - Passenger

N - Tank Vehicle

- H - Hazardous Materials
- X - Combination of Tank Vehicle and Hazardous Materials
- S - School Bus

Manage Divisions

You can set up division codes to organize your company's assets and landmarks. Divisions let you see asset inventory at a landmark by division. For example, if you set up BULK and REEFER divisions, you can see how many tractors and/or trailers assigned to each of these divisions are "at" landmark XYZ DISTRIBUTING. Tractors appear if you are using the QTRACS application, and trailers appear if you are using Trailer Tracks.


If your company is not organized into divisions, all assets are assigned to the DFT (Default) division code.

Company Settings - Divisions

The Company Settings - Divisions page lets you view, create, and edit division information and assign assets to divisions.

If your company is not organized into divisions, all assets are assigned to the DFT (Default) division code. If you use divisions, you can change the default code's ID and/or description, or set a different division code as the default. You must have the Admin role to view and change division information.

Click a division code in the list on the left to view its details. If you edit a division, be sure to click **save**.

ID / Description	The identifier for your division and its description. Examples: EAST / Eastern Region or BULK / Bulk Division.  Note: ID and description fields cannot contain the following characters: ^ _ \ " [] { } ~ `
Set as default	Check the division code you want to use as the default. This will be assigned to new landmarks and auto-created assets.
Vehicles / Trailers	To assign assets to this division, select the asset in the list on the right and click <<Add . This reassigns the asset from the current division to the selected division. To remove a division assignment, select the asset in the list on the left and click Remove>> . This reassigns the asset to the default division code.
Filters	Select filters to narrow the list of assets. This can be used to easily assign assets from one division to another, or to assign trailers based on the SCAC.


Global Groups

Introduction to Global Groups

Overview of Global Groups

Global groups allow you to associate user accounts with vehicles and drivers. You can use global groups to:

- Restrict users in your company to view only information about the associated assets. [Show me](#)

- Filter information when a user is unrestricted or a member of multiple global groups. For example, a user with membership in both East Fleet and West Fleet global groups can select East Fleet and work with just those assets.
- Give your customers access to information about their loads in the QTRACS application. [Show me](#)
- Define a management hierarchy that mirrors your company's organization. You assign vehicles/drivers to the lowest-level groups, and assign those to groups containing their managers. Users can view information for entities assigned to groups that report to them. You click  to see the hierarchy in a tree view. [Show me what a hierarchy is](#)
- Define a notification hierarchy to send notifications, such as CER events, to one email address for all of the assets in multiple global groups. [Show me](#)

[View a short video introduction](#) about global groups.

To use global groups, you set up:

- A role with the permissions that you want the user(s) to have for working with vehicles and drivers in [applications that recognize global groups](#)
 - The MISC permission, "Can see data for all assets," specifies whether or not the user is restricted. If the permission is checked (enabled), the user is unrestricted. If not checked, the user is restricted and can view information for only the assets that are members of the same global group(s).
 - You may need to set up different roles for different levels of management.
 - You set up one or more restricted role(s) to grant external customers access to QTRACS information about their loads. [More info](#)
- User accounts for your customers who are assigned to the limited external customer role(s)
- One or more global group(s) with the users and authorized vehicles and drivers or child groups

Entity history access

When you set up a global group, you specify whether the users assigned to it can see all of the authorized assets' history, or only as of the date the asset was placed in the global group. In the QTRACS and Fleet Mapping applications, this affects access to:

- Vehicle position history
- Message history
- Driver logon event history

Typically you create different global groups for external users (your customers) and for internal users (your staff). You limit history for the external user global groups to ensure that your customer can't see where loads were delivered to other customers.

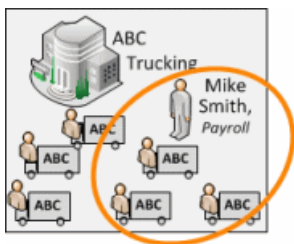
The Performance Monitoring and Critical Event Reporting applications ignore this setting. Typically, external users are not given access to Performance Monitoring and Critical Event Reporting.

Audit history

The audit history tab of a global group lists the date, time, user, and action for the creation of and each modification to a global group. You can use the information to see when and by whom modifications were made if necessary. Audit history records show which types of members were modified (uses, child groups, vehicles, drivers).

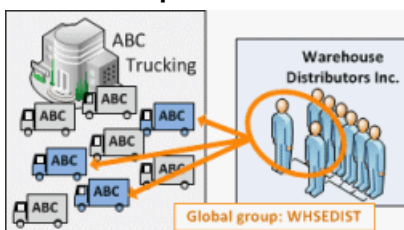
To see which members were changed on a given date, click the corresponding tab. The membership date is listed next to the entity. An example user listing is: MSMITH (3/31/13). User MSMITH was added to the global group on March 31, 2013.

Global Groups: Restricted Users



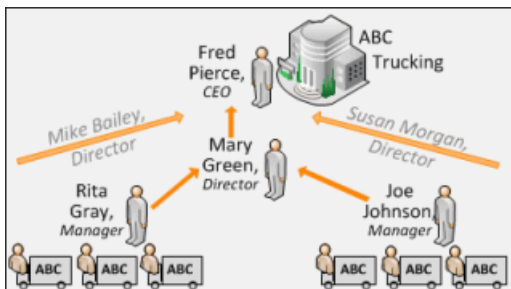
Here, a global group associates Mike Smith with the drivers and vehicles for whom he processes payroll. The vehicle association lets him print the macros that the drivers send with their payroll information. He is restricted from seeing any other vehicle or driver information in the QTRACS application. He is not given permission to access any of the other applications that recognize global groups .

Global Groups: External Customers



Here, a global group associates two users from your ABC Trucking's customer, Warehouse Distributers (WD), with the ABC Trucking vehicles that haul their loads. The WD users can see limited information about their loads, such the vehicles' most recent positions.

Global Groups: Hierarchy



Here is a representation of an organizational hierarchy. Typically, large fleets with multiple terminals and management levels find this global groups feature useful because it allows users to focus on the information they use in the applications that recognize global groups.

Each manager can work with the associated vehicles/drivers. Directors can work with the vehicles and drivers of all managers who report to them. The CEO can work with all of the vehicles and drivers.

Roles assigned to each level of management control what the user can do with the entities. For example, managers can edit vehicle and driver details and exchange information with vehicles. Directors and above can view vehicle and driver information and send information to the entire fleet.

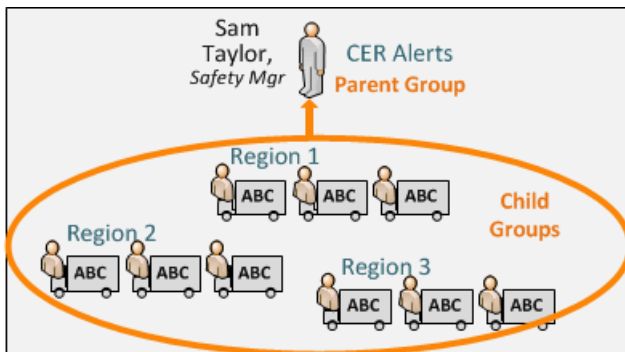
Tips for Setting Up Your Organization



Typically, large fleets with multiple terminals and management levels set up an organizational hierarchy using global groups. This feature helps each user manage the assets and teams in his/her downstream organization in the applications that recognize global groups. Keep these tips in mind when you set up your organization:

- Using your org chart, review the application permissions you want to assign to each level of management. Then evaluate the roles each level of user is assigned. You may need to refine or create roles.
- If upper-level users need to see information exchanged with vehicles, enable the QTRACS permission "Can see vehicle mailboxes."
- Start setting up global groups at the bottom of your org chart, typically your dispatch groups. Dispatchers may be associated with vehicles based on [coverage group membership](#), and with drivers via a global group.
- Add the vehicles in the dispatchers' coverage groups to the global group that contains the associated drivers. This grants the upper levels of management access to the vehicle information.
- Ensure your procedures for updating coverage group membership include updating the corresponding global group.

Global Groups: Notification Hierarchy



Here is a representation of a notification parent/child relationship. Sam, the Safety Manager of ABC Trucking, needs to receive all Critical Event Report (CER) email alerts for vehicles in global groups Region 1, Region 2, and Region 3.

A parent group called "CER Alerts" is created with Sam as the user and these groups as the child groups. In CER Notifications, Sam's email address is used to create a notification with "CER Alerts" as the group selection.

Steps for Setting Up Notification Parent Groups

Applications, such as CER, allow you to set up email notifications for events, violations, faults, etc. You can select a global group to specify the assets whose notifications should be sent to the email address as in this example:

Email Address	Filter	Group	Email Time Zone
msmith@abctrucking.com	Manual	Central	GMT-5:00 - America/Louisville(EST)

To send notifications to one email address for assets contained in more than one global group, follow these steps:

1. In Administration, Global Groups, click **Add new global group**.
2. Type the name of the group.
The name should describe all the vehicles to associate with the single email address, for example "All US Vehicles."
3. Type the description.

4. In most cases, uncheck the **Limit history** setting and check the **Visible to unrestricted users** setting.
5. Click **Child Groups**.
A list of the child group candidates appears.
6. Select each child group to include and click **Add**.
Use Shift+click or Ctrl+click to select multiple groups.
7. After adding all of the child groups, click **save**.

When you set up notifications in the other application(s) this parent group appears as an option in the Group drop-down list. Select the parent group and all of the assets in its child groups are included in the notification on that line.

Getting Started with Global Groups

Follow these steps to prepare to use global groups and set them up.

1. Identify the global groups you need and the assets to be added.
 - To use global groups to establish your organizational hierarchy, obtain a map of your organizational levels and identify what permissions each level should be granted. [See tips for using this feature](#).
 - To use global groups for notifications, identify the users who receive the notifications (for parent groups) and the global groups to assign as children.
2. Set up one or more roles to define the access each type of user needs. User types are:
 - *Internal users* (your staff) who may be restricted or unrestricted.
 - If you are setting up restricted user roles (the MISC permission "Can see data for all assets" is not checked), you need to carefully consider the application permissions to assign. Most applications that recognize global groups have at least one additional permission to allow the user to administer configuration settings. Many applications have several permissions you need to consider.
 - Start by assigning Can use <application name> for each application the users assigned to the role need to access. Assign other permissions appropriate for the role.
 - *External users* (your customers) who are restricted
 - Start by assigning "Can use QTRACS," so users can view vehicle position information.
 - Also consider the [recommended QTRACS settings](#) for external users.
3. Make a list of your customers to be given user accounts. Consider whether to:
 - Create one or two generic user accounts for each customer to use. For example, customers in a company called Warehouse Distributors could be given IDs "WHSEDST01" and "WHSEDST02." With this option, your customer manages who knows the login credentials, and can change passwords as personnel changes occur.
 - Create accounts for specific users at your customer. For example, create accounts for "MJONES" and "JSMITH." With this option, you need to manage the customer's users, adding and disabling user accounts for personnel changes.

Since there is no method to distinguish an internal user account and a customer user account, use a naming convention that clearly indicates which are customers. For example, start customer user IDs with a letter, such as "ZMJONES" and "ZJSMITH." Include an identifier for the customer in the first name field (example, "Whse Dist - Mike"), so the name is listed like this: "Whse Dist - Mike Jones."
4. Set up user accounts not yet defined and assign the role(s) you created in Step 2.
5. Set up the global groups and assign the users and associated vehicles and drivers.
 - Identify a customer global group with the company name, for example, "Warehouse Dist."

- Identify groups used for your organizational hierarchy by the names used in your organization, for example, "District 1" and "East Region."
 - Identify notification groups by the role in your organization that receives the notifications, for example, "Safety Dept" or "Maintenance." [See steps for setting up this feature](#)
6. Communicate the Services Portal URL and login credentials to your customers. List in the communication the type of data they have access to, for example, whether they can see drivers or the messages for their vehicles.

Important: Maintain global groups

After the initial setup, designate someone to maintain global groups as customers and asset assignments change. This ensures that your employees and customers can see authorized information only.

If you are using global groups for your organizational hierarchy, establish a procedure to update global groups whenever coverage membership changes for users or vehicles, or when users leave or change roles.


Global Group Applications

You use global groups to associate users with vehicles and/or drivers. Depending on the role assigned to the users in the group, they may be authorized to view information only for the associated assets. Other permissions assigned to the user's role control what actions the user can perform with the authorized assets (for example, edit a record, ping a vehicle, add a driver).

Global groups provide a way to filter information in the applications that recognize them. A global group filter appears in the upper, right corner of every web application page. You select the global groups whose assets you want to work with. You can also use global groups to establish an organizational hierarchy.

Applications that recognize global groups include:

- QTRACS application
- Fleet Mapping
- Performance Monitoring
- Vehicle Inspection Report (VIR)*
- Trip Manager*
- Critical Event Reporting (CER)*
- Vehicle Maintenance*
- Exact Fuel*

 **Note:** * Unrestricted users in these applications who have no filters selected see the text "Working with all authorized assets." In the other applications, the same user sees "Working with all assets." These applications respect the difference between restricted and unrestricted users; only the link text is different.

Creating Global Groups

You use global groups to:

- Provide a filter for users to work with specific assets in [applications that recognize global groups](#).
- Restrict internal users to see information for specific vehicles and/or drivers (in the assigned role, the MISC permission "Can see data for all assets" is not checked).
- Give access to driver information to your internal, restricted users who are in coverage groups. For restricted users, coverage group membership controls which vehicles they can access information for in the QTRACS application. If you also use other applications and want users to have access to the same set of vehicle information, add the vehicles to the users' global group.
- Provide your customers with the ability to login to your QTRACS account and see information for their loads.

- Establish your organizational hierarchy so each level of management has access to the vehicles and drivers under their supervision.
- Establish parent/child groups to use for notifications in applications such as Critical Event Reporting (CER).

Create all user accounts before creating global groups. If you are establishing a hierarchy (for your organization or notifications), enter the lowest level groups that are assigned to vehicles and drivers, then enter the upper level groups. You can add either assets (vehicles/drivers) or child groups to a global group, but not both.

1. If you're not in Administration, click **Administration** in the upper right corner.
2. Click the Global Groups tab.
3. Click **Add new global group**.
4. Type the global group ID and description.
 - If this group is to grant access to your customer, use the company name
 - If this group is to establish your organizational hierarchy, use your organization names
 - If this group is to establish a parent to use for notifications in other applications, use a name that describes all of the assets to associate with a single email address
5. If desired, check the box to **Limit history**.
When you limit history, in QTRACS and Fleet Mapping users only see vehicle position information, message history, and driver logon event history from the date the asset is put into the global group. Other applications ignore this setting.
6. To display the group for all unlimited users, leave the box **Visible to unlimited users** checked.
Unlimited users are those whose role is granted the permission "Can see data for all assets." These users can see and work with all vehicles and drivers.
Uncheck the box to hide the group from users who are not members. This is helpful when you have a large number of organizational groups that unlimited users don't need to use for filtering the lists of assets.
7. To assign users, select the users in the list on the right and click **Add**.
 - Use **Shift+Click** to select a range of users, or **Ctrl+Click** to select individual users.
 - To jump to a specific user ID, begin typing the ID in the box above the list. The closest match appears at the top of the list.
8. If establishing a hierarchy, click **Child Groups**. If not, click **Vehicles** or **Drivers**.
9. Select assets in the list on the right and click **Add**.
 - Use **Shift+Click** to select a range of assets, or **Ctrl+Click** to select individual assets.
 - To jump to a specific asset, begin typing the ID in the box above the list. The closest match appears at the top of the list.
10. If you added vehicles or drivers and wish to add the other asset type, click its tab and use the instructions above to add them to the list.
11. When you're finished, click **save** above the group details on the right.

Maintaining Global Groups

Global groups need to be maintained when:

- User's responsibilities change, such as promotions, or they leave your or the customer's employment
- Vehicles and/or drivers are reassigned to deliver loads for a different customer
- A mobile unit is replaced or moved from one truck to another

User accounts must be set up before you can add them to a global group. To maintain (edit) a global group:

1. If you're not in Administration, click **Administration** in the upper right corner.

2. Click the Global Groups tab.
3. Locate the global group to change and click to select it.
4. Click **edit** on the right above the group details.
5. Change the global group ID and description as needed. Enable or disable the **Limit history** and **Visible to unlimited users** check boxes.
6. To assign users, select the users in the list on the right and click **Add**.
 - Use **Shift+Click** to select a range of users and **Ctrl+Click** to select individual users.
 - To jump to a specific user ID, begin typing the ID in the box above the list. The closest match appears at the top of the list.
7. To remove users, select the IDs on the left and click **Remove**.
 - Use **Shift+Click** and **Ctrl+Click** to select multiple IDs.
8. To assign and remove other assets, click the applicable tab and use the same procedures as for assigning and removing users.

If you moved a mobile unit to a different truck, or replaced a unit, remove the vehicle ID from the list and add back the correct vehicle ID, even if it is the same truck.
9. When you're finished, click **save** above the group details on the right.

Delete Global Groups

Global groups need to be deleted when:

- You no longer deliver loads to a customer represented by a global group.
- The global group is obsolete. For example, you consolidated two management groups and one is no longer needed.
- The global group was used as a filter that is no longer meaningful. For example, you wanted to closely monitor the driving performance of a set of drivers for a certain length of time.

If you use global groups to provide vehicle/driver access to restricted users (the MISC permission "Can see data for all assets" is not checked), ensure that any restricted users in the deleted global group can still access the assets they need to work with.

1. If you're not in Administration, click **Administration** in the upper right corner.
2. Click the **Global Groups** tab.
3. Locate the global group to delete and click to select it.
4. Click **delete**.
5. Click **OK**.

Integration

Integrating Services Portal Data With Third-Party Applications

The Event Subscription Service (ESS) allows your own applications (such as dispatch) to use data from QTRACS, Trailer Tracks, and other Services Portal applications. For a short video overview of ESS, [click here](#).

As a system administrator, you control which applications receive which data and determine who is notified if certain alert conditions arise. You can also invite other Services Portal customers to subscribe to your data.

Overview of ESS

Creating a Subscriber

When your dispatch or another application is set up to receive transactions, that application is known as a subscriber. To create a subscriber, you specify an identifier your application must supply to communicate with the ESS queue.

1. From any Services Portal page, click **Administration**, then click the **Integration** tab.
The Subscribers page opens.
2. Click **Create Subscriber**.
3. Type a unique name to identify this subscriber.
In most cases, choose the application name.
4. Under Subscriptions, check the box next to each transaction type to which you want this application to subscribe.
5. Additional transaction types may appear under Cross Company Subscriptions. Check the box next to each transaction type for the publishing company's data to which you want this application to subscribe.
6. Click **Save**.

Create Subscriber

The Create Subscriber page lets you add a new subscriber.

You must have permission to dequeue transactions to create a new subscriber. After you specify subscriber information, make sure that you click **Save** at the bottom of the page.

Name	Type the name used to identify this subscriber.
Feed status	By default, when you create a new subscriber, the feed status is Enabled and you can't change it.
Subscriptions and Cross Company Subscriptions	<p>Standard subscriptions are those transactions used by your company. Cross company subscriptions are those transactions that another company has invited you to subscribe to.</p> <p>Check the box in the Subscribe? column next to each transaction you want to dequeue for this subscriber. Click the symbol inside [] next to each transaction category to close and open the list of transactions in that category.</p> <p>Transactions can be associated with more than one subscriber. For example, you may subscribe to transactions in the Position Feeds category for a subscriber that forwards the data to an enhanced map application, and to the same transactions for another subscriber that forwards the data to a route optimization application.</p>

Editing Subscribers

You can change a subscriber's name and/or which transactions it subscribes to by following the steps below.

1. From any Services Portal page, click **Administration**, then click the **Integration** tab.
2. Click **Transaction Subscriptions**.
3. In the table, locate the subscriber to change and click its Subscriber Name.
4. Click **Edit Subscriber**.
5. Type a new **Name** if desired.
6. Under Subscriptions, indicate which transactions to subscribe:
 - To subscribe to a transaction, check the corresponding box.
 - To unsubscribe, uncheck the corresponding box.

7. Click **Save**.

Edit Subscriber

The Edit Subscriber page lets you change the name and subscribed transactions for a subscriber.

You must have permission to dequeue transactions to change a subscriber. After you change subscriber information, make sure that you click **Save** at the bottom of the page.

Name	The name used to identify this subscriber.
Reference	The reference number is automatically assigned and uniquely identifies each subscriber.
Feed status	Shows the status of the feed from the database to the queue. If it is not enabled, contact Omnitracs for assistance.
Subscriptions and Cross Company Subscriptions	<p>Standard subscriptions are those transactions used by your company. Cross company subscriptions are those transactions that another company has invited you to subscribe to.</p> <p>Check the box in the Subscribe? column next to each transaction you want to dequeue for this subscriber. Click the symbol inside [] next to each transaction category to close and open the list of transactions in that category.</p> <p>Transactions can be associated with more than one subscriber. For example, you may subscribe to transactions in the Position Feeds category for a subscriber that forwards the data to an enhanced map application, and to the same transactions for another subscriber that forwards the data to a route optimization application.</p>

Checking the ESS Queue Status

Services Portal applications (such as QTRACS or Trailer Tracks) continuously publish transactions to the ESS server. On the server, these transactions remain queued until all subscribers have retrieved them.

Each subscriber has its own queue. If an application has not queried the ESS server for a long time, so many messages may accumulate that the queue is in danger of filling up. If this happens, ESS notifies an [emergency contact you specify](#). If you receive this notification or have another reason to be concerned, you can check the queue status.

For each subscriber, the Subscribers page lists the capacity of the queue, how full the queue is, and when a transaction was last dequeued.

- From any Services Portal page, click **Administration**, then click the **Integration** tab. The Transaction Subscribers page opens.
- In the table, locate the row for the subscriber whose queue you want to check.
 - Queue Depth** shows the number of messages on the queue, its maximum size and the percentage in use.
 - The **Last Dequeue** column lists the time when the subscriber last queried the queue for transactions.
 - The **Feed Status** column shows whether this subscriber is enabled to receive transactions.
- Click the link in **Queue Depth** to see more statistics. For information about the fields, click ?.

Subscribers

The Subscribers page lists your subscribers and statistical data about the receipt of data.

Name / Reference	The name of this subscriber and the unique reference number assigned to it. Click the name to view the transactions associated with this subscriber. Click the name to view details of the subscribed transactions
Queue Depth	The number of currently queued transactions and the maximum number of transactions that the queue can hold. If the maximum number is reached, an alert

is sent to the contact(s) you identified in General Settings, and the queue shuts down until the number is reduced. Click the field to open the Subscriber Statistics pop-up window and view more information.

Last Dequeue The date and time the last transaction block was retrieved. Click the date to open the Subscriber Statistics pop-up window and view more information.

Feed status The status of the feed from the database to the queue.

Viewing Subscriber and Transaction Information

You can easily view information about subscribers and transactions.

1. From any Services Portal page, click **Administration**, then click the **Integration** tab.
2. In Transaction Subscribers, locate the subscriber to check and click its name.
To see which subscribers receive a given transaction, follow the steps below.
3. Click **Transaction Subscriptions**.
4. Look in the **Transaction Type** column to find the rows you want to check.
5. See subscribers to that transaction type in the Subscriber Name column.

Current Subscriptions

The Current Subscriptions page lists the transactions you subscribe to and the ID of the subscriber. The Cross Company Subscription section lists subscriptions to transactions published by another company.

Transaction Category Categories include:

Return Messages from Owned Vehicles	SensorTRACS Events
Forward Message Dispositions	GeoServices Events
Message Copies To/From Auxiliary Vehicles	Driver Events
Position Feeds	Workflow Events
Entity Definition Change Notifications	Vehicle Inspection Report Events
Trailer Events	MMS Events
Mobile Event Notifications	

Transaction Description The information to retrieve using this transaction. A transaction can be associated with more than one subscriber.

Publishing Company (Cross Company Subscriptions section) The name of the company whose transactions this subscriber is dequeueing.

Subscriber Name The name given to a set of transactions to which you are subscribing. For example, you may create a subscriber for each application, such as a dispatch or route optimization system, to which you forward transaction data. Click the name to view subscriber details.

Subscriber Details

The Subscriber Details page lets you view the name and subscribed transactions for a subscriber.

Name The name used to identify this subscriber.

Reference The reference number is automatically assigned and uniquely identifies each subscriber.

Feed status	Shows the status of the feed from the database to the queue. If it is not enabled, contact Omnitracs for assistance.
Subscriptions: Standard and Cross Company	<p>Standard subscriptions are those transactions used by your company. Cross company subscriptions are those transactions that another company has invited you to subscribe to.</p> <p>The ✓ in the Subscribed? column shows you which transactions are associated with this subscriber. Click the symbol inside [] next to each transaction category to close and open the list of transactions in that category.</p>

Listing the Transactions a Subscriber Receives

You can easily check to see which transactions an application subscribes to.

1. From any Services Portal page, click **Administration**, then click the **Integration** tab. The Transaction Subscribers page opens.
2. In the table, locate the subscriber to check and click its **Name**.

List the Subscribers for a Transaction Type

The Current Subscriptions page lets you check which subscribers receive a given transaction type.

1. From any Services Portal page, click **Administration**, then click the **Integration** tab.
2. Click **Transaction Subscriptions**.
3. The Current Subscriptions table lists all transactions sorted by transaction category and type.
 - Find the transaction of interest by type and description.
 - View its subscribers in the corresponding Subscriber Name column.

Inviting another Company to Subscribe to Your Data

You can invite another Services Portal customer to subscribe to transaction types you assign. You first request authorization, then create the invitation.

Cross Company Invitations

The Cross Company Invitations page lists the transactions you have invited other companies to subscribe to.

Company ID	The Services Portal ID of the company you invited.
Transaction Description	The transaction you are inviting the company to subscribe to.
Transaction Type	The unique identifier for this transaction. Click the ID to see the invitation details.
Invitation Description	Freeform information about why you invited this company to subscribe to this transaction.
Subscribed?	Yes in this column indicates that the invited company has created a subscriber for this transaction.

Create Invitation

The Create Invitation page lets you invite a company to subscribe to your transaction feed.

Before you can invite a company, contact Omnitracs and request that the company be placed in your invitation list. The company must already be using the Services Portal.

Send to	Select the company ID to invite.
Description	Type the reason for inviting this company to subscribe to this transaction

Type/Description	Select the transaction to invite this company to subscribe to.
Filters	<p>This setting becomes active when the QTRACS or Trailer Tracks applications are configured to provide a subset of data for the selected transaction. For example, the Vehicle Position Report transaction may offer a filter by vehicle message group or coverage ID so you can specify which vehicle positions are published to the invited company's subscriber.</p> <p>Selecting a transaction with an associated filter enables the filter setting. You see a freeform text field to type the desired filter criteria, such as the coverage ID. The values must match the IDs in the Trailer Tracks or QTRACS application (not case-sensitive). If you type more than one, separate them with a comma.</p>

Invitation Details

The Invitation Details page lets you view the company and transaction information you invited.

General	Lists the company ID, invitation time, description (why you invited the company), and whether they have subscribed to this transaction.
Transaction Details	The description and unique identifier of the transaction the company was invited to subscribe to.
Filters	<p>This setting becomes active when the QTRACS or Trailer Tracks applications are configured to provide a subset of data for the selected transaction. For example, the Vehicle Position Report transaction may offer a filter by vehicle message group or coverage ID so you can specify which vehicle positions are published to the invited company's subscriber.</p> <p>Selecting a transaction with an associated filter enables the filter setting. You see a freeform text field to type the desired filter criteria, such as the coverage ID. The values must match the IDs in the Trailer Tracks or QTRACS application (not case-sensitive). If you type more than one, separate them with a comma.</p>

Changing or Deleting an Invitation

You can change or delete an invitation to subscribe to your data. If you delete an invitation, the other company's subscription is deleted.

1. From any Services Portal page, click **Administration**, then click the **Integration** tab.
2. Click **Cross Company Invitations**.
3. Click the transaction type field for the invitation to change.
4. Click **Edit Invitation**.
5. Change the fields as desired and click **Save**.
6. To delete the invitation, click **Delete Invitation**.
7. Click **OK** to confirm.

Edit Invitation

The Edit Invitation page lets you change or delete a cross company invitation.

Send to	The invited company
Description	The reason for inviting this company to subscribe to this transaction
Type/Description	The transaction this company is invited to subscribe to.
Filters	<p>This setting becomes active when the QTRACS or Trailer Tracks applications are configured to provide a subset of data for the selected transaction. For example, the Vehicle Position Report transaction may offer a filter by vehicle message group or coverage ID so you can specify which vehicle positions are published to the invited company's subscriber.</p>

Selecting a transaction with an associated filter enables the filter setting. You see a freeform text field to type the desired filter criteria, such as the coverage ID. The values must match the IDs in the Trailer Tracks or QTRACS application (not case-sensitive). If you type more than one, separate them with a comma.

Specifying Emergency Contacts

You can specify contacts to receive alerts when there are problems with the transaction feed. Alerts are sent when:

- The number of messages on the queue reaches a level close to the maximum. This level is called the warning threshold and is set by Omnitrac.
- The number of messages on the queue reaches a maximum number. This number is called the maximum threshold and is set by Omnitrac.

1. From any Services Portal page, click **Administration**, then click the **Integration** tab.
2. Click **General Settings**.
3. To add a contact, type or select the user ID and click **Add**.
4. To remove a contact, click **Remove** next to his or her name.



Note: To change the warning or maximum thresholds, contact customer support.

General Integration Settings

The General Integration Settings page is used to specify contacts to receive alerts when there are problems with the transaction feed.

Alerts are sent when:

- The transaction feed queue count reaches a warning threshold set by Omnitrac.
- The transaction feed queue count reaches the maximum threshold set by Omnitrac.

The page lists the user ID of each contact. To add a user, type or select the user ID and click **Add**. To remove a contact, click **Remove** next to his or her name.

