

## Operating System Requirements - VTS Classic / TomTom integration module.

Version 2.2.0, - May 2014 / VTS version 14.4.01



**Important** - Before we set off on the adventure of learning how to dispatch towing and incident management information to the TomTom units in each truck via the integrated VTS Systems network, let us first address the issue of updating the Personal Navigation Device (PND) display unit. When you opened blue TomTom container the first thing visible was the “Welcome Booklet” and a Promotional Code for map updating. These provided systematic instructions, so that you will get the best out of your TomTom.

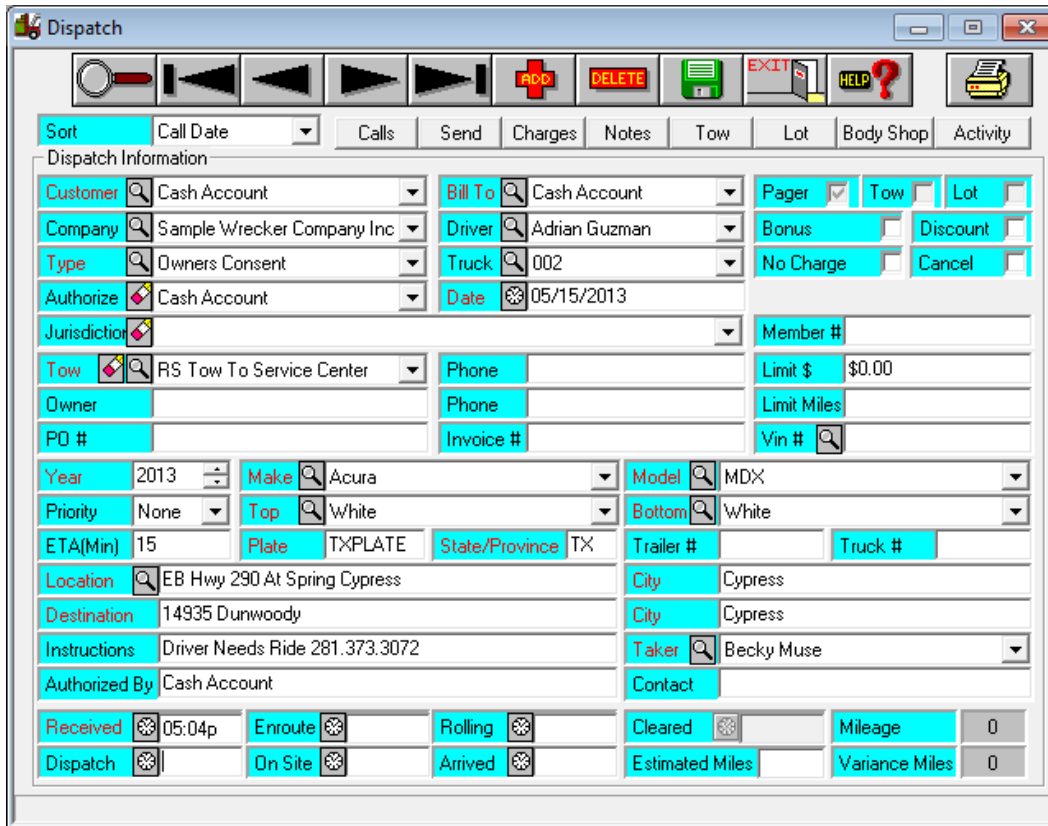
Assuming that you followed the instructions and plugged one end of the USB cable into a PC, and the other end into mini USB port on the display unit, and followed the directions for updating, you downloaded the most recent maps and other important features. Failure to update the maps to 12.7.1 or later will not allow the correct navigation interface and might affect how the TomTom unit works with VTS integration. If no one updated the unit software prior to installation in the vehicle, then have someone remove the PND/Pro7150 display unit from the truck and follow the instructions in the “Welcome Booklet,” and using the Promotional Code update the maps. It is a large program download and depending on your Internet speed, may take minutes or hours. We suggest you do this overnight.

### Dispatcher - Operating instructions and process

Tech Support will have already spoken with you or your manager and updated your VTS Classic to version 13.4.0, or higher. This allows for activation of the VTS/TomTom Integration. Not much has changed for the dispatcher from normal VTS Dispatch, but reading through the systematic directions below will add to your operational knowledge.


Open a new tow ticket using the **Dispatch**  icon, which will open up the dispatch search window.

1. Using the mouse, select the “**ADD**”  icon, which will open a new dispatch record.
2. Either using the default “**Cash Account**” or the Customer drop-down menus, select a client/customer. The client/customer predefined settings will override those of the default Cash Account. Complete the tow ticket entering the incident location (pick-up) and destination (drop) addresses, and any additional data in the “Information line,” such as “Driver needs ride” or “Driver locked out,” and roadside contact Tel. # etc. along with all other available data. Use the  “**Green**” save icon at the top of the dispatch window to save the dispatch record.

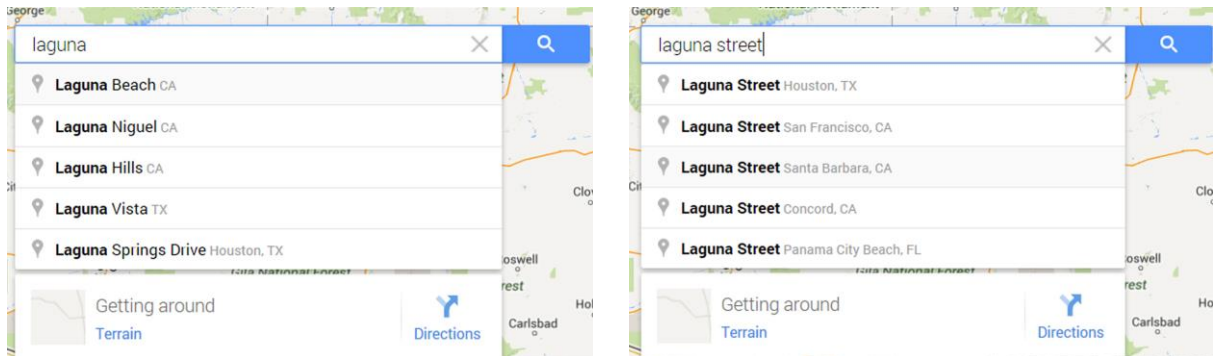


The screenshot shows a 'Dispatch' window with a toolbar at the top containing icons for search, navigation, add, delete, exit, and help. Below the toolbar is a 'Sort' menu with options: Call Date, Calls, Send, Charges, Notes, Tow, Lot, Body Shop, and Activity. The main area is titled 'Dispatch Information' and contains several sections of data entry fields:

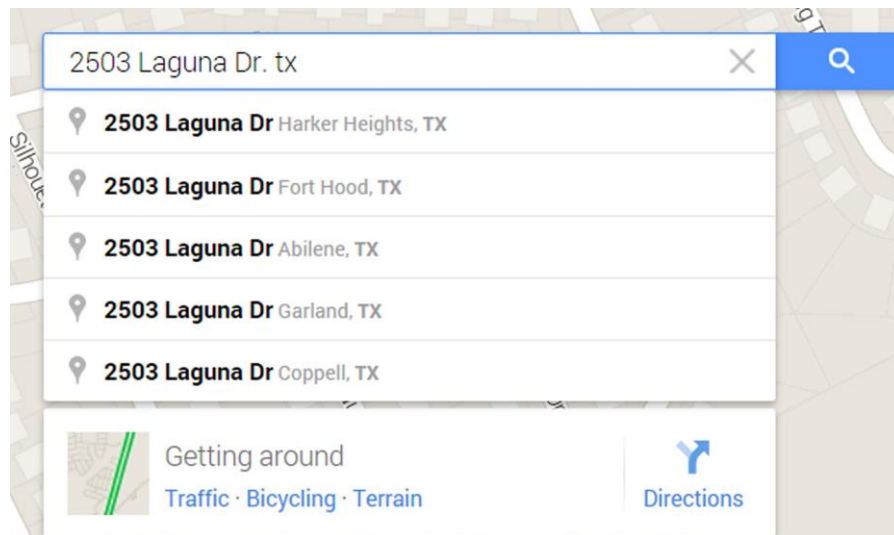
- Customer:** Cash Account (dropdown), Bill To: Cash Account (dropdown), Pager:  Tow:  Lot:
- Company:** Sample Wrecker Company Inc (dropdown), Driver: Adrian Guzman (dropdown), Bonus:  Discount:
- Type:** Owners Consent (dropdown), Truck: 002 (dropdown), No Charge:  Cancel:
- Authorize:** Cash Account (dropdown), Date: 05/15/2013
- Jurisdiction:** (dropdown), Member #: (text field)
- Tow:** RS Tow To Service Center (dropdown), Phone: (text field), Limit \$: \$0.00
- Owner:** (text field), Phone: (text field), Limit Miles: (text field)
- PD #:** (text field), Invoice #: (text field), Vin #: (text field)
- Year:** 2013 (spin), Make: Acura (dropdown), Model: MDX (dropdown)
- Priority:** None (dropdown), Top: White (dropdown), Bottom: White (dropdown)
- ETA(Min):** 15, Plate: TXPLATE, State/Province: TX, Trailer #: (text field), Truck #: (text field)
- Location:** EB Hwy 290 At Spring Cypress, City: Cypress
- Destination:** 14935 Dunwoody, City: Cypress
- Instructions:** Driver Needs Ride 281.373.3072, Taker: Becky Muse (dropdown)
- Authorized By:** Cash Account, Contact: (text field)
- Status:** Received: 05:04p, Enroute: , Rolling: , Cleared: , Mileage: 0
- Dispatch:** , On Site: , Arrived: , Estimated Miles: (text field), Variance Miles: 0

3. If there is no driver or tow truck available, Dispatch may minimize the Dispatch Record and return to other business or review the **"Call"**  screen. Re-activate a line item or call in progress from the Call Screen by highlighting the individual call line item and double-clicking.
  
4. When a tow truck is available, from the **Call Screen** select the Dispatch Record by double clicking the line item. By using the drop down menu, select the available driver and the assigned tow truck. Make sure to select the correct tow truck as the **TOMTOM IS ASSIGNED TO THE TOW TRUCK, NOT THE DRIVER.** During the original driver/operator training, the instructions given the driver on how to log into the specific tow truck TomTom, and synchronize the driver/operator cellphone, linking it through the TomTom. You can download a operators manual from "MyTomTom."  
[https://www.tomtom.com/en\\_us/mytomtom/overview/index.jsp?dwc\\_settings=port:4000&dcp=28978](https://www.tomtom.com/en_us/mytomtom/overview/index.jsp?dwc_settings=port:4000&dcp=28978)
  
5. Complete the Dispatch instruction and save

6. A **complete** and **accurate** address is **VERY IMPORTANT**... Example: Assume you have been given an address 2503 Laguna Drive, Harker Heights, TX but do not enter it correctly. Entering just “Laguna” Google/TomTom will give information displayed in Image 6 left, if you do not define a street, road etc. it will open the search to cities. Inadvertently entering “Laguna Street” will narrow the search, but will if you do not **READ** the information, will dispatch the truck to the wrong location, see Image 6 right.



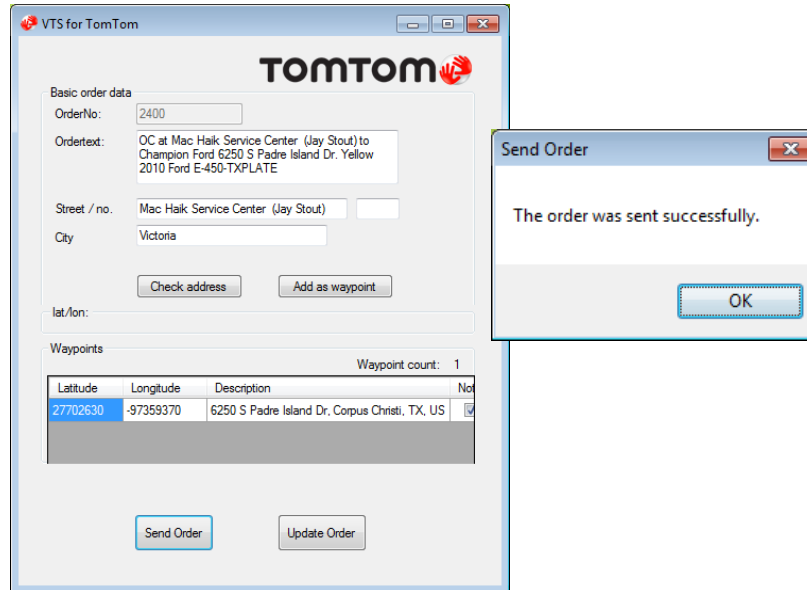
If you enter the correct location address, including an address number, Google/TomTom will narrow the search to cities that have compliant addresses. (See Image 6 center, below.) In this case, confirming (READ, READ, READ, 2503 Laguna Drive, Harker Heights, TX is a viable address, so are four other, especially Fort Hood, which is only 7 miles away.



If the dispatched does not READ and confirm the address using Google Maps, chances are that you will send the driver to the wrong address. **ATTENTION IS IMPORTANT**

7. Click the Dispatch button to open the message text screen, and edit text if required. If the location and destination addresses are in different cities, you can add the location and destination city in VTS instructions, before pressing **SEND** it will take

approximately 5-12 seconds, depending on your internet connection speed for the internet to set-up and verify the link between VTS and TomTom’s WEBFLEET, but after the link is established, everything is almost instantaneous.




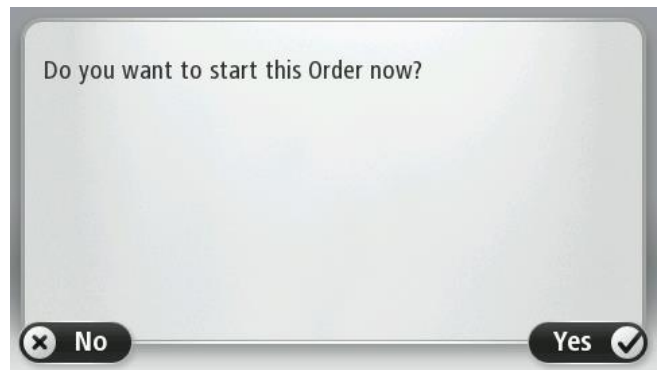
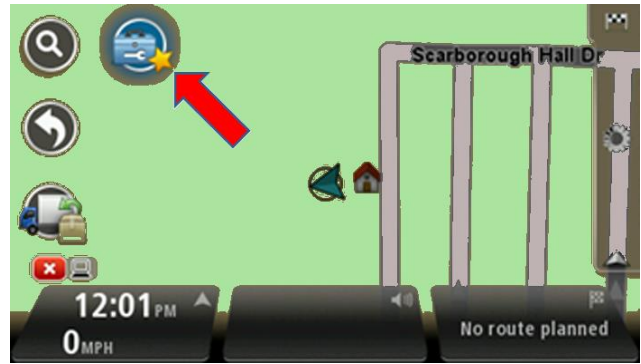
In VTS/TT Integration Release 2.0.0, the VTS **SEND** icon, message verification screen will no longer exist. In addition, the next release, (2.1.0 ) VTS will send a short text message to the driver’s cell phone in case he/she is out of the assigned vehicle. The message will read “TomTom,” advising him/her that Dispatch has a tow order waiting.

**(The following pages are designed to give the driver systematic instructions on how to respond to and manage the tow or incident information.)**

## Driver Instructions

We will assume that the (Driver/Operator) is in the truck with the ignition turn to the first detent position or the engine running and your TomTom operational.

Within seconds of dispatch sending the order to the selected tow truck, the in-cab display unit will **audibly** announce the order number, the incident location, and any other information sent by the Dispatcher. The driver then presses the  screen icon, a (Toolbox with a Gold Star, indicated by the red arrow in the image top left) this displays the next window, displaying the order and text that will confirm the tow/job information he/she received. The driver then presses the highlighted “**I agree**” icon on the screen, changing the screen, asking the driver if he/she wishes to start this **Order now**? He/she selects the icons **Yes** or **No**. If the driver/operator is already on route to a prior incident or tow/job work ticket, then he/she would press “**No**” and the information stays in the background until he/she has completed his/her current task. Pressing “Yes” will send a data burst to VTS, changing the vehicle status from “Dispatched” to :On-Route.”



**Until the drivers become operationally proficient and thoroughly comfortable with the multiple features of the TomTom, VTS System and TomTom recommend that Dispatch NOT load more than two order/tows at one time. However, it is recommended that the driver /operator spend time to learn and become comfortable with ALL of the PND screen menus.**

[https://www.tomtom.com/en\\_us/mytomtom/overview/index.jsp?dwc\\_settings=port:4000&dcp=28978](https://www.tomtom.com/en_us/mytomtom/overview/index.jsp?dwc_settings=port:4000&dcp=28978)

## VTS/TomTom Integration

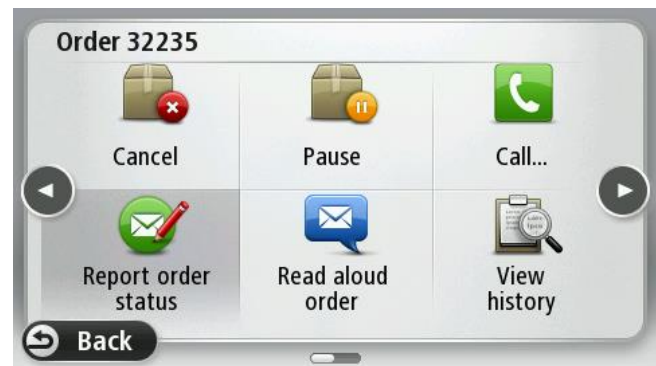
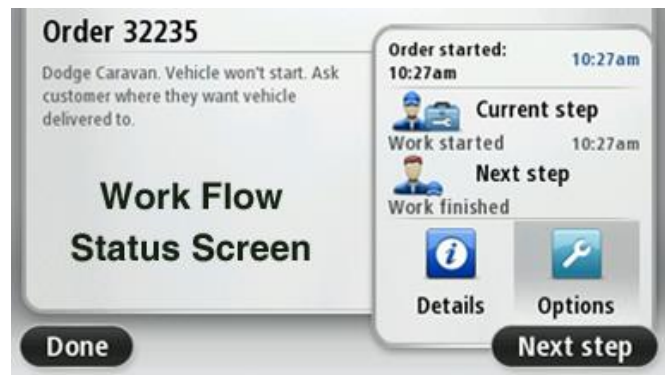
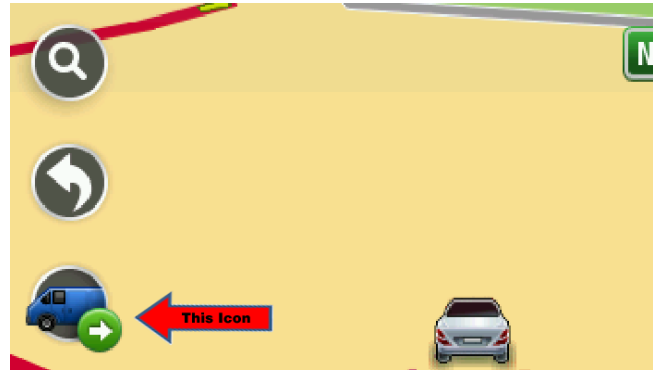
Assuming that the driver wishes to start the order/tow immediately, he/she presses the “**Yes**” icon. The screen will change, presenting the driver/operator with navigation “turn-by-turn directions to the incident or jobsite (Location of the Tow). The driver who is experienced with the PND screens can verify the location address or (Waypoint 1) by pressing the center of the screen and following these steps: Work > Show orders > Click on current Order > Options > Navigate to Waypoint > click Waypoint > Please Confirm, Yes/No. You can also let the systems automatically select the route from your current position, to the incident or jobsite location.

When the driver/operator reaches the incident or jobsite, he/she will select the “**Truck/Van**” icon in lower left corner of the map screen. (Indicated by the red arrow)

The screen will change, presenting “**Work**

**Flow**” status. Pressing the **Next Step** icon **one time, (1)** will send a data transmission to VTS Dispatch Call Screen, updating **On Route** to **On-Site** status. The driver/operator will then press the **Next Step** icon, one additional time. This tells the TomTom WEBFLEET that the driver has begun work/loading; the driver should proceed to load the vehicle, observing all company loading and tie down safety procedures. This feature along with PTO engage/disengage is captured by TomTom WEBFLEET. In addition, the driver/operator will collect information for the electronic or his/her manual (paper) tow ticket.

Reverting to the “**Work Flow**,” screen the driver/operator selects the “**Options**” icon opening the **Report Order Status screen**.



## VTS/TomTom Integration

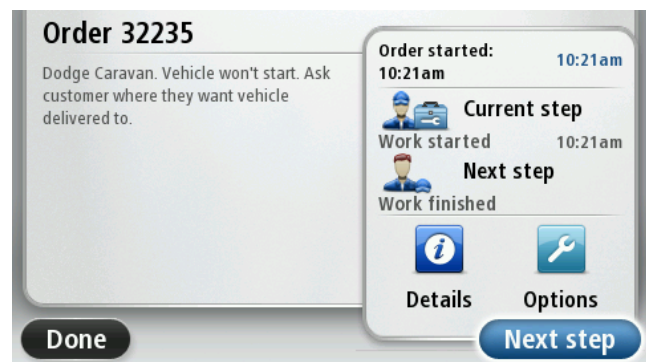
Pressing the **Report Order Status** icon will open the **Select Message** screen. Select the desired line item, **VIN #, Invoice #, Plate #, etc.** and begin alphanumeric text entry.

Follow the **step-by-step** process indicated by each screen, ending with **Message sent successfully**.



To send another message, revert to the “**Work Flow**,” screen, press the **Options** icon to **repeat** the process until you have entered and sent all of the tow information required to dispatch. Assuming that your vehicle is now loaded and the load securely tied down, and you are ready to move he/she presses **Next Step** an additional **(1) one time**, informing TomTom WEBFLEET that work/loading is complete. Now we are ready to advise the dispatcher that we are loaded and ready to roll. Press the **Next step** icon **(1) one more time** until you see the words **Finish order**. This sends a data message to VTS Dispatch and moves the job progress from **On-site** to **Rolling**.

**DO NOT PRESS Finish order** until you arrive at your drop or unloading destination. Once you have completed the order/tow, press **Finish order icon**, this sends a status message to VTS dispatch, moving your call from “**Rolling to Arrived**”; informing dispatch that you have completed the call and are ready for your next assignment.



In addition, pressing the **Finish order** icon on the TomTom will move you to the next screen, asking if you wish to delete this order.

Answering **Yes** or **No** is a drivers/operators choice. However, VTS Systems believe that “**less is more**” and deleting completed orders makes more RAM available for processing orders, and reduces the possibility of job confusion. Remember, deleting the last order in the



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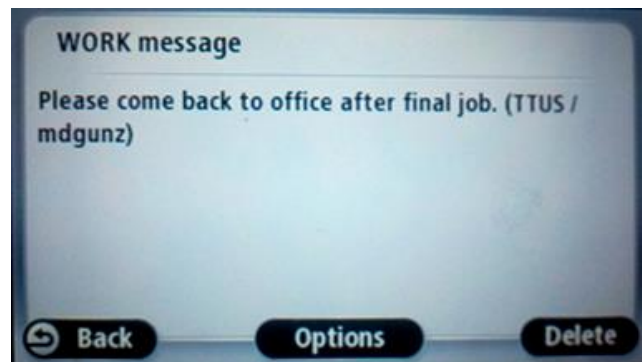
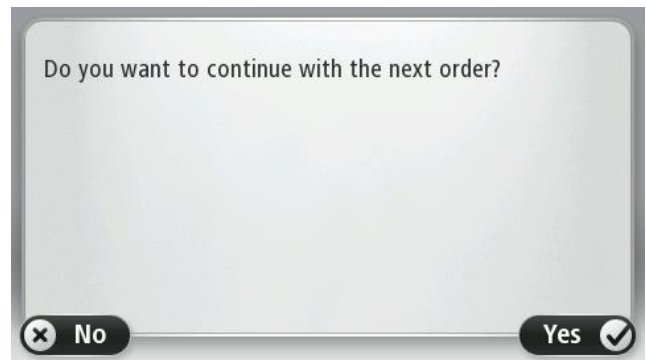
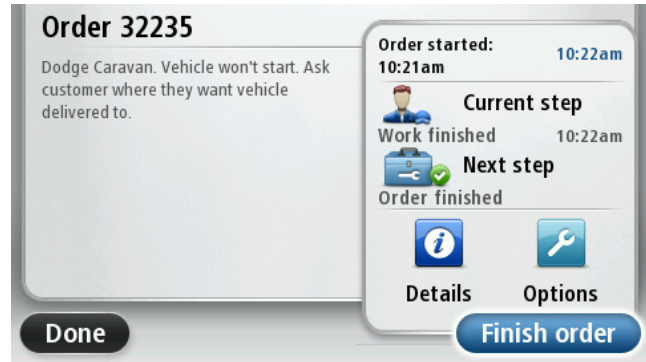
TomTom unit does not remove the data from within VTS and all tow ticket and commission data is secure.

Regardless of a **Yes/No** answer, the next screen will prompt, “**Do you want to continue to the next order?**” If **Yes**, the next order or tow will appear. If there is no tow or incident order available, the screen will display a **No Order Available** message to the driver/operator.

Dispatch or other persons having access to VTS or the TomTom Web display screen can send individual messages to a driver/operator. A sample message might read as follows:

## Note!

Before replying to an inbound text message, bring the vehicle to a complete stop and engage the parking brake.



***Not only is “texting” while driving dangerous to you and other road users, it is a FEDERAL OFFENSE, to text while driving, and will result in prosecution and fines to the individual and the company, along with potential jail time, LOSS OF YOUR STATE OPERATOR LICENSE. It will also result in instant dismissal.***



## VTS/TomTom Integration

Press the **Options** icon, which will open the **WORK message options**

Press **Reply to message** icon, this will open the **Select message:** screen.

Press a canned message response “**Arrived /Destination**” or the **[Write new message]** line, which in turn will open up the keyboard. Type in the message and press **Next**.

The in cab TomTom Link 510 transceiver will transmit the message to dispatch and receive an acknowledgment. This will then prompt the screen to change to “**Message sent successfully.**” Press **OK**,

Press **Done** to return to your Home map screen.

### Additional Driver Tasks...

### Syncing your Cell Phone

### Changing Drivers

