South Carolina Department of Transportation

SCDOT

Electronic Toll Collection System & Related Services
For the
Cross Island Parkway Toll Facility
Hilton Head, South Carolina
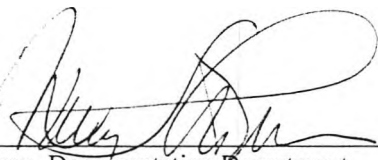Contract P.O.# 231709

PLAZA / HOST
USER MANUAL

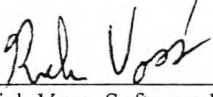## Rev. 1.0

April 1998

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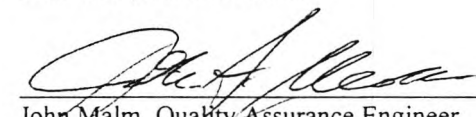
PLAZA / HOST USER MANUAL
Rev. 1.0

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Contents

Introduction

The Plaza Supervisor's User Manual has been designed to assist the Plaza Supervisor in making the transition to the new application software that is being installed at the South Carolina Toll Collection Causeways.

The document has been organized in the following manner:

Electronic Toll Collection System Overview

The following general system information is provided:

- Electronic Toll Collection System Overview - Chapter 1
- Electronic Toll Collection Equipment Overview - Chapter 2

Use of Windows Applications

For users that are inexperienced with computers and Windows applications, the following information is available:

- Using Windows Applications - Chapter 8
- Using On-Line Help - Chapter 9

Use of the New Software Applications

- Plaza - Supervisor Lane Monitor - Chapter 3
- Host/Revenue & Reconciliation - Chapter 4
- System Administration - Chapter 5
- Login/Application Access/Exit Session - Chapter 6
- Reports - Chapter 7

1. Electronic Toll Collection System Overview

1.1 Description

The Cross Island Parkway Toll Facilities are open to traffic and staffed by Toll Collectors twenty-four (24) hours a day, seven (7) days a week. The Cross Island Parkway Electronic Toll Collection System is designed to accommodate the rigorous demands of peak traffic hours without delays in toll collection. The system operates without loss of data in any mode of operation.

1.2 Objectives

The objectives of the Cross Island Parkway Electronic Toll Collection System are to:

- Collect tolls quickly and efficiently
- Enable rapid traffic flow through the Plaza
- Prevent loss of revenue
- Provide on-line lane audits
- Provide a user-friendly environment for operating personnel

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Proprietary Data

1.3   Cross Island Parkway Plaza
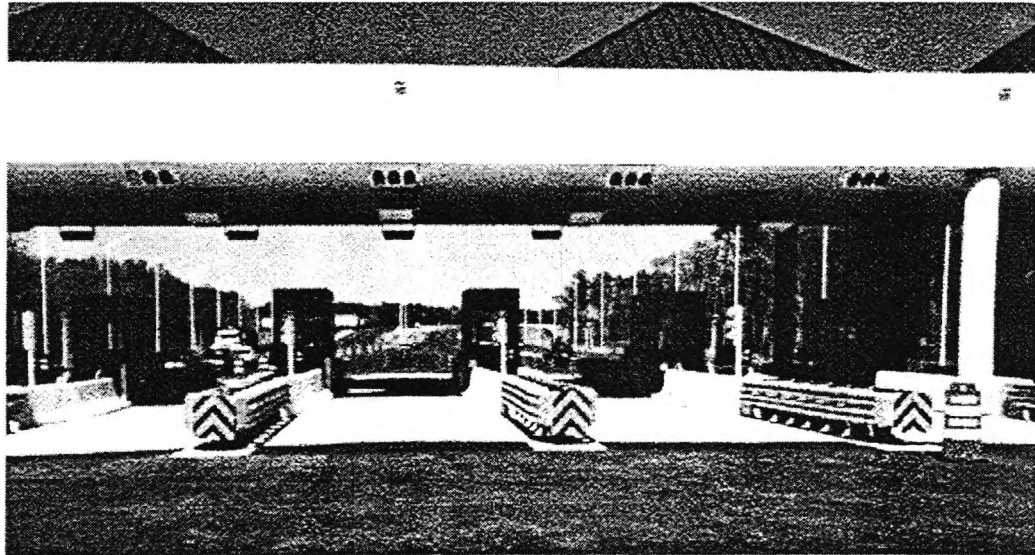
The Cross Island Parkway Plaza Operations Building houses the central equipment for the Cross Island Parkway Electronic Toll Collection System. It has twelve (12) operating toll collection lanes. Three physical lanes are bi-directional as indicated in the lane configuration type description. Tolls are collected by:

- Displaying a properly mounted AVI transponder
- Paying cash to the Toll Collector

1.3.1   Lanes / Configuration Types

Lane	Lane Configuration	Type
1	Attended AVI	AVI & MLT
2	Attended AVI	AVI & MLT
3	Attended AVI	AVI & MLT
4N	Attended AVI	AVI & MLT
4S	Attended AVI	AVI & MLT
5N	Attended AVI	AVI & MLT
5S	Attended AVI	AVI & MLT
6N	Attended AVI	AVI & MLT
6S	Attended AVI	AVI & MLT
7	Attended AVI	AVI & MLT
8	Attended AVI	AVI & MLT
9	Attended AVI	AVI & MLT

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1.4 Spanish Wells Road & Marshland Road

Spanish Wells Road and Marshland Road are single lane ramps. Both lanes are AVI / Automatic and unattended.

Lane	Lane Configuration	Type
10	AVI / Automatic	ACM & AVI
11	AVI / Automatic	ACM & AVI

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1.5 Toll Lane Configuration

1.5.1 Description

1.5.1.1 Cross Island Parkway Plaza

The following diagram is a plan view of a typical toll lane at the Cross Island Parkway Plaza. It is designed to show the location of the lane equipment.
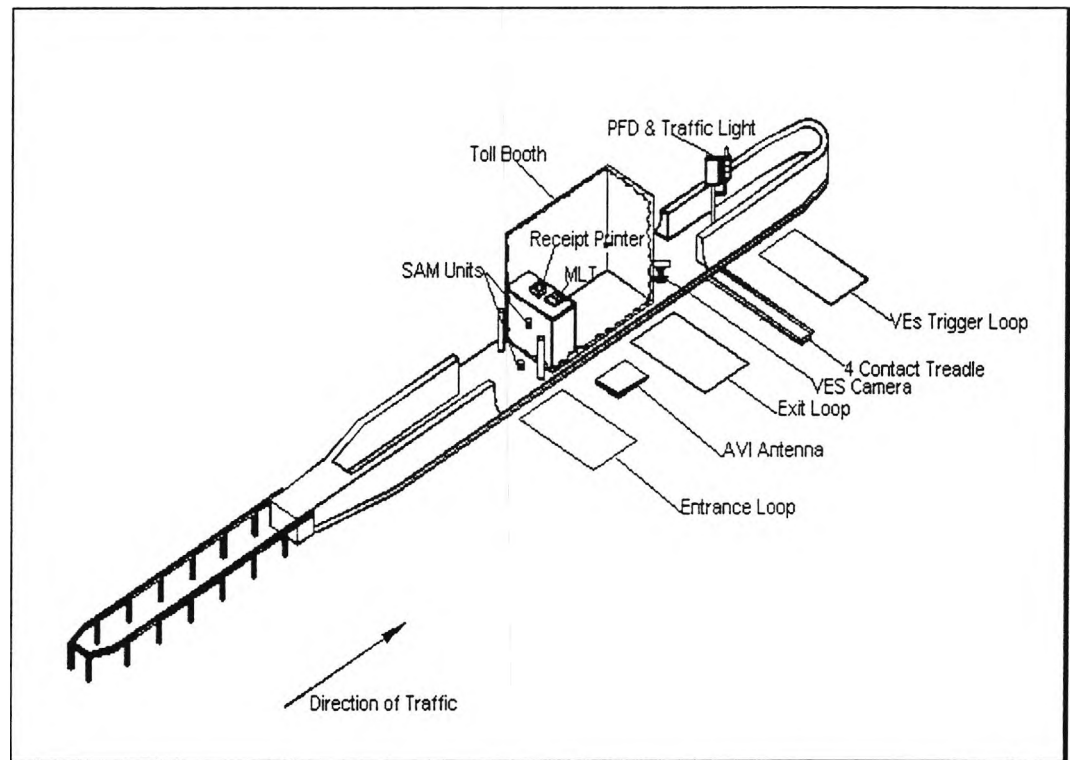
1.5.1.2 Spanish Wells Road and Marshland Road Ramps

The following diagram is a plan view of a typical toll lane at the Spanish Wells Road and Marshland Road Ramps. It is designed to show the location of the ramp equipment.

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1.6 Toll Collection Process

1.6.1 Description

The following flow charts are representative of how and when the equipment is enabled in a toll collection lane when a vehicle passes through.

1.6.1.1 Attended AVI Process

PROCESS FLOW DIAGRAM
ATTENDED ETC MODE

1.6.1.2   Dedicated AVI Process

PROCESS FLOW DIAGRAM
UNATTENDED AVI MODE

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Proprietary Data
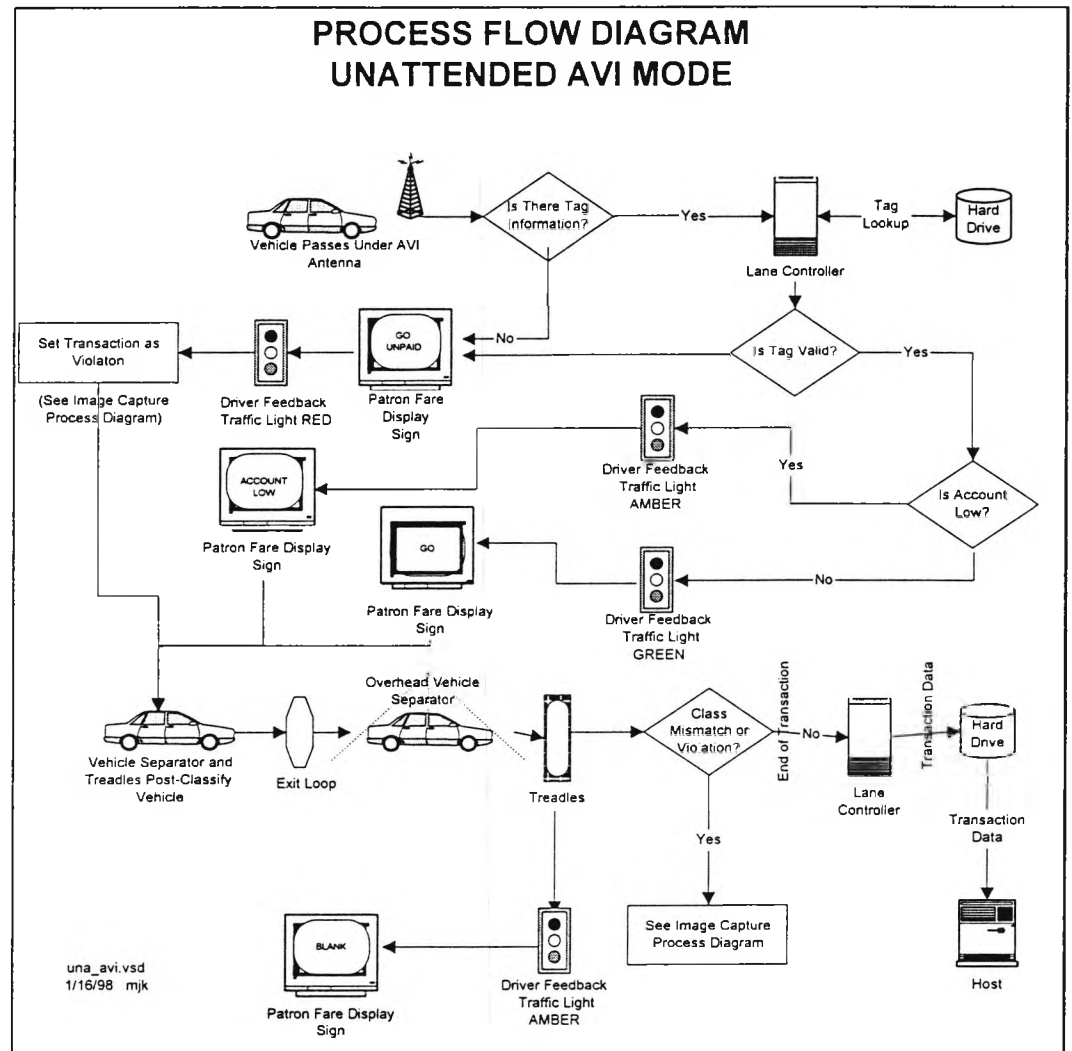
1.6.1.3   Manual Mode Process

PROCESS FLOW DIAGRAM
MANUAL MODE

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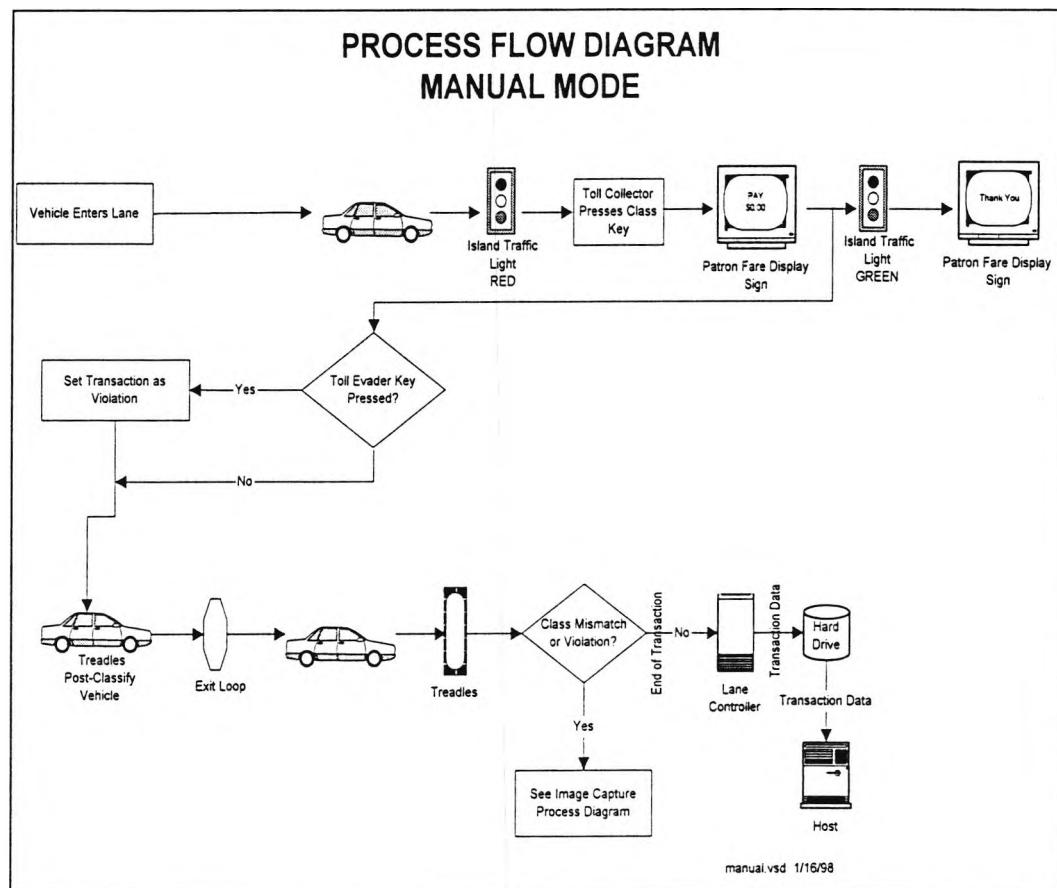
1.7 Lane Types

The Cross Island Parkway Electronic Toll Collection System utilizes two types of lanes:

- Attended AVI
- AVI / Unattended / Automatic

1.7.1 Attended AVI / Manual

- Lanes are configured for both manual and AVI Toll Collection
- Automatic Coin Machines (ACM) can be added to these lanes at a future date

1.7.2 AVI / Unattended / Automatic

- Permit the customer to use either AVI or ACM payments
- The ACM collects tolls by means of an automatic coin machine mounted to the Toll Collector booth
- The customer swipes a credit card through a card reader and inputs a personal identification number on a keypad
- The AVI / Unattended / Automatic lanes may be operated as unattended only

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1.8   ETC Personnel Overview

1.8.1   Customer Service Representative

- Works at the Service Center selling the Palmetto Pass
- Updates / closes customer accounts
- Takes replenishments from customers
- Reviews violation images

1.8.2   Toll Collector

- Works in the toll booth, classifies vehicles, takes toll payments, gives receipts and directions to main landmarks
- Responsible for collecting and accounting for all toll payments received

1.8.3   Senior Toll Collector

- Works in the absence of the Plaza Shift Supervisor as required
- Works in the toll booth, classifies vehicles, takes toll payments, gives receipts and directions to main landmarks
- Responsible for collecting and accounting for all toll payments received

1.8.4   Account Clerk

- Prepares seed / device bags for Toll Collectors and Customer Service Representatives
- Counts and records deposits of toll collections from Toll Collectors and payments from Customer Service Representatives
- Prepares toll revenue for deposit
- Records all incoming and outgoing revenue transactions in the system
- Performs general office duties

1.8.5 Application System Administrator

- Establishes system security controls for all personnel
- Updates and monitors system tables
- Monitors communications between Host and PC
- Performs backup, recoveries, and system connections

1.8.6 Maintenance Personnel

- Perform preventive maintenance
- Perform maintenance on the toll collection equipment
- Coordinate and monitor activities of maintenance subcontractors

1.8.7 Toll Operations Manager

- Responsible to the SCDOT for toll operations
- Ensures that toll payments are collected and revenue is accounted for
- Responsible for the complete oversight and operation of the toll plaza

1.8.8 Office Manager

- Performs Human Resources tasks as required
- Performs supervision of Service Center operations
- Reviews AVI revenue reports for inconsistencies
- Maintains inventory of all equipment and supplies

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1.8.9   Toll Superintendent

- Oversees the duties of Toll Collectors and Customer Service Representatives

- Performs non-routine activities and addresses customer inquiries

- Enters maintenance requests and follow up

- Monitors toll lane activity / Service Center activity

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2. Electronic Toll Collection Equipment Overview

2.1 AVI Equipment
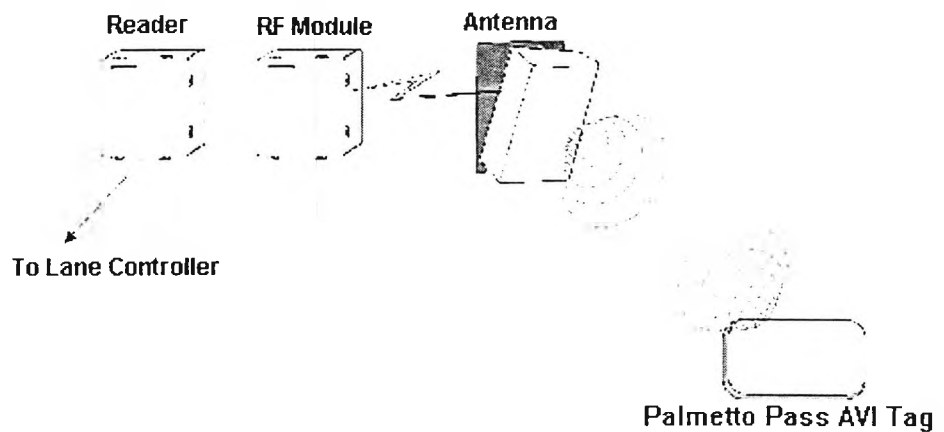
2.1.1 Description

The AVI subsystem consists of:

- AVI transponders (Palmetto Pass)
- Programming units
- Antenna, Radio Frequency (RF) Modules
- AVI reader devices

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Proprietary Data

2.1.2　Location in Lane / Plaza

- The AVI transponder is affixed to the patron's vehicle windshield or the front license plate. The patron can obtain a transponder from the Cross Island Parkway Service Center.

- The Programmer unit is located at the Service Center.

- The AVI antenna is located strategically in the lane so that it can capture the signal from the transponders.

- The RF module is located in the roadside AVI reader device cabinet.

- The AVI reader device is located in the roadside AVI reader device cabinet.

- The AVI equipment is located at the Cross Island Parkway Plaza, Spanish Wells Road ramp and Marshland Road ramp.

2.1.3　Purpose

- The transponder is the device that customers affix to either a windshield or front license plate. The device confirms a customer's account balance and decreases the account at each use by the amount of the toll.

- The programmer unit is used to enter an ID code into the transponder itself. This is done at the Service Center before issuing a transponder to the customer.

- The AVI antenna is mounted in the lane and is used to transmit and receive transponder class and account data. It interfaces with the RF module to read the signal that is sent from the transponder and sends it to the AVI reader device.

- The RF module interfaces with the AVI antenna and generates a continuous wave-signal off the antenna. When a vehicle bearing a transponder enters a lane and comes into range of the signal, the transponder detects and transmits a signal back to the antenna. The RF module accepts and transfers the return signal and sends it to the AVI reader.

- The AVI reader device reads information from the transponder mounted on the vehicle and transmits it to the Lane Controller for ID verification and sufficient account balance check. Once Lane Controller account verification is complete, the Lane Controller brings about the appropriate Patron Fare Display and Traffic Control Light (red, amber, or green).

2.2   Automatic Coin Machines (ACM)

2.2.1   Description

- The Automatic Coin Machine (ACM) can be either freestanding or mounted on the side of a tollbooth. Collected coins are stored in an internal vault.

- An ACM is equipped with:

  ⇒ Patron "Payment Received" Fare Display screen

  ⇒ Coin Hopper

  ⇒ Escrow window which can hold up to ten (10) quarters

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2.2.2   Location in Lane / Plaza

- The ACM is mounted in a stand-alone cabinet.
- It is located only at the Spanish Wells Road and Marshland Road ramps.

2.2.3   Purpose

- The ACM can detect coin diameter, thickness, and metallic content.
- As coins are deposited, the Patron Fare Display decrements the initial toll due by the value of each coin deposited.
- The Patron Fare Display delivers toll messages to the patron.
- Once coins are processed, up to 10 quarters are held in the escrow window, then dropped into the internal vault in the lower section of the ACM cabinet.

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2.3   4 Contact Treadles
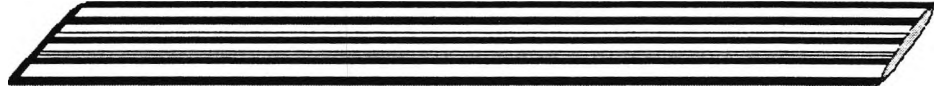
2.3.1   Description

Treadles are devices that are either 8' or 10' long and approximately 12" in width with either two or four contact treadles. The treadles used at the SCDOT are 4-contact.

Treadles are strategically embedded in the roadway in a toll lane and resemble black rubber pads.

2.3.2   Location in Lane / Plaza

Treadles are located at the exit of each toll lane.

Treadles are located at the entrance and exit of the bi-directional lanes.

2.3.3   Purpose

- Treadles classify a vehicle by registering the number of axles.
- Each exit lane has a four-contact treadle.
- The contact treadle detects forward and backward motion of a vehicle's tires as they cross the treadle.
- If a two-axle vehicle crosses the treadle in a forward motion, two forward axles are registered, and if a two-axle vehicle crosses the treadle in reverse, two reverse axles are registered.
- This is important for auditing purposes, particularly when there is a violation or unusual occurrence.

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2.4   Vehicle Detector Entry & Exit Loops
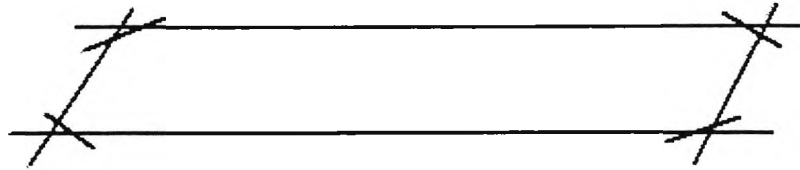
2.4.1   Description

- A Vehicle Detector Loop is a device that is embedded into the pavement that forms a closed circuit loop.
- The Vehicle Detector Loop's electronic properties change when a metallic presence is detected.
- The Vehicle Detector Loop is monitored by the vehicle loop detector and outputs a presence signal when it senses metal.

2.4.2   Location in Lane / Plaza

Vehicle Detector Loops are located:
- At the entrance and exit of multi-mode lanes
- At the exit of all lanes

2.4.3   Purpose

- When a vehicle enters the lane, the entry Vehicle Detection Loop enables various lane devices:
    ⇒   The AVI equipment
    ⇒   The Lane Controller, advising that there is a vehicle in the lane

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- When the vehicle exits over the **Exit Vehicle Detection Loop**, the following changes occur:

  ⇒ The island traffic light changes to red

  ⇒ The VES camera takes an image capture of the license plate

  ⇒ Lane signs return the lane to open status, ready for the next vehicle

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2.5   Vehicle Separator Device — SAM Unit
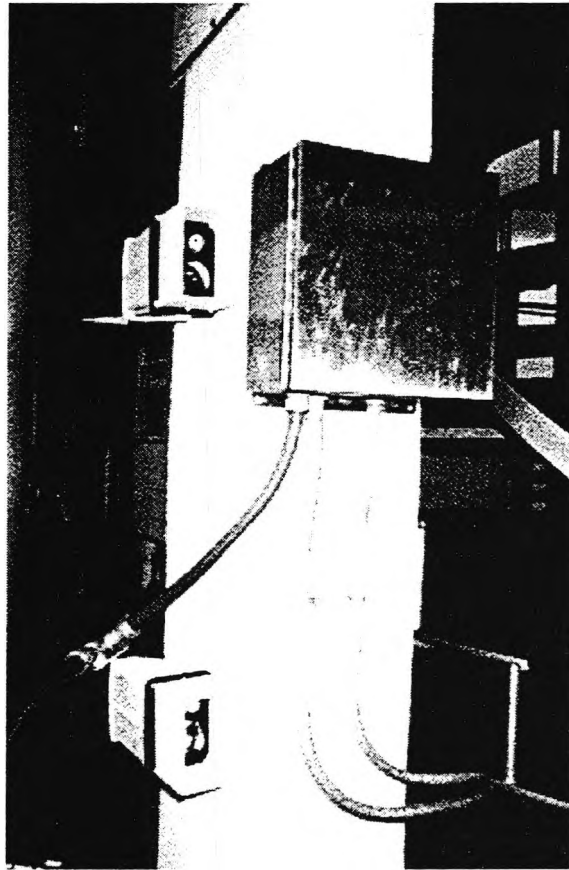
2.5.1   Description

Sensing and Activating Module (SAM) is an infrared laser device. The modulated laser light is transmitted across the toll lane and reflected back from any object that it views. The output is transmitted to the lane controller for processing.

The **SAM** is able to detect the following:

- Presence of a vehicle
- Direction of travel
- Velocity
- Height

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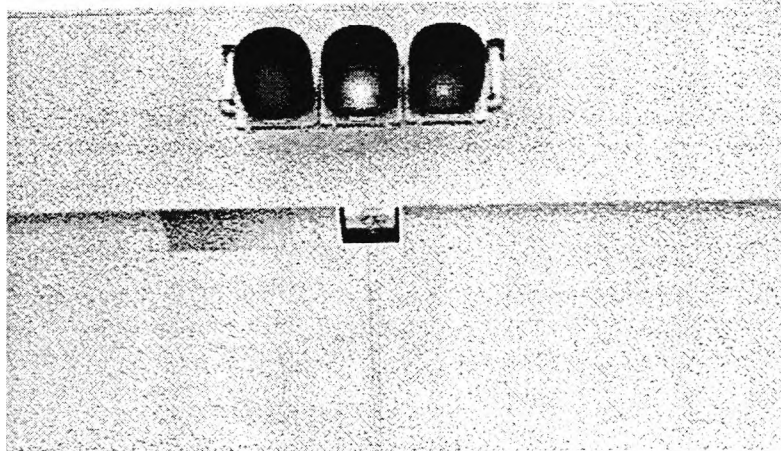
2.5.2   Location in Lane / Plaza

The **SAM** is located:

- In each multi-mode lane
- At the collection point of the toll lane

2.5.3   Purpose

- SAM detects the separation between vehicles.
- The data output is compared with the pre-classification information in the lane controller and ensures that the class of tag read matches the classification of the vehicle.

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2.6 Canopy Traffic Light (Red / Amber / Green)

2.6.1 Description

The **Canopy Traffic Lights** are visual traffic control devices that consist of a RED, AMBER and GREEN light.
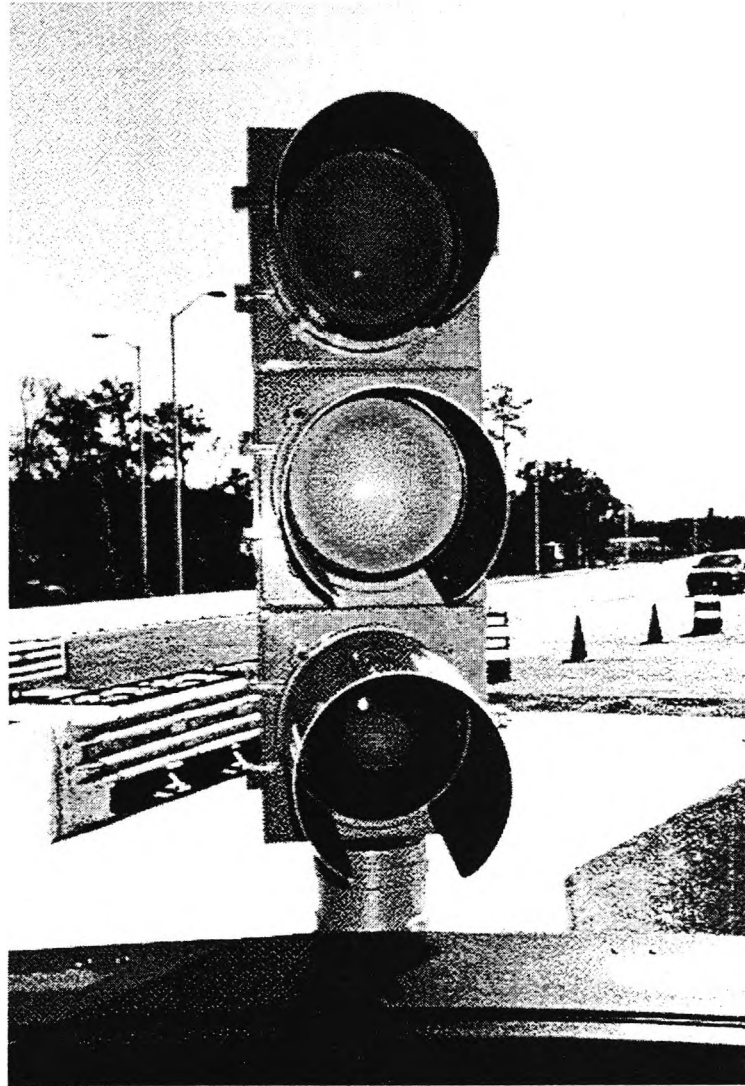
2.6.2 Location in Lane / Plaza

The Canopy Traffic Lights are located:

- Mounted on the Plaza Canopy above the toll lane
- Mounted on both the north and south sides of the canopy in the bi-directional lanes

2.6.3 Purpose

- The Canopy Traffic Light alerts approaching drivers as to the lane status
    ⇒ GREEN - OPEN for manual toll collection and AVI
    ⇒ Flashing AMBER - OPEN for AVI only
    ⇒ RED - CLOSED

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Proprietary Data

2.7   Island Traffic Signal

2.7.1   Description

- The Island Traffic Signal is a three-light visual, traffic control signal.
- The Island Traffic Signal consists of a RED light, an AMBER light, and a GREEN light.

2.7.2   Location in Lane / Plaza

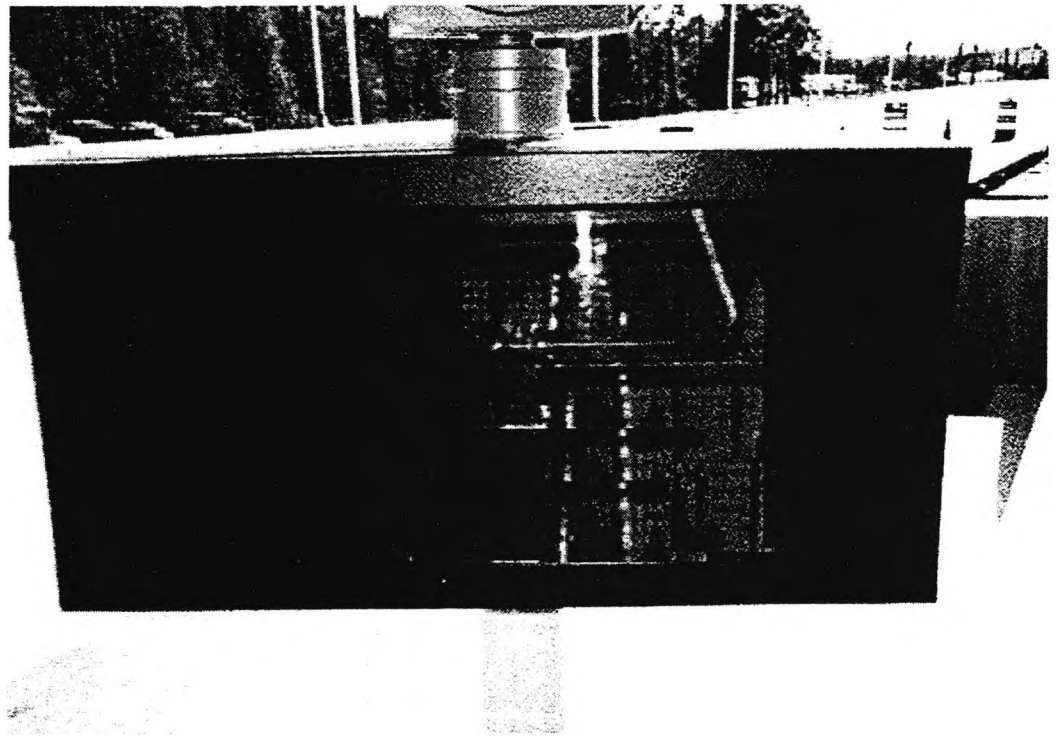The Island Traffic Signal is located at the end of each toll lane.

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2.7.3   Process

2.7.3.1   Cash Lanes

- The Island Traffic Signal is RED when a vehicle enters the lane.
- The GREEN light is triggered by a successful toll collection.
- The Island Traffic Signal turns RED again once the exit loop registers the vehicle's exit.
- The RED violation beacon and the sound alarm activate when a toll violation is registered.

2.7.3.2   AVI Dedicated Lanes

- The Island Traffic Signal is AMBER when a vehicle enters the lane.
- The GREEN light is triggered by a successful identification of the AVI Transponder.
- The Patron Fare Display notifies the user of a Low Balance or other problem with the AVI account.

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2.8   Patron Fare Display

2.8.1   Description

- The **Patron Fare Display (PFD)** is a multi-flip, dot matrix display.
- The device uses magnetic fields and rotating magnetic disks to display messages.

2.8.2   Location in Lane / Plaza

The PFD is located on the left exit side of each toll lane.

2.8.3   Purpose

The **Patron Fare Display** indicates customer tolls in dollars and cents and exhibits certain messages:

⇒ "**Low Balance**" in the AVI lanes

⇒ "Thank You." The information displayed is determined by the signals sent from the lane controller.

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2.9　Lane Controller Cabinet
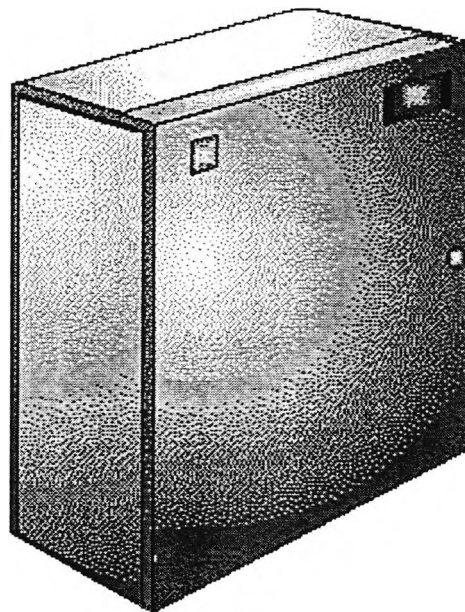
2.9.1　Description

- The **Lane Controller** consists of a Pentium 586 IBM compatible PC and various input and output devices.
- The PC is used to process all of the input data and generate outputs to the various lane devices such as the **Island Traffic Light,** etc.

2.9.2　Location in Lane / Plaza

The Lane Controller is located:

- In the tunnel under the Cross Island Parkway plaza.
- Within a standalone cabinet at the Spanish Wells Road and Marshland Road ramps

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2.9.3   Purpose

- The **Lane Controller** is the foundation of ALL message processing.
- The **Lane Controller** has customized software that controls the peripheral lane equipment.
- It is the processor which interfaces between the plaza computer and lane equipment
- The **Lane Controller** is responsible for monitoring activity in the lane and for providing the appropriate output signals to the lane equipment

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Proprietary Data
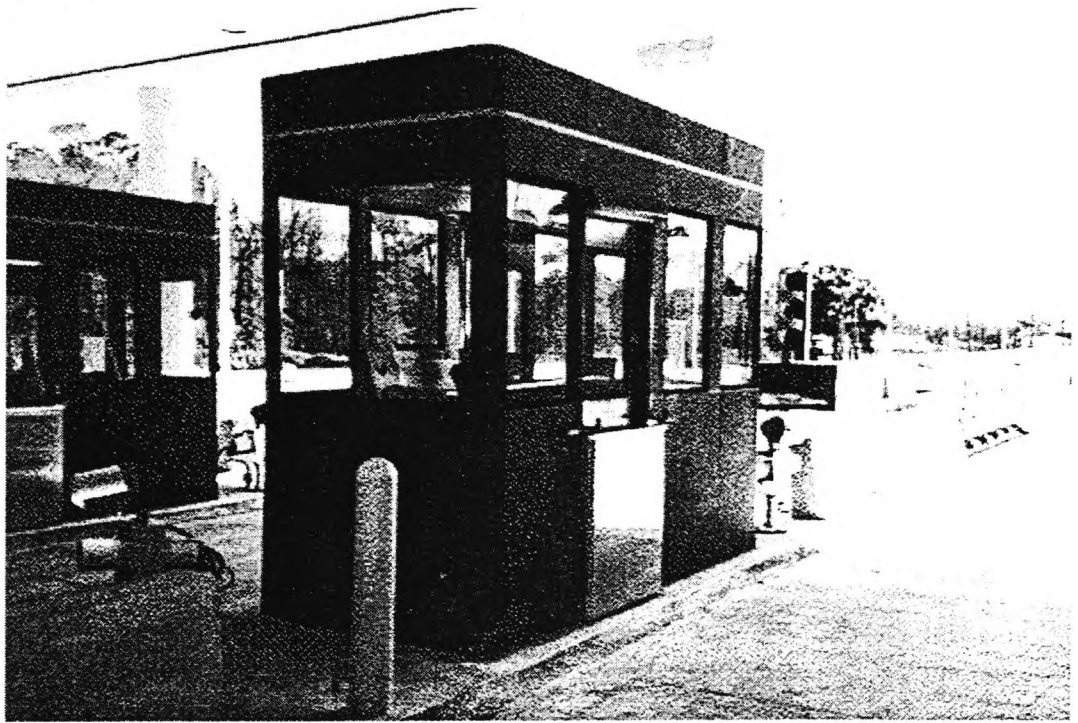
2.10 Toll booth

2.10.1 Description

- The **Toll booth** is the structure that houses the following toll collection equipment:
    - ⇒ Touchscreen
    - ⇒ Magnetic Swipe Card Reader
    - ⇒ Receipt printer
    - ⇒ cash drawer
    - ⇒ security alert system
    - ⇒ and all other equipment necessary to operate these lanes manually
- The **Toll booth** is constructed of stainless steel

2.10.2 Location in Lane / Plaza

- The **Toll booths** are located:
    - ⇒ In manual and mixed mode lanes
    - ⇒ On the islands at the collection point
    - ⇒ At the Cross Island Parkway plaza only

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2.10.3 Purpose

- The **Toll booth** houses the Touchscreen and the Receipt Printer
- The **Toll booth** is where the Toll Collector is stationed during the working shift

2.11 Magnetic Swipe Card Reader
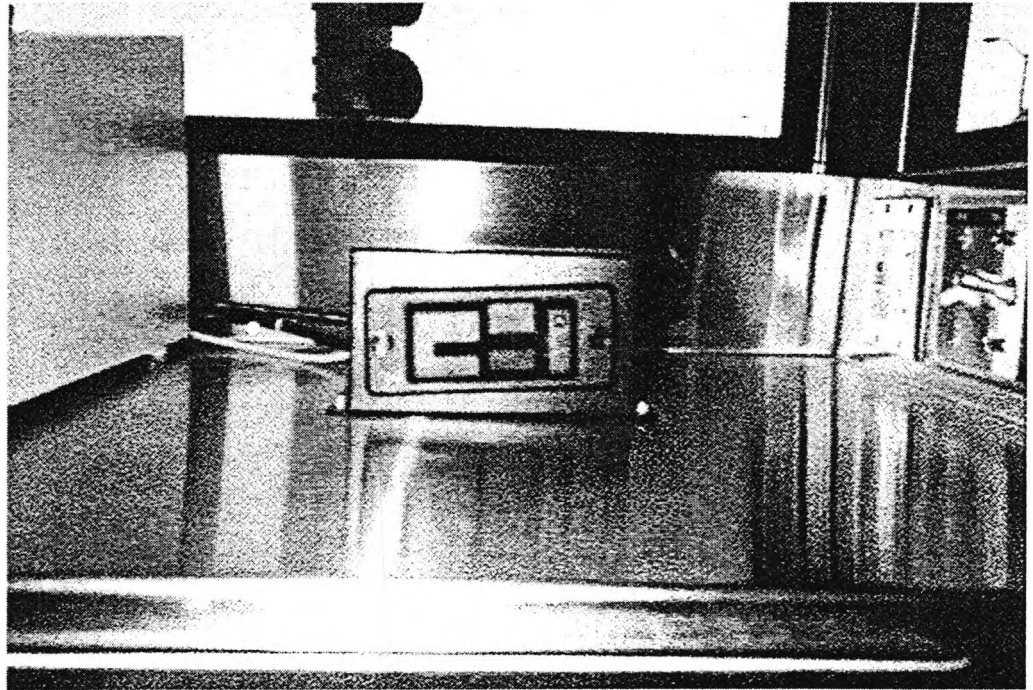
2.11.1 Description

- The **Magnetic Swipe Card Reader** is comprised of a single reader mounted in the proximity of the Manual Lane Terminal
- The **Magnetic Swipe Card Reader** interfaces with the Lane Controller

2.11.2 Location in Lane / Plaza

The Magnetic Swipe Card Readers are located in the Toll booths of all Cross Island Parkway Plaza lanes

2.11.3 Purpose

The Magnetic Swipe Card Reader is used by the Toll Collectors and other Cross Island Parkway personnel:

- To login into the Lane Controller
- To conduct toll transactions involving any future use of a swipe card

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2.12   Toll Collector Touchscreen
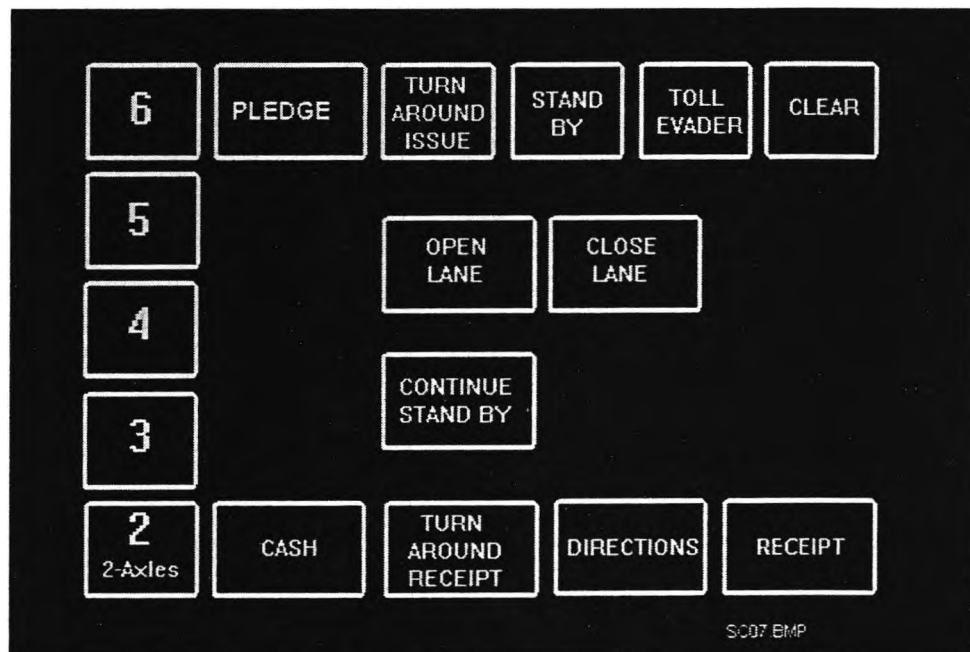
2.12.1   Description

- The Touchscreen is an LCD display that uses an infrared grid to perform the touch location.
- The Touchscreen is housed in a rugged, water-tight housing, suitable for use in the toll environment.
- The Touchscreen interfaces with the Lane Controller PC.

2.12.2   Location in Lane / Plaza

- The Touchscreen is located:
  ⇒ In every manual toll collection lane
  ⇒ At the Cross Island Parkway Plaza only

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2.12.3   Purpose

- The Touchscreen features a screen display of buttons.
- By touching the appropriate button on the Touchscreen, the Toll Collector can:
  - ⇒ Classify vehicles
  - ⇒ Generate patron receipts upon request
  - ⇒ Open remote gates
  - ⇒ Perform a variety of other functions

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Proprietary Data

2.13 Receipt Printer
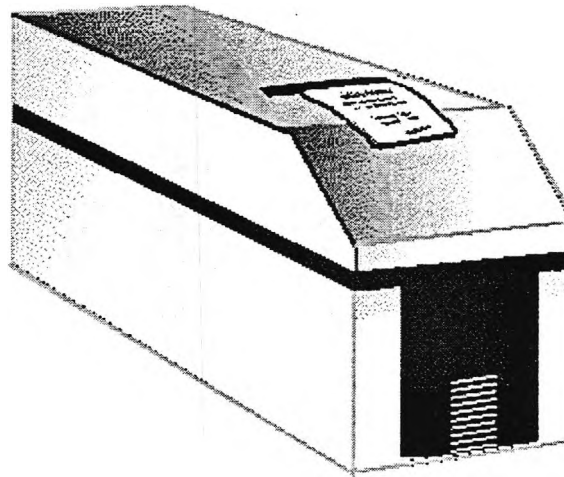
2.13.1 Description

- The **Receipt Printer** outputs paper receipts upon request
- The **Receipt Printer** is a dot matrix printing mechanism

2.13.2 Location in Lane / Plaza

- The **Receipt Printer** is located:
    ⇒ In all manual lanes
    ⇒ On the counter beside the Toll Collector Touchscreen

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SC_DOT\UserManual\Rev_1.0\Plaza_Host\Chap_2.doc   **Electronic Toll Collection Equipment Overview • 2-21**
Proprietary Data

2.13.3 Purpose

- The **Receipt Printer** provides a paper receipt upon request
- Upon request, directions to specific locations can be printed out on the back of the receipts
- The Toll Collector issues the receipt command to the **Receipt Printer** from the Touchscreen.
- When the paper supply is low, a "paper low" message displays on the Toll Collector Touchscreen.
- Only the Plaza Shift Supervisor or maintenance personnel will change the paper in the **Receipt Printer**.

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SCDOT Plaza/Host User Manual Rev. 1.0
SC_DOT\UserManual\Rev_1.0\Plaza_Host\Chap_2.doc   **Electronic Toll Collection Equipment Overview • 2-22**
Proprietary Data
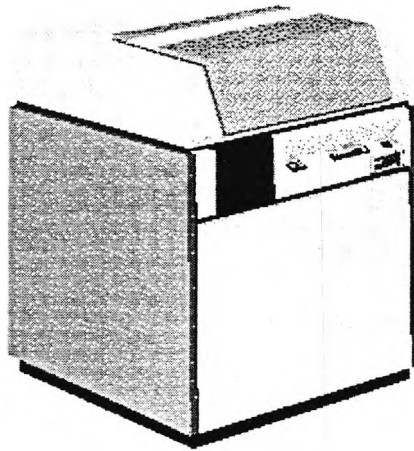
2.14   Coin Counter

2.14.1   Description

- The Coin Counter is a specialized piece of equipment that counts coins.
- The Coin Counter detects the size of all coins and count them.
- The equipment is connected to the system to record the amounts for auditing purposes.

2.14.2   Location in Lane / Plaza

The **Coin Counter** is located in the Cross Island Parkway Operations building.

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SCDOT Plaza/Host User Manual Rev. 1.0
SC_DOT\UserManual\Rev_1.0\Plaza_Host\Chap_2.doc   **Electronic Toll Collection Equipment Overview • 2-23**
Proprietary Data

2.14.3 Purpose

- The **Coin Counter** is used by the Toll Collectors to count coin revenue collected in the lanes.

- The **Coin Counter** is used by the Toll Superintendent to count the coins deposited in the ACMs.

- The **Coin Counter** is used by the Account Clerk to verify the coin deposits of the Toll Collectors.

- Coins are accurately recognized by denomination and counted.

- The totals are recorded by the system.

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SCDOT Plaza/Host User Manual Rev. 1.0
SC_DOT\UserManual\Rev_1.0\Plaza_Host\Chap_2.doc   **Electronic Toll Collection Equipment Overview • 2-24**
Proprietary Data

2.15   Closed Circuit Television — "CCTV" Camera
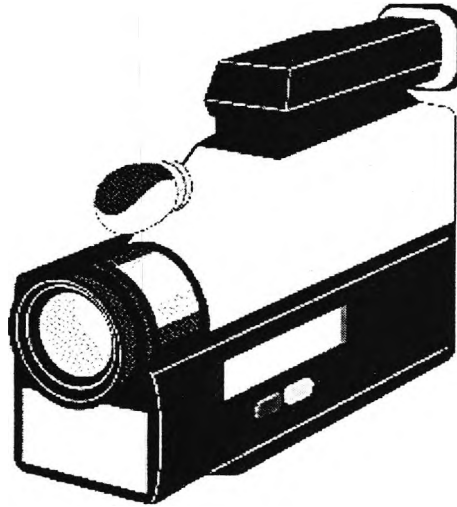
2.15.1   Description

Closed Circuit Television (CCTV) is a system of cameras that allow the images being captured to be viewed on a television screen.

2.15.2   Location in Lane / Plaza

- The **CCTV cameras** are located:
  - ⇒ In strategic locations around the plaza and remote ramps
  - ⇒ In the counting, vault and other rooms within the Operations Building
  - ⇒ In the Cross Island Parkway plaza tunnel

2.15.3   Purpose

- **CCTV cameras** are strategically located to record accesses to the building, toll collection lanes, and counting room activities
- The **CCTV** system is used primarily for security purposes

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SC_DOT\UserManual\Rev_1.0\Plaza_Host\Chap_2.doc   Electronic Toll Collection Equipment Overview • 2-25
Proprietary Data

2.16 Violation Image Capture Camera
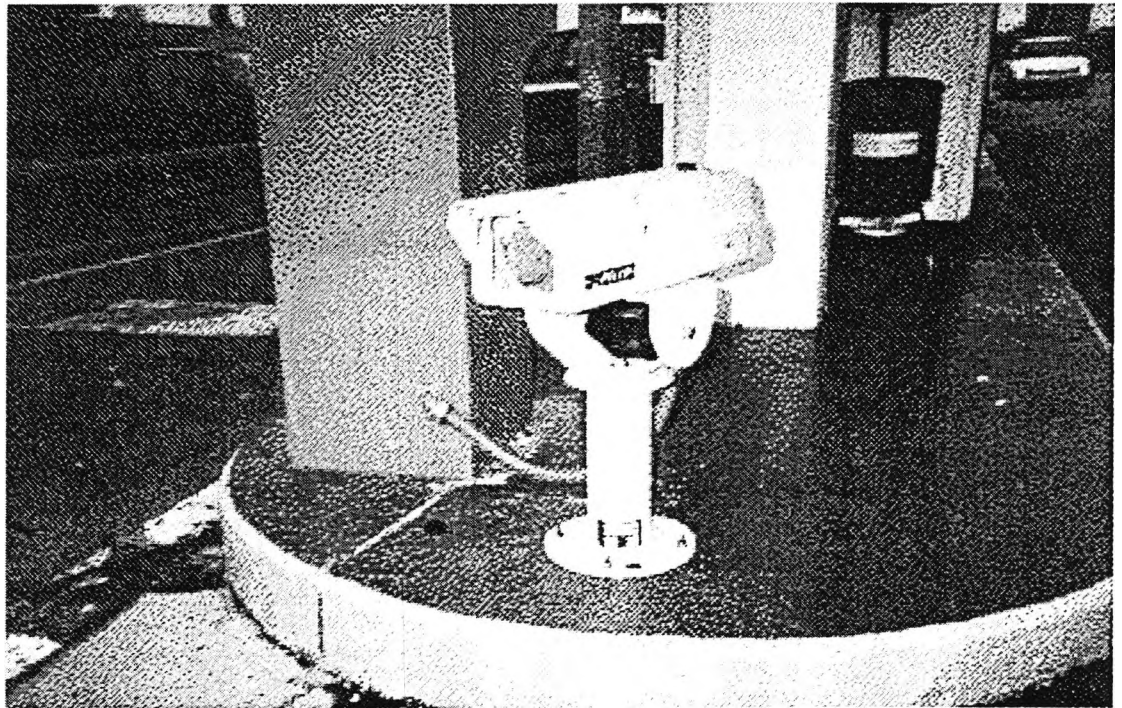
2.16.1 Description

- The **Violation Image Capture Camera** is a specialized camera that captures digitized images when triggered by pre-specified criteria
- The **Violation Image Capture Camera** is encapsulated in a heavy duty housing to protect the camera from damage

2.16.2 Location in Lane / Plaza

- **Violation Image Capture Cameras** are:
  ⇒ Located in each lane
  ⇒ Attached to the island, beyond the Toll booth

2.16.3 Purpose

- The **Violation Image Capture Camera** captures the back of each vehicle as it leaves the lane

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SC_DOT\UserManual\Rev_1.0\Plaza_Host\Chap_2.doc   Electronic Toll Collection Equipment Overview • 2-26
Proprietary Data

- The system records vital information that is stored with each capture:
  - $\Rightarrow$ date and time of day
  - $\Rightarrow$ plaza and lane number

2.17 PC Workstation
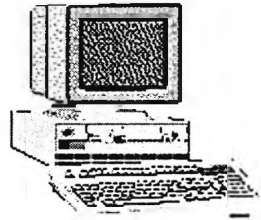
2.17.1 Description

- The standard **PC workstations** at the Cross Island Parkway Operations Building and satellite service center locations are:
  - ⟹ 120 Mhz Pentium Processors
  - ⟹ 16 mb RAM
  - ⟹ 1.2 GB Hard Drive
  - ⟹ 8X speed CD ROM

2.17.2 Location in Lane / Plaza

- The **PC workstations** are located:
  - ⟹ In the Service Center,
  - ⟹ In Toll Operations Manager's offices,
  - ⟹ At the Toll Superintendent's office,
  - ⟹ At the Maintenance Shop
  - ⟹ At the Toll Collector deposit area.

2.17.3 Purpose

The **PC workstations** are connected through the network to the Alpha host system. The workstations support the application software and communicate with the host to access and supply new data to and from the various databases.

2.18   Alpha System
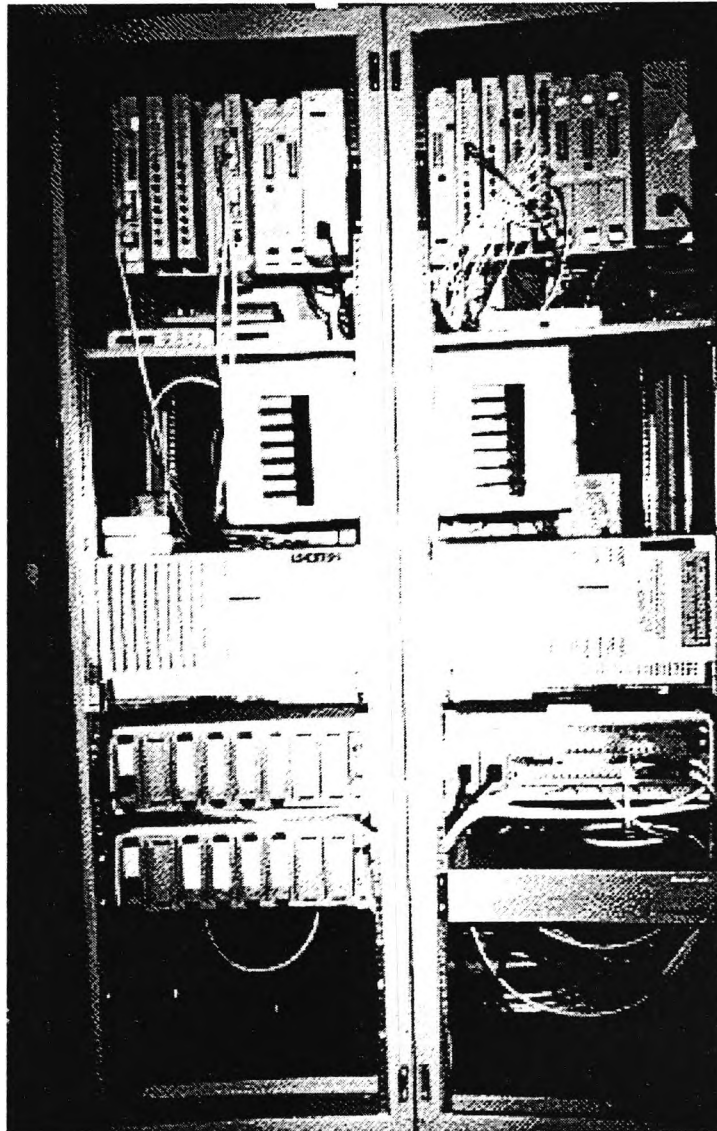
2.18.1   Description

- The **Alpha** is the host system used by the Cross Island Parkway to support the causeway's computerized system.

  ⇒ Digital Alpha server 1000

  ⇒ 256MB RAM

  ⇒ 20GB Tape

  ⇒ Disks

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SC_DOT\UserManual\Rev_1.0\Plaza_Host\Chap_2.doc   **Electronic Toll Collection Equipment Overview • 2-29**
Proprietary Data

◊	1	RAID-5	17.1GB
◊	1	STRIPE	8.6GB
◊	1	SHADOW	4.3GB

2.18.2   Location in Lane / Plaza

The **Alpha System** is located at the Cross Island Parkway Operations Building.

2.18.3   Purpose

- The **Alpha System** is the host system that supports the Cross Island Parkway computerized Electronic Toll Collection System. The host system houses the 'brains' that receive, process, and store all of the information that is sent through the different peripherals to the host. The peripherals include:

  ⇒ The toll collection equipment,

  ⇒ The lane controllers,

  ⇒ The service center,

  ⇒ VES and administrative workstations

  The databases are configured to be able to store and retrieve data upon request. This allows the county to provide a completely auditable system that tracks the funds from the point that a customer pays his / her toll to the deposit of that toll into the bank.

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SC_DOT\UserManual\Rev_1.0\Plaza_Host\Chap_2.doc   **Electronic Toll Collection Equipment Overview • 2-30**
Proprietary Data

3. Plaza

3.1   Supervise and Monitor Lane Activity

The Supervisor Lane Monitor is the software application that allows the Plaza Supervisor to perform the following functions:

- View, in real time, a continuously updating display that enables full plaza / lane monitoring
- View details of current lane transactions as they are generated
- View details of current toll transactions as they are generated
- View all current lane messages as they are generated
- View the transaction history for the past 24-hour period for lane(s)
- View the message history for the last 24 hours for lane(s)
- From the Lane Controller function:
  - ⇒ Select the target lane
  - ⇒ Access and change Lane Controller commands
  - ⇒ Access and change Vault commands
- View, in graph format, the number of vehicles that travel through the lanes per hour within the past 24-hour period

3.1.1   Access

1. Click on to access the Plaza Supervisor application. The following screen is displayed:

2. Press to quit the application.

3. 2 Lane Information / Current Transaction

3. 2.1 Purpose

The Lane Information / Current Transaction screen is a real time, continuously updating display of all transactions as they are generated in the lane.

This screen enables the user to view all lane information / current transactions in each Active Lane, or displays the last four transactions occurring in one particular lane.

Direction All ▼   Lane Info/Current Tx

Lane	Dir	Mode	State	Col	Tx Time	Vault	V1%	V2%	Pre	Pst	AXL Col	Tag	Act	Rev	TA	Amount	VL	Transponder	Status
001	S								0	0	0	0	0	N/A		$.00	N/A	N/A	
002	S								0	0	0	0	0	N/A		$.00	N/A	N/A	
003	S								0	0	0	0	0	N/A		$.00	N/A	N/A	
004	S								0	0	0	0	0	N/A		$.00	N/A	N/A	

3. 2.2 Process

1. Click on Direction All ▼ at the top left of the screen to choose the direction of the lanes to be viewed. The options available to the user are:

   - All
   - North
   - South
   - East
   - West

2. Click on the lane to be monitored. The selected lane changes to green, displaying corresponding details.

   The information is color-coded for easy interpretation. Following are some examples of the color coding for lane modes:

   - Open in AVI Mode — Lane ID Box Flashes Yellow
   - Closed Mode — Lane ID Box is Solid Red
   - Standby Mode — Mode Box Flashes Red
   - Violation — VL Box Flashes Red

3. Use the ▣ to navigate up and down for a particular lane / transaction within the Current Transaction screen.

3. 3   Toll Transaction

3. 3.1   Purpose

The Toll Transaction screen enables the Plaza Supervisor management personnel to view a real time, continuously updating display of all toll transactions as they are generated in the lane.

These transactions are selectively available by lane or plaza for Cross Island Parkway Plaza and are automatically displayed in the Toll Transaction screen. This screen enables the user to view the last four transactions occurring.

Lane	Transaction Number	Time	Pre	Pst	AXL Col	Tag	Act	Rev	TA	Amount	Transponder	Status	VL

☐ Show All Lanes   Toll Transactions   Visible Rows: 4 ▾

3. 3.2   Process

1. The last four transactions generated in the lane selected from the Lane Information / Current Transaction screen are automatically displayed and monitored for real-time toll transaction data.

    The information in the selected lane is color-coded for easy interpretation. Following are examples of the color coding for lane modes:

    *   Misclass — Whole Row is Yellow

    *   Violation — Whole Row is Red

    *   Violation / Misclass — Whole Row is Red

2. To view all open lanes, click on ☐ Show All Lanes located at the top left of the screen.

3. To change the number of rows visible on the screen, click on Visible Rows: 4 ▾ located at the top right of the screen. This will enable the user to choose the number of rows to be viewed. Changing visibility of rows to more than four in one screen (Toll Transactions) will diminish the visibility of rows in other screens (Lane Messages).

3.4 Lane Message

3.4.1 Purpose

The Lane Message screen enables the user to selectively view, by lane or plaza for the Cross Island Parkway Plaza, the most current messages sent to a lane. These messages are automatically displayed and continuously updated in the Lane Message screen.

☐ Show All Lanes	Message History	Visible Rows: 4 ▼
Lane	Date/Time	Message
Cross Island Pkwy	N/A	14-Apr-1998 10:07:35

3.4.2 Process

1. The last four transactions generated in the lane selected from the Lane Information / Current Transaction screen are automatically displayed and updated continuously for all Lane Message information.

2. To view all open lanes, click on ☐ Show All Lanes located at the top left of the screen. This will enable the user to view the most current Lane Messages from all open lanes.

3. To change the number of rows visible on the screen, click on Visible Rows: 4 ▼ located at the top right of the screen This will enable the user to choose the number of rows to be viewed. Changing visibility of rows to more than four in one screen (Toll Transactions) will diminish the visibility of rows in other screens (Lane Messages).

3.5 Transaction History
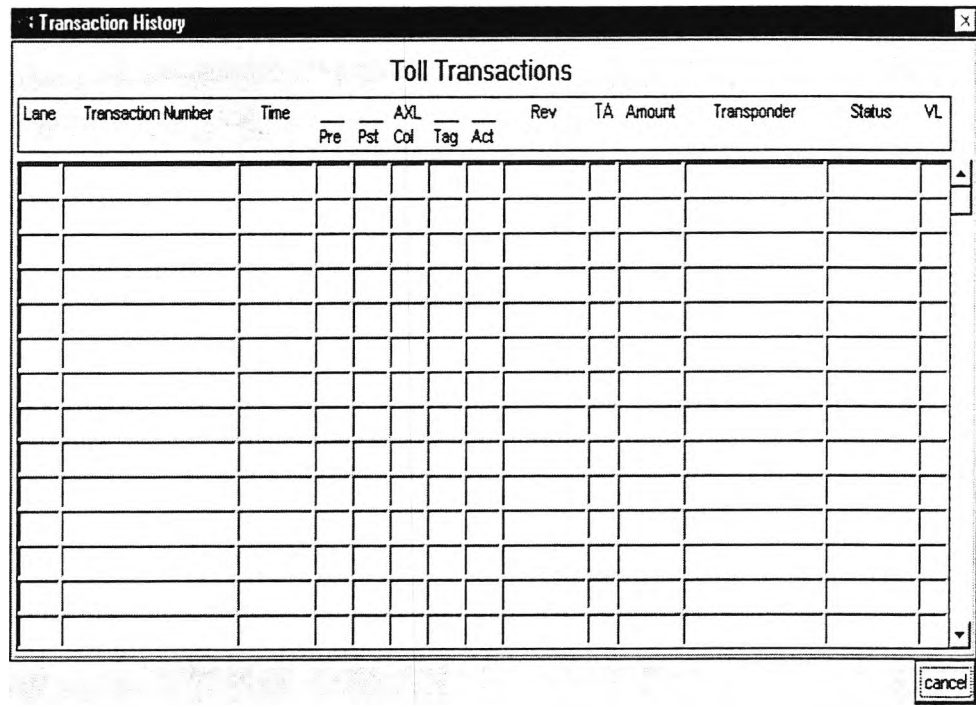
3.5.1 Purpose

The most current toll transactions are continuously updated and automatically displayed in each lane. This screen enables the user to selectively view more real time transactions than the Current Transactions Display allows on the Main Plaza Supervisor Screen.

3.5.2 Access

Click on ▦ Trans History . The following screen will be displayed:

| : Transaction History | | | | | | | | | | | | | | | | [x] |

Toll Transactions

Lane	Transaction Number	Time	Pre	Pst	AXL Col	Tag	Act	Rev	TA	Amount	Transponder	Status	VL

cancel

3. 5.3   Process
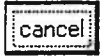
1. The selected lane from the Lane Information / Current Transaction screen is automatically displayed and monitored for a history of all toll transaction details.

    The information in the selected lane is color-coded for easy interpretation. Following are examples of the color coding for lane modes:

    - Misclass — Whole Row is Yellow
    - Violation — Whole Row is Red
    - Violation / Misclass — Whole Row is Red

2. Use the ▦ to navigate up and down for a particular lane / transaction within the Transaction History screen.

    Once in the Transaction History screen, the user is not required to do anything to view the contents. The information is automatically displayed.

3. Press cancel to return to the main Plaza Supervisor screen.

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Proprietary Data

3. 6   Message History
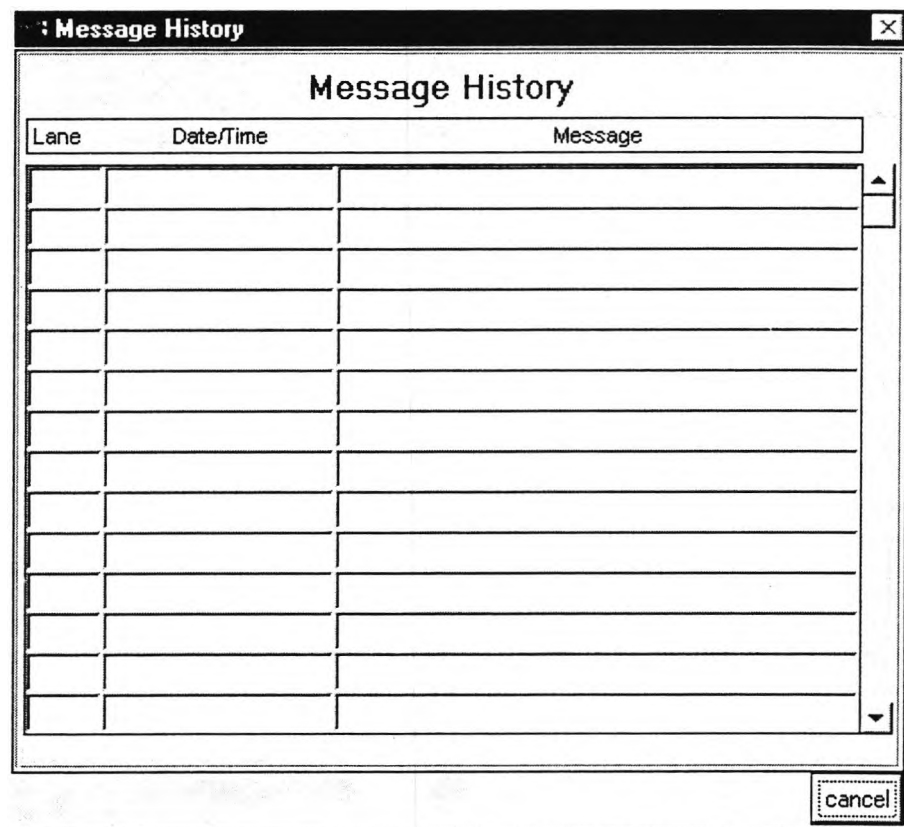
3. 6.1   Purpose

The most current messages are continuously updated and automatically displayed by lane or plaza for the Cross Island Parkway Plaza. This screen allows the user to selectively view real time messages for a more extensive time frame than the Lane Messages Display allows on the Main Plaza Supervisor Screen.

3. 6.2   Access

Click on [Msg History]. The following screen will be displayed:

3. 6.3   Process

1. The selected lane from the Lane Information / Current Transaction screen is automatically displayed and monitored for a history of all messages sent to the lane.

2. Use the ▣ to navigate up and down for a particular lane within the Lane Message screen.

    Once in the Lane Message screen, the user is not required to do anything to view the contents. The information is automatically displayed.

3. Press cancel to return to the main Plaza Supervisor screen.

3.7   Lane Controller
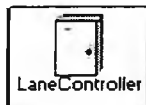
3.7.1   Purpose

When a lane is selected through the Main Plaza Supervisor screen, the Lane Controller screen permits the Plaza Supervisor to activate any of the following functions:

- Select Target Lane
- Select Lane Mode
- Change Lane Status
- Change Gate Status
- Select position of Camera
- Initiate status of Vault

3.7.2   Access

Click on [LaneController icon]. The following screen will be displayed:

3.7.3 Process

1. To change the status of all lanes, click on `Target Lane: [002        ▼]` .and choose **All.** Otherwise, the system defaults to the lane originally selected in the Main Plaza Supervisor screen, as displayed.

2. Use the ⊙ to select the **Lane Mode** and **Lane State.**

3. Use the ⊙ to select the **Gate State** and **Camera** position.

4. Click on ⌐ Reset Devices to return devices to neutral position.

5. In the **Vault Commands** section, click on the ⌐ to **Switch Vaults** or to **Release Vaults.**

6. Once the selections have been made, press `Send Command`. This will enable the processing of the selections to the target lane.

7. Press `[cancel]` to return to the main Plaza Supervisor screen.

3.8 Trends

3.8.1 Purpose

The trend display provides statistics for the past 24 hours in a continuously updated and automatically displayed graphic form. These data are selectively available for the currently Active Lane or Cross Island ParkwayPlaza.

3.8.2 Access

Click on . The following screen is displayed:
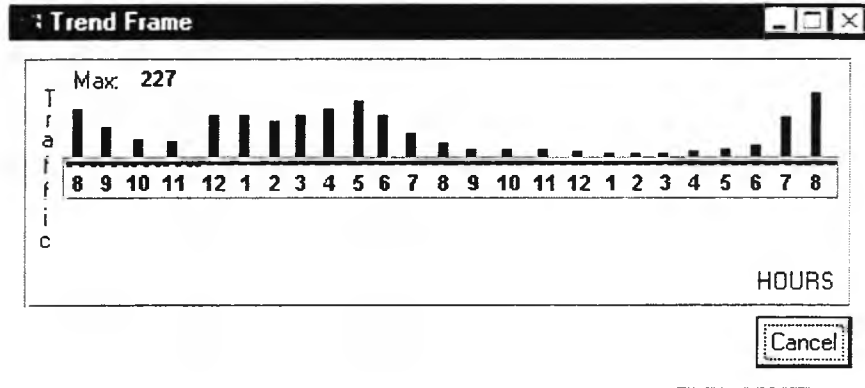
3.8.3 Process

1. The selected lane from the Lane Information / Current Transaction screen is automatically monitored and a bar graph illustrates an hourly review of the traffic Trend for the last 24 hour period.

2. Once the Trends button is selected, the user is not required to do anything to view this screen. The information is automatically displayed.

3. Press to return to the main Plaza Supervisor screen.

4. Host / Revenue & Reconciliation

4. 1 Purpose

The Host / Revenue Reconciliation application is accessed to carry out the following functions:

- Assign Seed / Revenue Bags
- Make Vault and Bank Deposits
- Reports

4. 1.1 Access

1. Click on [icon] to access the **Host / Revenue Reconciliation** application.

2. The following screen is displayed:
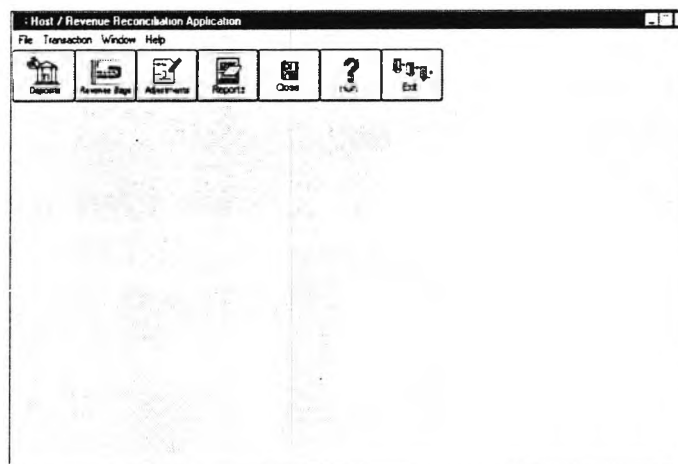
4.2   ▣▨▨▨▨▨▨   Enter Inventory

4.2.1   Access
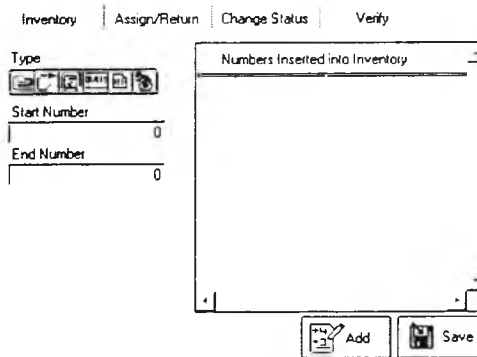
See **Access Host / Revenue Reconciliation Application,** Section 4.1.1.
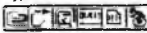
Enter into Inventory only the Revenue Bags and seals that will be given to the Plaza Supervisor.

- Click on [Revenue Bags] . The following tab folder is displayed:

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Proprietary Data
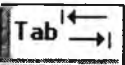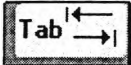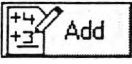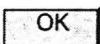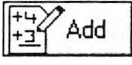
4. 2.2 Enter Revenue Bags

1. On the ▣▣▣▣▣▣ below **Type,** click on ▣ . Press [Tab ⇥] or click on **Start Number** field.

2. Enter the starting serial number of the block of Revenue Bags. Press [Tab ⇥]

3. Enter the ending serial number of the block of Revenue Bags.

4. Click on [Add] . All the Revenue Bags are displayed in the data window.
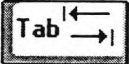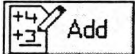
☞ **If duplicate numbers have been entered, the following ⓘ is displayed:**

Information	✕
ⓘ Duplicate number found in the database.	
[OK]	

5. Click on [OK]. Modify the information entered and click on [Add] .

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Proprietary Data
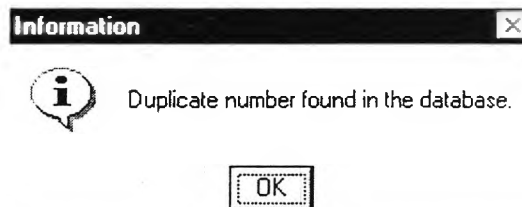
4. 2.3   Enter Seals

1. On the ![toolbar icons] below **Type,** click on ![icon] . The cursor defaults to the **Start Seal Number** field.

2. Enter the starting serial number of the block of Seals. Press ![Tab key].

3. Enter the ending serial number of the block of Seals.

4. Click on ![Add button] . All the Seals are displayed in the data window.
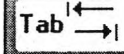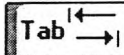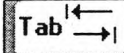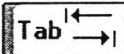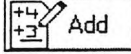
![hand pointing icon] **If duplicate numbers have been entered, the following** ![info balloon] **is displayed:**

Information	☒

(i)   Duplicate number found in the database.

[OK]
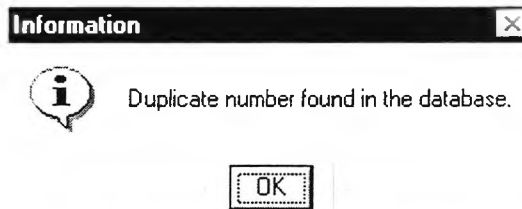
5. Click on [OK] . Modify the information entered and click on ![Add button] .

4. 2.4   Enter Vaults

1. On the ▦▦▦▦▦ below **Type,** click on ▦ . The cursor defaults to the **Start Vault Number** field.

2. Enter the first Vault number. Press ⃞Tab⃞ .

3. Enter the last Vault number. Press ⃞Tab⃞ .

4. Click on the ⃞ of the ⃞ and enter the **Vault Status.** Press ⃞Tab⃞ .

5. Enter the **Empty Weight.** Press ⃞Tab⃞ .

6. Enter the **Weight Capacity.**

7. Click on ⃞Add⃞ . All the Vaults are displayed in the data window.
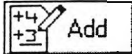
> **If duplicate numbers have been entered, the following ⃝ is displayed:**

Information	✕
ⓘ Duplicate number found in the database.	
[OK]	
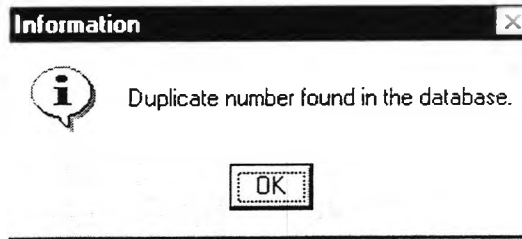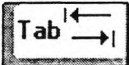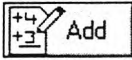
8. Click on [OK] . Modify the information entered and click on ⃞Add⃞ .

4. 2.5 Enter Device Bags

1. On the [icons] below **Type,** click on [icon] . The cursor defaults to the **Start Device Bag Number** field.

2. Enter the starting **Device Bag** number. Press [Tab key icon] .

3. Enter the ending **Device Bag** number.

4. Click on [Add icon] . All the **Device Bags** numbers are displayed in the data window.

5. Retrieve devices and put in a device bag :

   ⇒ 10 Internal Passes

   ⇒ 2 External Mount Passes

   ⇒ 10 Cards

6. Write "Devices" on the outside of the Revenue Bag.

7. Place in the vault.

[hand pointing icon] **The Devices are not entered into the system inventory.**

[hand pointing icon] **If duplicate numbers have been entered, the following** [info icon] **is displayed:**

8. Click on [OK] . Modify the information entered and click on [Add icon] .

4. 2.6   Enter Deposit Slip Numbers

1. On the ▣▱▤▤▤▤ below **Type,** click on ▦ . The cursor defaults to the **Start Deposit Slip Number** field.

2. Enter the starting Deposit Slip number. Press `Tab`.

3. Enter the ending Deposit Slip number.

4. Click on `Add` . All the Deposit Slip numbers are displayed in the data window.

If duplicate numbers have been entered, the following is displayed:

Information   ☒
ⓘ   Duplicate number found in the database.
OK

5. Click on `OK` . Modify the information entered and click on `Add` .

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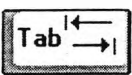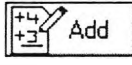
4. 2.7 Enter Bank Bags
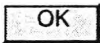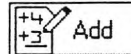
☞ Bank Bags do not have serial numbers. Seals will be used to seal the bank bags. Enter the seal that will be used to seal the bank bag. They will not be displayed in the inventory, except in the Deposit tab folder.

1. On the ⬚⬚⬚⬚⬚⬚ below **Type,** click on 📑 . The cursor defaults to the **Start Bank Bag Number** field.

2. Enter the starting Seal number to be used on the Bank Bag . Press [Tab] .

3. Enter the ending Seal number to be used on the Bank Bag .

4. Click on [Add] . All the Bank Bag numbers are displayed in the data window.

☞ If duplicate numbers have been entered, the following ⓘ is displayed:

Information ⊠

ⓘ Duplicate number found in the database.

[OK]
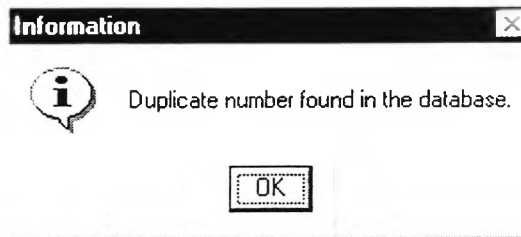
5. Click on [OK] . Modify the information entered and click on [Add] .

4. 2.8 Save Inventory Information

Click on [💾 Save] . All information that was entered is saved to the database.

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4. 3   Prepare Seed & Device Bags

4. 3.1   Access

See **Access Host / Revenue Reconciliation Application,** Section 4.1.1.

1. Click on . The following tab folder is displayed:

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2. Click on **Change Status**. The following tab folder is displayed:

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4. 3.2 To Prepare a Seed Bag

1. Manually take a ⊟ or ⊡ out of inventory and find the serial number.

2. Click on the ⊞ to find and highlight the corresponding number. The following changes are displayed on the tab folder:

☞ **The Bag Type drop-down menu can be used to narrow the search by selecting from the following options:**

- All Type (All bags, Seals, and Deposit Slips)
- Bag (Revenue and Seed Bags)
- Bank Bag
- Device Bag
- Seal
- Slip (Deposit Slips)

3. Click on ☑ next to **Seed**. The **Amount** defaults to $200.00.

4. Count out $200.00 to put into the bag.

5. Click on [Change]. The Seal or Revenue Bag changes to be displayed as 💰.

6. Click on **Change Status**. The following tab folder is displayed:

☞ **The Bag Type drop-down menu can be used to narrow the search by selecting from the following options:**

- All Type (All bags, Seals, and Deposit Slips)
- Bag (Revenue and Seed Bags)
- Bank Bag
- Device Bag
- Seal
- Slip (Deposit Slips)

Inventory	Assign/Return	Change Status	Verify

Bag Type
```
BAG        ▼
```

Revenue Bag Number	▲
📦 1	
📦 2	
📦 11	
📦 12	
📦 13	
📦 14	
💰 3468	
💰 3475	
💰 3476	
💰 3484	
📦 3499	
📦 3500	
📦 3501	
📦 3502	
📦 3503	
📦 3504	
📦 3505	▼

4. 3.3   To Void Revenue, Device Bags, or Seals

- Every used Coin or Bill Bag must be voided once it has been unsealed. These are represented by bills or coins.

- Every inventory bag or seal that has been damaged or broken must be voided.

- Every seal that has been cut must be voided once it has been cut.

1. Select the Coin Bag, Bill Bag, Revenue Bag, Device Bag, or Seal that is to be voided.

2. Click on ☑ next to **Void**.

3. Click on [Change] . The Seal, Device or Revenue Bag changes to be displayed as a 🖅 .

4. 3.4   To Void Seed Bags

1. Highlight the Seed Bag that is to be voided.

2. Click ☑ next to Seed to show the box as ☐. The following screen will be displayed:

3. Enter **Employee ID** and **PIN**. Click on [✓ Ok] .

4. Click on [✐ Change] . The Seed Bag changes to be displayed as a 🏷 .

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4. 3.5   To Group Void (must be sequential)

1. Highlight the first bag.

   The Bag Type drop-down menu can be used to narrow the search by selecting from the following options:

   - All Type (All bags, Seals, and Deposit Slips)
   - Bag (Revenue and Seed Bags)
   - Bank Bag
   - Device Bag
   - Seal
   - Slip (Deposit Slips)

2. Click on ☑ next to Group Void. The Start Number and End Number fields will be displayed:

| Inventory | Assign/Return | Change Status | Verify |

Bag Type
[BAG ▼]

Revenue Bag Number
🖃 11
💰 3468
💰 3475
💰 3476
💰 3484
💰 3494
🖃 3499
💰 3501
🖃 3502
🖃 3503
🖃 3504
🖃 3505
🖃 3506
🖃 3507
🖃 3508
🖃 3509
🖃 3510

Bag Number   Bag Type
[3503]   [BAG]

Bag Status   Bag Role
[UNASSIGNED]   [INVENTORY]

☐ Seed

☑ Void

☑ Group Void   Start Number [3502]
                 End Number   [3505]

[📝 Change]

3. The bag number selected will automatically be entered in **Start Number**.

4. Enter the **End Number**.

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5. Press . The following pop-up message will be displayed:
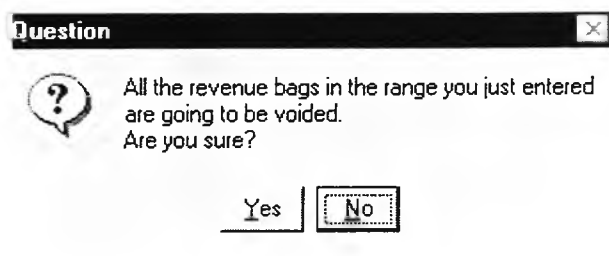
6. Click on .

4. 4   Verify Revenue, Device & Seed Bags

4. 4.1   Description

One of the Main duties of the Account Clerk is to verify the deposits that have been made by:

- Toll Collectors
- Card / Pass Sales Clerks
- Plaza Supervisors

The types of deposits that are made are:

- Revenue Deposits
- Vault Deposits
- Returned Seed Deposits
- Device Bag Deposits

4. 4.2   Access

See **Access Host / Revenue Reconciliation Application**, Section 4.1.1.

4. 4.3 Process

At the **Host / Revenue Reconciliation Application**:

1. Click on ____ . The following tab folder is displayed:

2. Click on **Verify**. The following tab folder is displayed:

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4. 4.4   To Verify Revenue / Vault Deposits

1. Highlight Revenue Bag number in **Revenue Bags To Be Verified** data window.

2. Double click on the bag. The number will be displayed in the **Revenue Bag Number** field. The system recognizes whether the bag is a bill, coin or returned Seed Bag.

3. Count money using the Coin Counter and the Bill Counter. (As applicable.)

4. Enter the amounts in the applicable fields.

5. Put the money into a new Revenue Bag.

6. In the **Revenue Bag Number** data window, find the number of the Revenue Bag in which the money has been placed.

7. Double click on the **Revenue Bag Number** ⬛. The system will compare the original amount and the new amount. The following question will be displayed if the amounts do not match:

> **Question** ✕
>
> **(?)** The total amount does not match the original amount.
> Do you want to check the denomination counts one more time?
>
> [Yes]   No | Cancel |

8. Click on [**Yes**] to re-verify.

9. Click on [**No**] to save the information. The **Revenue Bag Number** will be displayed in the lower right, with a ✔ to display that the **Revenue Bag** has been checked.

4. 4.4.1   Save

1. Click on [💾 Save]. The ✔ ed Seed Bags will no longer be displayed.

2. Repeat the verification process as necessary before exiting.
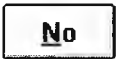
4. 4.5   To Verify Return Seed Deposits

1. Highlight Returned Seed Bag number in **Seed Bags To Be Verified** data window.

2. Double-click on the bag. The number will be displayed in the **Seed Bag Number** field. The system recognizes it as a Returned Seed Bag.

3. Count money using the Coin Counter and the Bill Counter. (As applicable.)

4. Enter the total in the applicable field.

5. Put the money into a new Seed Bag.

6. In the **Seed Bag Number** data window, find the number of the Revenue (Seed) Bag in which the money has been placed.

7. Double-click on the **Seed Bag Number** [icon] . The system will compare the original amount and the new amount. The following [icon] question will be displayed if the amounts do not match:

8. Click on [Yes] to re-verify.

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9. Click on **No** to save the information. The **Seed Bag Number** will be displayed in the lower right, with a ✔ to display that the **Seed Bag** has been checked.

4. 4.5.1   Save

1. Click on ⊞ Save . The ✔ ed Seed Bags will no longer be displayed.

2. Repeat the verification process as necessary before exiting.

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4. 4.6 To Verify Device Bags

1. Open Device Bag and count devices, sorting by type.

2. Run the **Tag Inventory Detail** & **Tag Distribution Report**.

3. Verify totals against devices returned / issued.

4. Void Device Bag through the **Change Status** tab folder.

5. Replenish a new Device Bag with the designated types and amount of devices.

6. Write **Devices** on the bag with a black marker.

7. Place the **Device Bag** in the vault, ready for distribution to the Card / Pass Sales Clerks for the next shift.

8. If there is any discrepancy, inform the Plaza Supervisor immediately.

4. 5   🏦   Prepare Bank Deposit
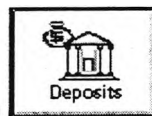
4. 5.1   Description
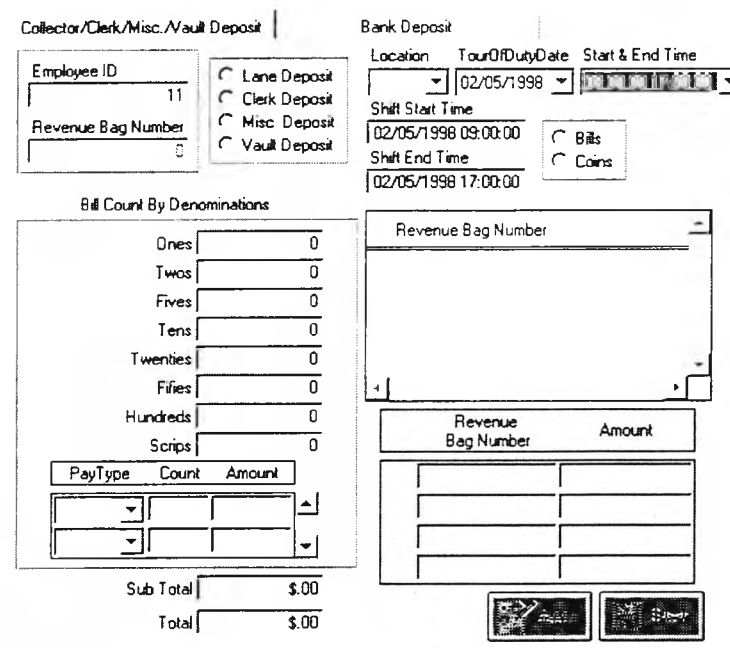
Another one of the main duties of the Account Clerk is to prepare the Bank Deposit. The Bank Deposit requires two separate individuals: one to prepare the deposit, and the other to verify it.

4. 5.2   Access
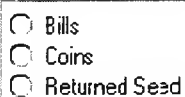
See **Access Host / Revenue Reconciliation Application**, Section 4.1.1.
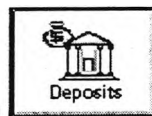
1. Click on [Deposits]. The following tab folder is displayed:

If a Seed Bag has been assigned, the third radio button will appear

> ○ Bills
> ○ Coins
> ○ Returned Seed

on this box.

3. Click on the **Bank Deposit** tab folder. The following tab folder is displayed:
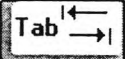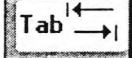
4. 5.3 Process

1. The **Prepared By** field defaults to the Account Clerk who is preparing the deposit. This is the Employee ID of the Clerk who is logged into the system.

2. Enter the Employee ID of the Clerk who is verifying the process in the **Verified By** field.

3. Click on the [↓] of the [ ] to select the **Plaza**. Press [Tab].

4. Enter the Bank Deposit Slip Number. Press [Tab].

5. Highlight the **Bank Deposit Bag** that is to be used.

6. The clerk then chooses between **Select All Revenue Bags** or **Assign One Bag at a Time**.

4. 5.4   To Select All Revenue Bags

1. Click on ![SelectAll]. All the Revenue Bags move to the **Bank Deposit Bag** data window under the bag that was highlighted. The following ![?] message will be displayed:

2. Click on **Yes**. The following changes will be displayed in the **Bank Deposit Bag** data window:

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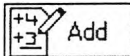
4. 5.5   To Assign One Bag at a Time

1. Highlight a **Revenue Bag Number** in the **Revenue Bag Number** data window.

2. Drag and drop on previously selected bank deposit bag number.

Or

2. Highlight the Revenue Bag Number in **Revenue Bag Number** data window.

3. Click on [+4/+3 Add] .

4. When too many Revenue Bags have been assigned to a Bank Deposit Bag, those Revenue Bags in excess must be returned to the Revenue Bag Number data window by dragging and dropping them back into the Revenue Bag Number data window.

4. 5.5.1   To Save

1. Click on [Save] . The information will be saved to the database. The **Deposit Slip** and the **Bill of Lading** are automatically printed out. Both the **Deposit Slip** and the **Bill of Lading** will have all of the Revenue Bag numbers that are being deposited.

2. Make sure that everything is bagged and sealed.

3. Place **Revenue Bags** in the vault with the **Deposit Slip** and **Bill of Lading.** The bank deposit is now ready for the Wells Fargo pick-up.

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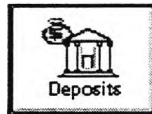
4. 6   🏦   Make Deposits

The Plaza Shift Supervisor must make the following deposits:

- Lane Deposit
- Miscellaneous Deposit
- Vault Deposit

4. 6.1   Access

1. To access, see **Access Host / Revenue Reconciliation Application** (Section 4.1.1).
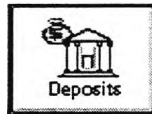
2. Click on .

3. The following tab folder is displayed:

4. The **Start & End Time** field defaults to the tour of duty for the current day. Press **Tab**.

5. Leave Revenue Bag Number blank.

4. 6.2   Lane Deposit

1. With the , click on the **Lane Deposit** ⊙ . The **Revenue Bag Number** data window will display all of the **Revenue Bag Numbers** that were assigned at the beginning of the shift to the Toll Collector making the deposit.

2. At **Location,** click on the ⬆ of the ▭ and highlight **RB** or **VN**.

3. At **Tour of Duty Date** click on the ⬆ of the ▭ .

4. Highlight either yesterday or today's date, whichever is applicable. Press **Tab**. The **Shift Start Time / Shift End Time** and **Tour of Duty** fields are automatically updated. **If the Shift Start Time and Shift End Time are NOT correct, they can be changed. The Tour of Duty will be automatically updated accordingly.**

4. 6.2.1   Deposit Bills

If one of the bill denominations is not applicable, simply TAB to the next denomination, leaving "0" in the field.

1. Click on the **Bills** ⊙ . The left portion of the tab folder changes to allow entry of bills.

Bill Count By Denominations

Ones	1
Twos	0
Fives	0
Tens	0
Twenties	0
Fifies	0
Hundreds	0
Scrips	0

PayType	Count	Amount

Sub Total	$.00
Total	$.00

2. At **Bill Count By Denomination**, enter the number of **Ones**. Press **Tab**.

3. Enter the number of **Twos**, press **Tab**.

4. Enter the number of **Fives**, press **Tab**.

5. Enter the number of **Tens**, press **Tab**.

6. Enter the number of **Twenties**, press **Tab**.

7. Enter the number of **Fifties**, press **Tab**.

8. Enter the number of **Hundreds**, press **Tab**. The system will calculate the amount.

9. Enter the **Scrip** count. Press **Tab**.

To Deposit Checks

1. Click on the ⬇ of the ▭ under **Pay Type** and highlight **CHECK**. Press **Tab**.

Bill Count By Denominations

Ones	0
Twos	0
Fives	0
Tens	0
Twenties	0
Fifies	0
Hundreds	0
Scrips	0

PayType	Count	Amount
Check ▾	5	$225.00
▾		

Sub Total	$.00
Total	$.00

2. At **Count,** enter the number of checks. Press **Tab**.

3. At **Amount**, enter the total amount of checks.

At the Revenue Bag Number Data Window

1. Click on the ⬇ of the **Revenue Bag Number** data window and scroll
    down until locating the **Revenue Bag Number** for depositing bills.

Revenue Bag Number
🖾 4776
🖾 4777
🖾 4778
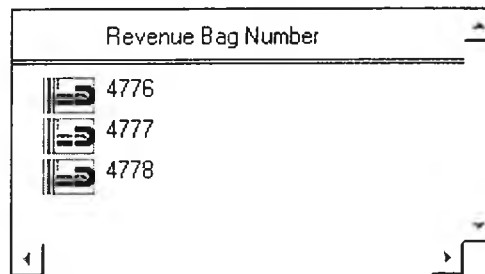
2. Double click on the **Revenue Bag Number** containing the Bills.

    Or
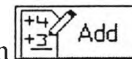
    Highlight the **Revenue Bag** and click on ⊞ Add . The **Revenue Bag**
    number will be deleted from the data window and displayed in the
    following screen:

Revenue Bag Number	Amount
🖾 3487	$4,470.00

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4. 6.2.2 Deposit Coins

If one of the coin denominations is not applicable, simply TAB to the next denomination, leaving "0" in the field.

1. Click on the **Coins** ⊙ . The left portion of the tab folder changes to allow entry of coins.

Coin Count By Denominations

Pennies	0
Nickels	0
Dimes	0
Quarters	0
Half-Dollars	0
Silver Dollars	0
Tokens	0
Slugs	0
Sub Total	$.00
Total	$.00

2. At **Coin Count By Denomination**, enter the number of **Pennies**. Press **Tab**.

3. Enter the number of **Nickels**, press **Tab**.

4. Enter the number of **Dimes**, press **Tab**.

5. Enter the number of **Quarters**, press **Tab**.

6. Enter the number of **Half-Dollar**, press **Tab**.

7. Enter the number of **Silver Dollar**, press **Tab**.

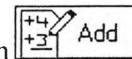8. Enter the number **Slugs**, press **Tab**.

9. Click on the ▼ of the **Revenue Bag Number** data window and scroll down until locating the **Revenue Bag Number** for depositing coins.

10. Double click on the correct **Revenue Bag Number** containing the Bills.

OR

10. Highlight the **Revenue Bag Number** and click on ⌊⁺⁴⁺³ ✎ Add⌋. The **Revenue Bag Number** will be deleted from the data window and displayed in the following screen:

	Revenue Bag Number	Amount
	3487	$4,470.00
	3496	$650.50

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4. 6.2.3   Deposit Returned Seed Bags

If a Seed Bag was assigned, the deposit tab folder will display the

```
○ Bills
○ Coins
◉ Returned Seed
```

following box within the screen .

1. Click on the Returned Seed. The left portion of the tab folder where the coins and bills denominations are entered is disabled, leaving only the Totals displays with a $200.00 Returned Seed subtotal. This amount can be modified, if different.

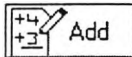2. Enter the Return Seed Bag amount at the Subtotal field, if different.

3. Click on the ▼ of the Revenue Bag Number data window and scroll down until locating the Revenue Bag Number for depositing the seed bag.

4. Double click on the correct Revenue Bag Number containing the Bills.

OR

5. Highlight the Revenue Bag Number and click on . The Revenue Bag Number will be deleted from the data window and displayed in the screen:

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4. 6.3   To Save After Completing Deposits - Recorded Payment Matches

1. Click on [💾 Save] .

2. The following (i) message is displayed:

```
┌─────────────────────────────┐
│ Information            [X]   │
├─────────────────────────────┤
│  (i)   Receipts are printed. │
│                             │
│           [  OK  ]          │
└─────────────────────────────┘
```
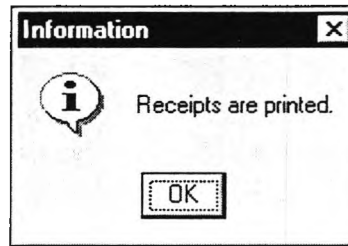
3. Click on [OK] . The system will calculate the number of Revenue Bags, plus one and print a receipt copy for the Toll Collector and print the required number of receipts.

   • Put one receipt in each **Revenue Bag** and one in the **Returned Seed Bag.**

   • Keep one receipt for personal records.

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4. 6.4 To Save After Completing Deposits - Recorded Payment does not Match

1. Click on [💾 Save]. The following [❓] message is displayed:

```
┌──────────────────────────────────────────────┐
│ Question                                  [×]  │
├──────────────────────────────────────────────┤
│  ❓   The deposit amount you entered does not   │
│       match the recorded amount.               │
│       Do you want to check the denomination    │
│       count one more time?                     │
│                                                │
│              [ Yes ]    No                     │
└──────────────────────────────────────────────┘
```

👉 **There will only be one chance to change any of the denomination entries. If [No] is clicked, the data entered will be saved to the system.**

2. Click on [Yes] to make changes. Since it is not known in what Revenue Bag there is a discrepancy, each revenue type must be checked.

3. Click on Bills ⊙ . Recount the bag and enter any changes.

Bill Count By Denominations

Ones	[
Twos	0
Fives	0
Tens	0
Twenties	0
Fifies	0
Hundreds	0
Scrips	0

PayType	Count	Amount	
▼			▲
▼			▼

Sub Total	$.00
Total	$.00

4. Click on **Coins** ⊙ . Recount the bag and enter any changes.

Coin Count By Denominations

Pennies	0
Nickels	0
Dimes	0
Quarters	0
Half-Dollars	0
Silver Dollars	0
Tokens	0
Slugs	0
Sub Total	$.00
Total	$.00

5. Click on 🖫 Save . The following 💬 message is displayed:

Information ✕

ℹ️ Receipts are printed.

[OK]

6. Click on [OK] . The system will calculate the number of Revenue Bags, plus one and print receipt copy for the Toll collector and print the required number of receipts.

- Put one receipt in each **Revenue Bag** and one in the **Returned Seed Bag**

- Keep one receipt for personal records

4. 6.5 Miscellaneous Deposits

A Miscellaneous Deposit can be any one, or a combination of any of the following:

- Plaza Shift Supervisor's Returned Seed Bag
- Deposit of money found by the Plaza Shift Supervisor
- Deposit of an 'Insufficient Funds' payment by a customer

4. 6.5.1 Seed Bag

1. With the ⌐⌐ , click on the **Misc Deposit** ⊙ . The **Revenue Bag Number** data window will display the **Revenue Bag Numbers** that were assigned at the beginning of the shift.

2. Click on the ⊡ of the ⊡ to select the corresponding plaza. Press **Tab**.

3. Click on **Returned Seed** ⊙ . The left portion of the tab folder where coin and bill denominations are entered is disabled, leaving only the **Totals** display with a **$200.00 Returned Seed** subtotal. This amount can be modified, if different.

4. Enter **Return Seed Bag** amount at the **Subtotal** field.

5. Click on the ⬇ of the **Revenue Bag Number** data window and scroll down until locating the **Revenue Bag Number** that you are using for the deposit.

6. Double click on the correct **Revenue Bag Number**. The **Revenue Bag** number will be deleted from the data window and is displayed below.

4. 6.5.2   Bills

1. With the 🖱, click on **Bills** ⊙ . The **Revenue Bag Number** data window will display the **Revenue Bag Numbers** that were assigned at the beginning of the shift.

2. Click on the ⬇ of the ⬚ to select the corresponding plaza. Press **Tab**.

3. The **Revenue Bag Number** data window will display all of the **Revenue Bag Numbers** that were assigned at the beginning of the shift, to the Plaza Shift Supervisor making the deposit.

4. Click on the **Bills** ⊙ . The left portion of the tab folder changes to allow entry of bills.

Bill Count By Denominations

Ones	0
Twos	0
Fives	0
Tens	0
Twenties	0
Fifies	0
Hundreds	0
Scrips	0

PayType	Count	Amount
▼		
▼		

Sub Total	$.00
Total	$.00

5. At **Bill Count By Denomination**, enter the number of **Ones**. Press **Tab**.

6. Enter the number of **Twos**, press **Tab**.

7. Enter the number of **Fives**, press **Tab**.

8. Enter the number of **Tens**, press **Tab**.

9. Enter the number of **Twenties**, press **Tab**.

10. Enter the number of **Fifties**, press **Tab**.

11. Enter the number of **Hundreds**, press **Tab**. The system will calculate the amount.

4. 6.5.3   Coins

1. With the ⊡ , click on the **Coins** ⊙ . The **Revenue Bag Number** data window will display the **Revenue Bag Numbers** that were assigned at the beginning of the shift.

2. Click on the ⊡ of the ▭ to select the corresponding plaza. Press **Tab**.

3. The **Revenue Bag Number** data window will display all of the **Revenue Bag Numbers** that were assigned at the beginning of the shift, to the Plaza Shift Supervisor making the deposit.

Coin Count By Denominations

Pennies	0
Nickels	0
Dimes	0
Quarters	0
Half-Dollars	0
Silver Dollars	0
Tokens	0
Slugs	0
Sub Total	$.00
Total	$.00

4. At **Coin Count By Denomination**, enter the number of **Pennies**. Press **Tab**.

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5. Enter the number of **Nickels**, press **Tab**.

6. Enter the number of **Dimes**, press **Tab**.

7. Enter the number of **Quarters**, press **Tab**.

8. Enter the number of **Half-Dollars**, press **Tab**.

9. Enter the number of **Silver Dollars**, press **Tab**.

10. Enter the number **Slugs**, press **Tab**.

11. Click on the of the **Revenue Bag Number** data window and scroll down until locating the **Revenue Bag Number** that you are using for the deposit.

12. Double click on the correct **Revenue Bag Number**. The **Revenue Bag** number will be deleted from the data window and is displayed below.

4. 6.5.4 To Save Miscellaneous Deposits

1. Click on

2. The following message is displayed:
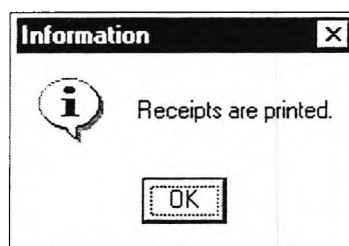
3. Click on . The system will calculate the number of revenue bags, plus one and print receipt copy for the Plaza Shift Supervisor and print the required number of receipts.

   • Put one receipt in each **Returned Seed** bag and each Revenue Bag

   • Keep one receipt for your own records.

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4. 6.6   Vault Deposits

1. With the ⬚ , click on the **Vault Deposit** ⊙ . The **Revenue Bag Number** data window will display the **Revenue Bag Numbers** that were assigned at the beginning of the shift.

2. Click on the ⬚ of the ⬚ to select the corresponding plaza. Press **Tab**.

3. Enter the **Vault ID**.

4. The **Revenue Bag Number** data window will display all of the **Revenue Bag Numbers** that were assigned at the beginning of the shift, to the Plaza Shift Supervisor making the deposit.

5. At **Coin Count By Denomination**, enter the number of **Pennies**. Press **Tab**.

6. Enter the number of **Nickels**, press **Tab**.

7. Enter the number of **Dimes**, press **Tab**.

8. Enter the number of **Quarters**, press **Tab**.

9. Enter the number of **Half-Dollars**, press **Tab**.

10. Enter the number of **Silver Dollars**, press **Tab**.

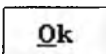11. Enter the number **Slugs**, press **Tab**.

12. Click on the ⬚ of the **Revenue Bag Number** data window and scroll down until locating the **Revenue Bag Number** that you are using for the deposit.

13. Double click on the correct **Revenue Bag Number**. The **Revenue Bag** number will be deleted from the data window and is displayed below.

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4. 6.6.1 To Save Vault Deposit

1. Click on [💾 Save] .

2. If the Vault deposit does NOT MATCH system records, the following (?) message is displayed:
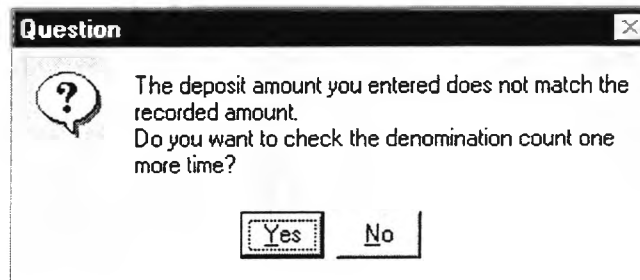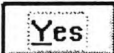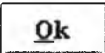
```
┌──────────────────────────────────────────────────┐
│ Question                                      [X]  │
├──────────────────────────────────────────────────┤
│  ┌─┐   The deposit amount you entered does not match the │
│  │?│   recorded amount.                            │
│  └─┘   Do you want to check the denomination count one  │
│        more time?                                  │
│                                                    │
│              ┌─────┐   ┌─────┐                     │
│              │ Yes │   │ No  │                     │
│              └─────┘   └─────┘                     │
└──────────────────────────────────────────────────┘
```

There will only be one chance to change any of the denomination entries. If [No] is clicked, the data entered will be saved to the system.

3. Click on [Yes] to make changes.

   - Click on the **Coins** ⊙ . Recount the bag and enter any changes.

4. Click on [💾 Save] . The following (i) message is displayed:
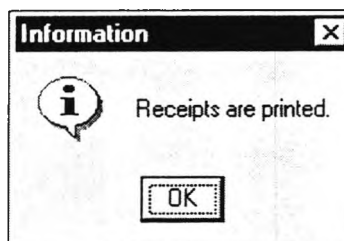
```
┌──────────────────────────────┐
│ Information             [X]   │
├──────────────────────────────┤
│  ┌─┐                          │
│  │i│   Receipts are printed.  │
│  └─┘                          │
│                               │
│         ┌──────┐              │
│         │  OK  │              │
│         └──────┘              │
└──────────────────────────────┘
```

5. Click on [Ok] . The system will calculate the number of revenue bags, plus one, and print receipt copy for the Toll Collector and print the required number of receipts.

   - Put one receipt in each **Revenue Bag** and one in the **Returned Seed** bag
   - Keep one receipt for your own records.

5. SYSTEM ADMINISTRATION

5. System Administration

5. 1 System Administration Application

The System Administration application is the process that allows the System Administrator to enter specific data to the database:

- Add, update, or delete Employee Information
- Provide detailed system access control for each group of employees
- Add, update, or delete Reports
- Add, update, or delete Toll Fares

5. 2   Record & Maintain Employee Information

The System Administrator records the activation and termination dates and maintains all vital employee information. Demographic information is recorded as well as User ID, Role, and Security Group.

5. 2.1   Access
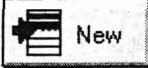
1. Click on **Access System Administration Application**. The following screen is displayed:

2. Click on . The following **Find Employee List** is displayed:

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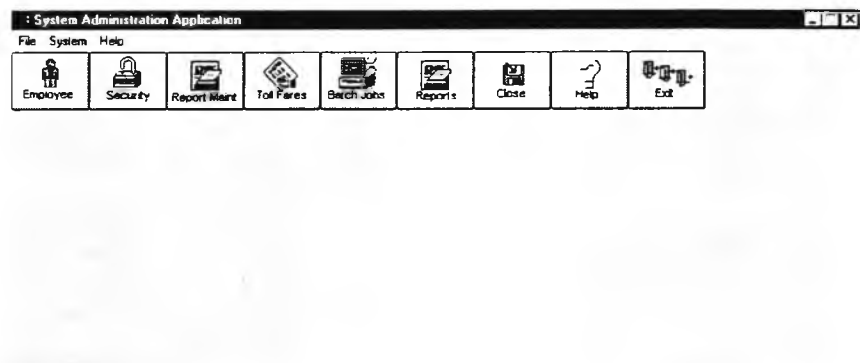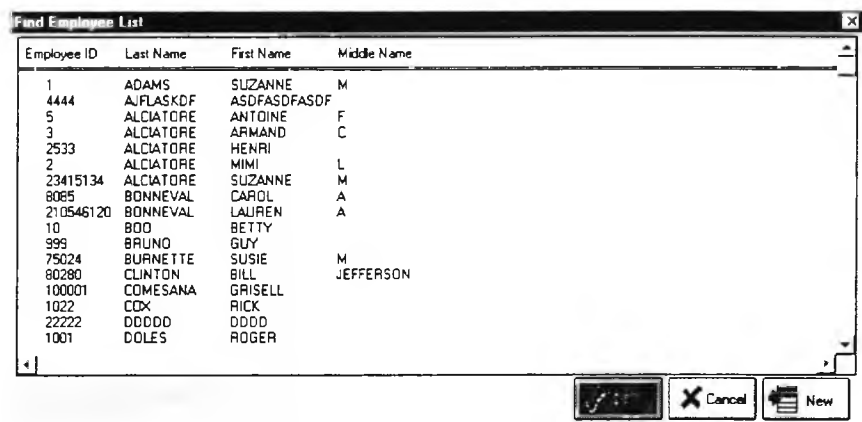
5. 2.2 Create a New Employee Record

1. Click on [New]. The following tab folder is displayed:

2. Enter **Employee ID**. Press Tab.

3. Enter **Last Name**. Press Tab.

4. Enter **First Name**. Press Tab.

5. Enter **M.I.** . Press Tab.

6. Click on the [±] of the **Title** [ ] and highlight selection. Press Tab.

7. Click on the [±] of the **Status** [ ] and highlight selection. Press Tab.

8. Click on the [±] of the **Type** [ ] and highlight selection. Press Tab.

9. Click on the [±] of the **Position** [ ] and highlight selection. Press Tab.

10. Click on the [±] of the **Seniority** [ ] and highlight selection. Press Tab.

11. Click on the [±] of the **Location** [ ] and highlight selection. Press Tab.

12. Enter the **PIN**.

13. Enter the **Login Name** . Press Tab.

14. Enter the **Social Sec. No**. Press Tab.

15. Enter **Date of Birth** in the following format **MM/DD/YYYY**.

16. Enter **Address**. Two lines are provided. Press Tab.

17. Enter **Zip Code**. Press Tab.

- **City, State**, and **Country** fields will be automatically updated with the current information.

18. At **Phone Type** ⬚ , the default is Day. Enter the Day phone number, if applicable.

19. Use the following steps if there is no Day number or if there are other numbers:

20. Click on the ⬚ of the **Phone Type** ⬚ .

- Scroll down to select applicable type and enter number.

- Repeat with new type, as necessary.

- To clear a number or incorrect entry, click on ⬚ Clear .

21. At **Start Emp** enter the date the employee started to work.

22. Click on ⬚ Close . The following ⬚ pop-up message is displayed:


```
Question                              ✕

  (?)    Save current information?

      [ Yes ]    No    Cancel
```
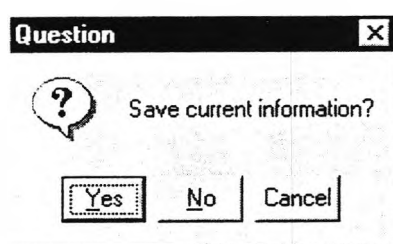
23. Click on ⬚ Yes . The information entered is saved to the database. The tab folder closes.

24. If ⬚ No is selected, the information will not be saved.
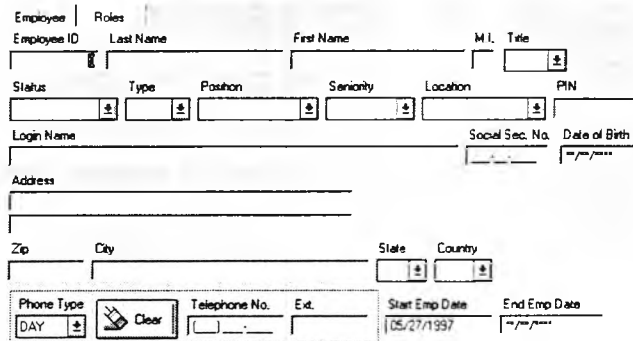
5. 2.3   Modify an Employee Record

1. Click on [Employee] . The following **Find Employee List** is displayed:

Find Employee List			
Employee ID	Last Name	First Name	Middle Name
1	ADAMS	SUZANNE	M
4444	AJFLASKDF	ASDFASDFASDF	
5	ALCIATORE	ANTOINE	F
3	ALCIATORE	ARMAND	C
2533	ALCIATORE	HENRI	
2	ALCIATORE	MIMI	L
23415134	ALCIATORE	SUZANNE	M
8085	BONNEVAL	CAROL	A
210546120	BONNEVAL	LAUREN	A
10	BOO	BETTY	
999	BRUNO	GUY	
75024	BURNETTE	SUSIE	M
80280	CLINTON	BILL	JEFFERSON
100001	COMESANA	GRISELL	
1022	COX	RICK	
22222	DDDDD	DDDD	
1001	DOLES	ROGER	

2. Use the [↓] to scroll down until the **Employee ID, Last Name, First Name**, and **Middle Name** of the employee are located.

3. Highlight the name.

4. Click on [✓ Ok] . The tab folder with the employee's information is displayed.

5. Make modifications by clicking on the field(s) that are applicable and entering new information.

6. Click on [Close] . The following pop-up message is displayed:

Question

? Save current information?

[Yes]   No | Cancel

7. Click on Yes . The information entered is saved to the database. The tab folder closes.

8. If No is selected, the information will not be saved.

5. 3   🔓   Provide System Security - Access & Controls

The Security component permits the System Administrator to control and restrict access to the system by employees, depending upon the employee's role in the organization. When a new employee is entered into the system, the security accesses are automatically set according to the employee role that is assigned to the new employee.

The security access and control needs to be set up in accordance with the guidelines developed by the South Carolina Department of Transportation. In addition, Report Access needs to be set up in accordance with the developed procedures.

Each role requires a defined security access. The components to be restricted are as follows:

- Report
- Tab Folder/Screen

Access Modes are as follows:

- No Access
- View
- Update

5. 3.1.1   Access

1. Click on **Access System Administration Application**. The following screen is displayed:
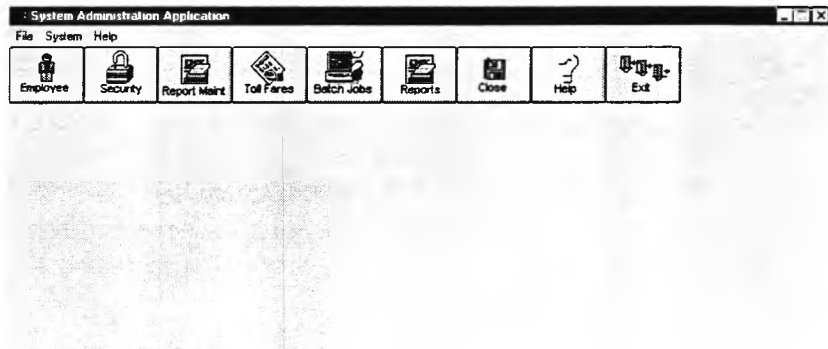
2. Click on [Security]. The following **Permission** tab folder is displayed:
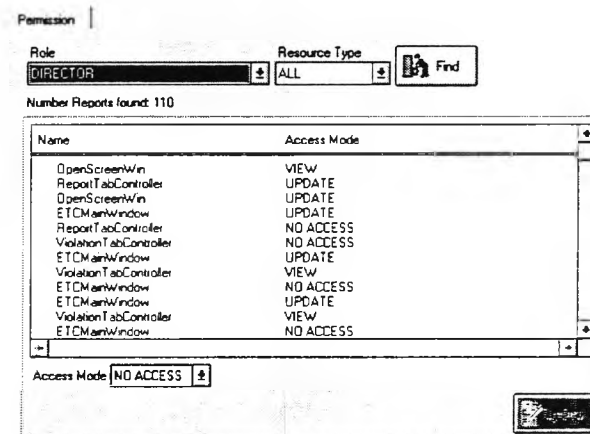
5. 3.1.2   Process

1. Click on the [↓] of the **Role** [ ] and select the employee role to be defined. Press **Tab**.

2. Click on the [↓] of the **Resource Type** [ ] and select the resource type.

Note: By not selecting any screens (tab folders) in an application, the application cannot be accessed by the user.

3. Click on [Find] . All of the **Resource Types** are displayed in the data window.

4. Click on an item in the data window.

5. Click on the [↓] of the **Access Mode** [ ] and select the type of access that is to be allowed.

6. This process needs to be repeated for each **Resource Type**.

7. Click on [Update] . The information is updated in the data window and saved in the database.

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5. 4 ⊞ Add, Update, or Delete Reports

The System Administrator can add new reports and update or delete existing reports.

5. 4.1 Access

1. Click on **Access System Administration Application**. The following screen is displayed:
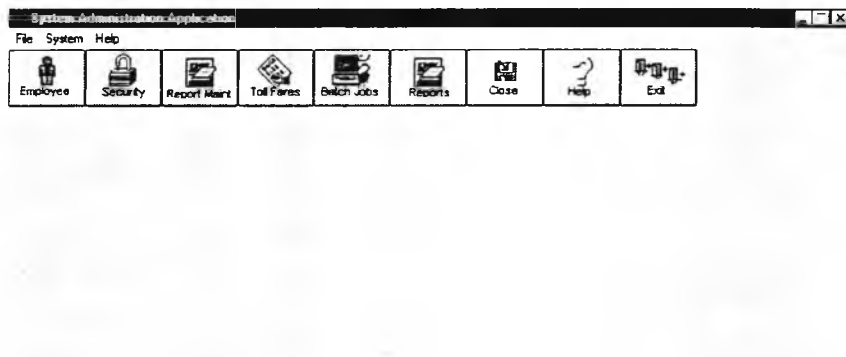
2. Click on Report Maint. The following **Reports** tab folder is displayed:
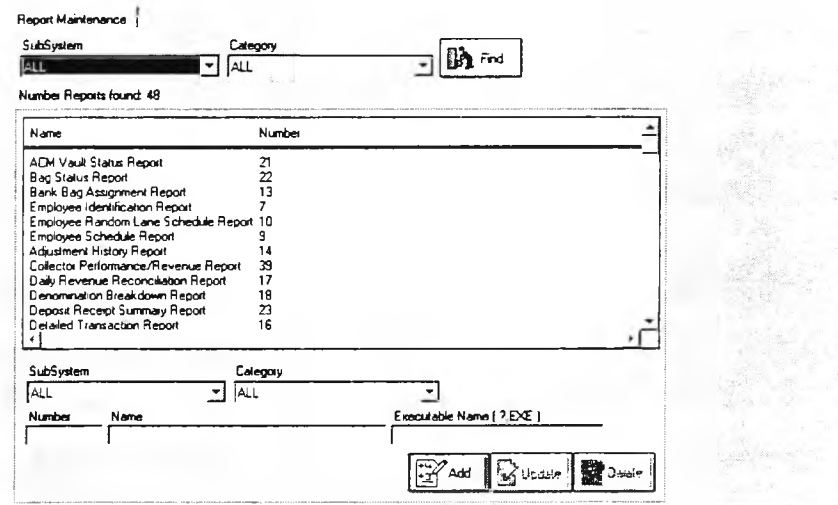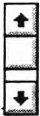
5. 4.2　Add Report

Use the **Subsystem** and **Category** fields located in the lower part of the tab folder to complete the following steps.

1. Click on the ⊡ of the **Subsystem** [ ]. Press **Tab**.

2. Click on the ⊡ of the **Category** [ ]. Press Tab.

3. Enter the **Report Number**. Press Tab.

4. Enter the **Report Name**. Press Tab.

5. Enter the **Executable Name** (?.EXE).

6. Click on [Add]. The new report information is added to the database.

5. 4.3　Update Report

Use the **Subsystem** and **Category** fields located in theupper part of the tab folder to complete the following steps.

1. Click on the ⊡ of the **Subsystem** [ ] and the following choices will be displayed. Press **Tab**.

2. Click on the ⊡ of the **Category** [ ] and the following choices will be displayed. Press **Tab**.

3. Click on [Find]. The data window displays all reports available in the selected subsystem and category.

4. Use the [ ] to locate the report. Click on **Report Types** to view the reports that are available.

5. Click on the report to be updated. The report information is displayed in the lower part of the tab folder.

6. Click on the field(s) to be modified and enter new data..

7. Click on [Update]. The updated report information is added to the database.

5. 4.4 Delete Report

1. Click on the ⬇ of the **Subsystem** ⬜ and the following choices will be displayed. Press **Tab.**

2. Click on the ⬇ of the **Category** ⬜ and the following choices will be displayed. Press **Tab**.

3. Click on 🔍 Find . The data window displays all reports available in the selected subsystem and category. Click on **Report Types** to view the reports that are available.

4. Use the ⬇ to locate the report.

5. Click on the report to delete.

6. Click on ⬛ Delete . The following ❓ pop-up message is displayed:

Question	☒
❓ Are you sure?	
Yes	No
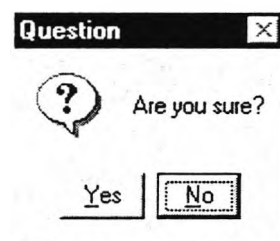
7. Click on Yes . The report information is deleted from the database.

8. If No is selected, the information remains in the database.

5. 5   📁 Add, Update, or Delete Toll Fares
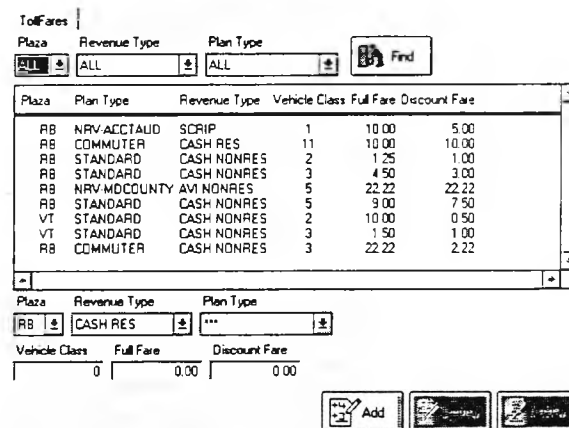
The System Administrator can establish and maintain toll fares through the Toll Fares application.

5. 5.1   Access

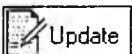1. Click on **Access System Administration Application**. The following screen is displayed:

2. Click on . The following tab folder is displayed:

5. 5.2 Add a Toll Fare
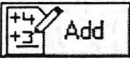
This utility is used to establish a new toll fare.

1. Click on the ⬇ of the **Plaza** ▦ on the lower part of the tab folder and select the Plaza for the new toll fare. Press **Tab**.

2. Click on the ⬇ of the **Revenue Type** ▦. Press **Tab**.

3. Click on the ⬇ of the **Plan Type** ▦. Press **Tab**.

4. Enter **Vehicle Axle** in the vehicle class box.

5. Enter **Full Fare** in the full fare box.

6. Enter **Discount Fare** in the discount fare box.

7. Click on [Add].

5. 5.3 Update a Toll Fare
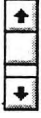
This utility is used to update or modify established toll fares.

1. Click on the ⬇ of the **Plaza** ▦ on the upper part of the tab folder and select the Plaza of the toll fare to update. Press **Tab**. The choices are **RB** or **VN**. Press **Tab**.

2. Click on the ⬇ of the **Revenue Type** ▦ and select the corresponding type. Press **Tab**.

3. Click on [Find]. The selected toll fare is displayed in the data window.

4. Use the [⬆⬇] to scroll down to the name of the toll fare to be updated.

5. Click on the toll fare information in the data window. All data is displayed in the lower part of the tab folder.

6. Click on [Update]. All the fields in the lower portion of the tab folder can be updated.

7. Click on the field(s) to be updated:

8. Click on [Add] . The updated toll fare information is added to the database.

5. 5.4   Delete a Toll Fare

This utility is used to delete established toll fares.

1. Click on the [↓] of the **Plaza** [ ] on the upper part of the tab folder and highlight the Plaza of the toll fare to be deleted (**RB** or **VN**) if different from the default **ALL**. Press **Tab.**

2. Click on the [↓] of the **Revenue Type** [ ] and select the corresponding type. Press **Tab.**

3. Click on the [↓] of the **Plan Type** [ ] and select the corresponding type. Press **Tab.**

4. Click on [Find] . The selected toll fare data is displayed in the data window.

5. Use the [↓] to scroll down to the name of the toll fare data to be deleted.

6. Click on the toll fare information in the data window.

7. Click on [Delete] . The following [?] pop-up message is displayed:
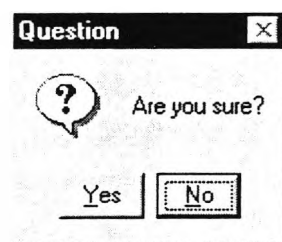
> **Question**   [×]
>
> [?]   Are you sure?
>
> Yes   No

8. Click on [Yes] . The toll fare information is deleted from the database.

9. If [No] is selected, the information remains in the database.

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6. Login / Application Access / Exit Session

6. 1   Login
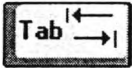
6. 1.1   Purpose

The login process provides security and access only to the users that are authorized to use the system.
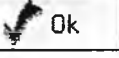
6. 1.2   Process

1. Double-click on the **Open Screen** icon in the **Program Manager** window.

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SCDOT Plaza/Host User Manual Rev. 1.0
SCDOT\UserManual\Rev_1.0\Plaza_Host\Chap_6.doc   **Login / Application Access / Exit Session • 6-1**
Proprietary Data
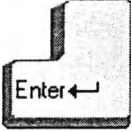
2. The **Login** window is displayed.

3. Enter User ID . Press [Tab ↹] .

4. Enter the Password .

5. Click on [✓ Ok]

Or

Press [Enter↵] . The **Cross Island Parkway Toll Collection** screen is displayed with various options.

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Proprietary Data

6. 2   Application Access

6. 2.1   Purpose

On the lower right-hand corner of the Main Screen are various buttons. They allow the user to access different applications after successfully logging into the system.
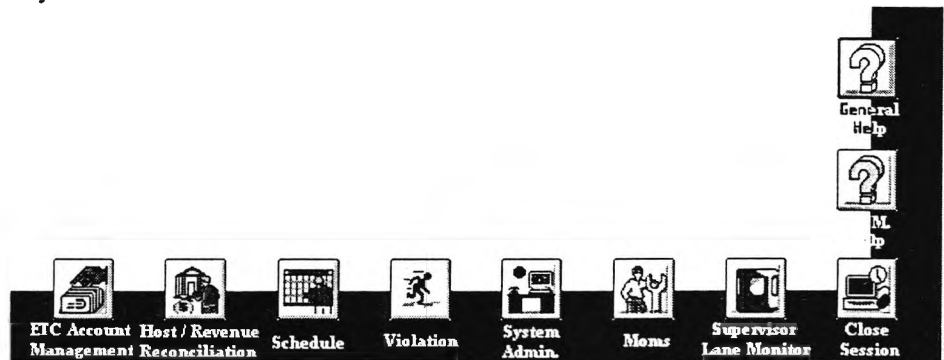
6. 2.2   Access the ETC Application

1. Click on to access the *Service Center* **ETC Account Management System**.

2. Click on to access the **Host / Revenue & Reconciliation** application.

3. Click on to access the **Schedule** application.

4. Click on to access the **Violation** application.

5. Click on to access the **System Administration** application.

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Proprietary Data

6. Click on to access the **Supervisor Lane Monitor** application.

7. Click on to access the **Supervisor Lane Monitor On-Line Help**.

8. Click on to access **General Help**. This provides initial help in the login process and brief information on all of the applications.

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Proprietary Data

6. 3   Access Supervisor Lane Monitor

1. Click on [icon] to access the Plaza Supervisor application. The following screen is displayed:

2. Press [Exit icon] to quit the application.

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SCDOT\UserManual\Rev_1.0\Plaza_Host\Chap_6.doc   Login / Application Access / Exit Session • 6-5
Proprietary Data

6. 4   Access Host / Revenue Reconciliation Application

1. Click on to access the **Host / Revenue Reconciliation** application. The following screen is displayed:

2. Press to quit the application.

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SCDOT\UserManual\Rev_1.0\Plaza_Host\Chap_6.doc   Login / Application Access / Exit Session • 6-6
Proprietary Data

6. 5   Access System Administration Application

1. Click on **Access System Administration Application**. The following screen is displayed:

2. Press [Exit icon] to quit the application.

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SCDOT\UserManual\Rev_1.0\Plaza_Host\Chap_6.doc   Login / Application Access / Exit Session • 6-7
Proprietary Data

6. 6 Exit Session

6. 6.1 Purpose

Each application must be closed separately, which returns the user to the Main Screen. From the Main Screen, press the "Exit Session" button to close the application. To re-enter the application, you must login.

6. 6.2 Process

Click on [icon]. The application closes.

7. Reports

7. 1 ![icon] Reports

7. 1.1 Purpose

Financial, non-financial, and violation reports are generated by the system and can be accessed easily by determining the Subsystem and Category.

7. 1.2 How to Access
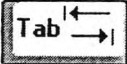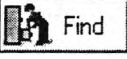
1. Click on ![Reports icon] in the Host Revenue Reconciliation Application:
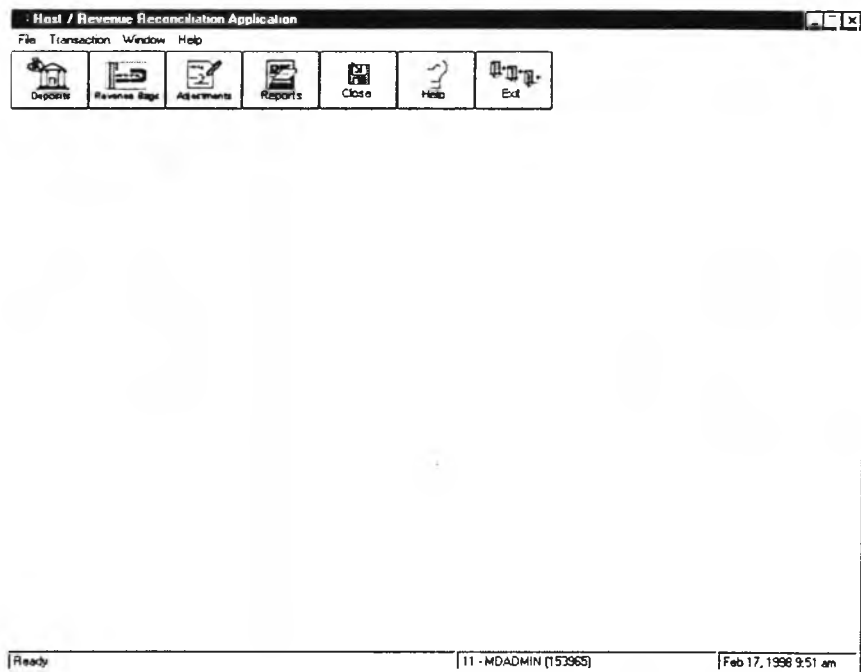
2. Highlight and click on **Reports**. The following Tab Folder is displayed:

Reports |

Sub System   Category
[HOST ▼] [ALL   ▼]   [🏃 Find]

Report Name   ▲

Adjustment History Report
Collector Performance/Revenue Report
Daily Revenue Reconciliation Report
Denomination Breakdown Report
Deposit Receipt Summary Report
Detailed Transaction Report
Exception Report
Lane Messages Report
Monthly Revenue Report
Summary Variance by Collector Report
Tour Of Duty Report
Vehicle / Revenue Report

                                               ▼
◄   ►

                              [✓ Ok]

7. 1.3   Process

1. Click on the [±] of the **Subsystem** [ ] and highlight desired selection.
   Press [Tab ↤→|] .

2. Click on the [±] of the **Category** [ ] and highlight desired selection.
   Press **Tab**.

3. Click on [🏃 Find] . A list of available reports under the category
   chosen will be displayed.

4. Highlight desired report. Click on [✓ Ok] .

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SCDOT\UserManual\Rev_1.0\Plaza_Host\Chap_7.doc   **Reports • 7-2**
Proprietary Data
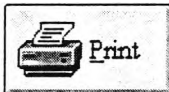
7. 1.4   To Display Report

Click on . The report will be displayed.
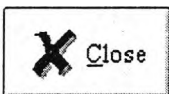
7. 1.5   To Print Report
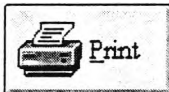
Click on . The report will print to the designated printer port.

7. 1.6   To Close
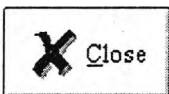
Click on . The report prompt screen closes and returns to the Report Tab Folder.

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SCDOT\UserManual\Rev_1.0\Plaza_Host\Chap_7.doc   **Reports • 7-3**
Proprietary Data

7. 2   SPVR (Supervisor) Reports

The following SPVR Reports are available:

- ACM Vault Status Report
- Bag Status Report
- Revenue Bag Assignment Report
- Employee Identification Report
- Employee Random Lane Schedule Report
- Employee Schedule Report

7. 2.1   ACM Vault Status Report

The **ACM Vault Status Report** lists all vaults by identification number, lane, date, time installed, installed by, date and time removed, and amount in the vault as reported by the ACM and lane controller:

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager

Frequency of the report:

- Daily

7. 2.2   Bag Status Report

The Bag Status Report ???

This report may be access by:

- Accountants/System Administrator

Frequency of the report:

- Daily
- AdHoc

7. 2.3   Revenue Bag Assignment Report

The **Revenue Bag Assignment Report** lists the bank bag that was assigned to each toll collector by tour of duty.

This report may be accessed by:

- Accountant/System Administrator

Frequency of the report:

- Daily
- AdHoc

7. 2.4   Employee Identification Report

The **Employee Identification Report** gives employee security access information to the Metro-Dade Toll Collection System.

This report may be accessed by:

- Accountant/System Administrator

Frequency of the report:

- AdHoc

7. 2.5   Employee Random Lane Schedule Report

The **Employee Random Lane Schedule Report** provides an employee random lane assignment schedule by tour of duty.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager

Frequency of the report:

- By Shift
- AdHoc

7. 2.6   Employee Schedule Report

The **Employee Schedule Report** provides an employee schedule by facility:

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager

Frequency of the report:

- Weekly
- AdHoc

7. 3   HOST Reports

The following HOST reports are available:

- Adjustment History Report
- Collector Performance Revenue Report
- Daily Revenue Reconciliation Report
- Denomination Breakdown Report
- Deposit Receipt Summary Report
- Detailed Transaction Report
- Exception Report
- Lane Messages Report
- Monthly Revenue Report
- Summary Variance by Collector Report
- Tour Of Duty Report
- Vehicle/Revenue Report

7. 3.1   Adjustment History Report

The **Adjustment History Report** lists all revenue and classification adjustments, who made them, and a brief explanation of each.

This report may be accessed by:

- Accountant/System Administrator

Frequency of the report:

- Daily

7. 3.2 Collector Bag Number Information

The **Collector Bag Number Information Report** ???

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager

Frequency of the report:

- Daily

7. 3.3 Collector Performance Report

The **Collector Performance Report** provides a daily and/or monthly report of collectors for a particular plaza. It also provides a record of all cash and charge transactions for each collector for selected dates. It compares the collector's expected revenue with the revenue that was actually realized after adjustments are applied. It includes any variances between the indicated revenue and actual revenue deposited, the number of axles counted by the pre- and post-class components of the lane controller sub-system, and the pre- versus post-AVI classifications. This report also reflects adjustments applied to individual collector tour-of-duty summaries.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager

Frequency of the report:

- Monthly

7. 3.4 Collector Revenue Report

The **Collector Revenue Report** provides ???

The report may be accessed by:

- Accountant/System Administrator

Frequency of the report:

- AdHoc

7. 3.5 Daily Revenue Reconciliation Report

The **Revenue Reconciliation Report** provides a reconciliation picture of revenue to collectors, vaults, ROC deposits, bank deposits, and calculates the variances to each.

This report may be accessed by:

- Accountant/System Administrator

Frequency of the report:

- Daily

7. 3.6   Denomination Breakdown Report

The **Denomination Breakdown Report** provides breakdown information of revenue that is deposited by denomination.

This report may be accessed by:

- Accountant/System Administrator

Frequency of the report:

- Daily

7. 3.7   Deposit Receipt Summary Report

The **Deposit Receipt Summary Report** provides a summary of all deposits made, time, who made it, and amounts by denomination, checks, scrip, and credit cards.

This report may be accessed by:

- Accountant/System Administrator

Frequency of the report:

- Daily

7. 3.8   Detailed Transactions Report

The **Detailed Transactions Report** provides a listing by lane and/or collector of all vehicle transactions that occurred during the time date period requested. These reports have been proven to be valuable in auditing collector and ETC activity.

This report may be accessed by:

- Accountant/System Administrator

Frequency of the report:

- Daily

7. 3.9 Exception Report

The **Exception Report** is generated for each of the specified collectors or lanes. This report provides a list, by lane and Collector, of all daily exceptions that occurred on the date requested. This report is a useful aid to the auditor in determining the explanations for apparent shortages or overages in a collector/vault's tour of duty.

May be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk

Frequency of the report:

- Daily

7. 3.10 Lane Message Report

The **Lane Messages Report** is similar to the Exception Report found in the Host Audit and Reconciliation section. It is limited to messages regarding unusual occurrences, MOMS, and manual gate openings and is sorted by lane, facility, and tour of duty.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager

Frequency of the report:

- AdHoc

7. 3.11 Monthly Revenue Report

The **Monthly Revenue Report** provides a monthly summary record of all revenue type transactions for each collector. It reflects adjustments applied to individual collector tour-of-duty summaries.

This report may be accessed by:

- Accountant/System Administrator

Frequency of the report:
- Monthly
- AdHoc

7. 3.12 Summary Variance by Collector Report

The **Variance Report** provides a summary view of all variances reported for a particular tour of duty, particular collector, or lane.

This report may be accessed by:

- Accountant/System Administrator

Frequency of the report:

- AdHoc

7. 3.13 Tour-of-Duty Report

The **Collector Total Shift Report** selection allows you to display or print a report that shows a Toll Collector's total shift information for one shift. A total shift consists of all partial shift data entered during any working day for all lanes worked by a Toll Collector. This report includes data on vehicle classification counts, indicated axle counts, treadle-recorded axle counts, cash transactions, token transactions, and ticket transactions. The report also reflects count out data from Collector deposits and the Supervisor/Money Counting Room deposits.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager

Frequency of the report:

- AdHoc

7. 4   SCTR (Service Center) Reports

The following SCTR Reports are available:

- Account by Tag Number
- Annual Financial Status Report
- Clerk Activity Report
- Credit Card Status Report
- Credit Denied Report
- DTR Adjustments by Clerk Report
- DTR NSF Check Report
- DTR Refunds Report
- DTR Reversals By Clerk Report
- DTR Write-Offs Report
- DTR by Clerk by Account Report
- DTR by Transaction Number Report
- DTR by Transaction Type Report
- Daily Activity Report
- Daily Activity Summary Report
- Daily Financial Status Report
- Device Distribution Report
- Device Inventory Detail Report
- ETC Transaction Daily Report
- ETC Transaction Summary Report
- Monthly Account Statement Report
- Monthly Financial Status Report
- Monthly Summary of Accounts Report
- Rebill Analysis Report
- Rebill Status Report
- Revenue Summary Report
- Summary Account Status Report

7. 4.1   Account by Tag Number

The **Account by Tag Number** details the account number, tag status, replenishment method, name, address, and telephone number, sorted by AVI tag number.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk

Frequency of the report:

- AdHoc

7. 4.2   Annual Financial Status Report

The **Annual Financial Status Report** shows the source of funds and the applications of funds on a yearly basis. The total from each of these funds should balance.

For each month, the source of funds section of the report groups and totals data by pay type.

The application of funds section of the report groups data by fund code. Within each fund code, accounting category totals are shown for each month.

This report may be accessed by:

- Accountant/System Administrator

Frequency of the report:

- Annual

7. 4.3   Clerk Activity Report

The **Clerk Activity Report** totals the transactions performed for each clerk at the specified Service Center. The transaction types totaled are financial transactions, non-financial transactions, number of adjustments, and number of reversals. This report can be used for performance appraisal.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

Frequency of the report:

- AdHoc

7. 4.4   Credit Card Status Report

The **Credit card Status Report** lists the account information for all customers whose credit card expires in the specified date range. Day and night phones are listed for situations in which supervisors require customer communication.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

Frequency of the report:

- Monthly

7. 4.5   Credit Denied Report

The **Credit Denied Report** lists the accounts in which credit was denied for the indicated billing request date. The reason code for the credit denial is also shown. The report is sorted by account number.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

Frequency of the report:

- Daily

7. 4.6   DTR Adjustments by Clerk Report

The **DTR Adjustments by Clerk Report** ???

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk

Frequency of the report:

- Daily

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7. 4.7   DTR NSF Checks Report

The **DTR NSF Checks Report** presents a detailed listing of all NSF fee transactions which occurred within a specified date range grouped by CSR ID. Totals for each clerk and a grand total are also reported.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

The frequency of the report is:

- Daily

7. 4.8   DTR Refunds Report

The **DTR by Clerk by Account Report** presents ???

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

The frequency of the report is:

- Daily

7. 4.9   DTR Reversals By Clerk Report

The **DTR Reversals by Clerk Report** presents ???

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk

The frequency of the report is:

- Daily

7. 4.10 DTR Write-Offs Report

The **DTR Reversals by Clerk Report** presents ???

This report may be accessed by:

- Accountant/System Administrator

The frequency of the report is:

- Daily

7. 4.11 DTR by Clerk by Account Report

The **DTR by Clerk by Account Report** presents a detailed listing of all transactions which occurred within a specified date range grouped by CSR ID and sorted by individual account numbers. Totals for each clerk and a grand total are also reported.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk

The frequency of the report:

- Daily

7. 4.12 DTR by Transaction Number Report

The **DTR by Transaction Number Report** presents a detailed listing of all transactions which occurred within a specified date range grouped by CSR ID and sorted by transaction number. Totals for each clerk and a grand total are also reported

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk

The frequency of the report:

- Daily

7. 4.13 Daily Activity Report

An individual **Daily Activity Report** is generated for each specified CSR, sorted by session id. This report will group each financial transaction that occurred within the grouped session. A total amount per session and a grand total will be reported.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

The frequency of this report is:

- Daily

7. 4.14 Daily Activity Summary Report

An individual **Daily Activity Summary Report** is generated for each specified CSR and sorted by session id. This report will show, for each session, the amount debited and credited to each general ledger account. A total for each session and a grand total will be reported.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

The frequency of this report is:

- AdHoc

7. 4.15 Daily Financial Status Report

The **Daily Financial Status Report** shows both the source of funds and the application of funds on a daily basis. The total from each of these funds should balance.

The source of funds section of the report groups data by pay types and sorts the information by employee id. Total number of transactions and total amounts are listed for each employee.

The application of funds section of the report groups data by category and sub-category. Within each category and sub-category, totals are listed for each bridge / fund code.

This report may be accessed by:

- Accountant/System Administrator

The frequency of the report is:

- AdHoc

7. 4.16 Device Distribution Report

The **Tag Distribution Report** shows total number of tags in each of the various tag statuses. A total number of tags is also given.

This report may be accessed by:

- Accountant/System Administrator

The frequency of the report is:

- Weekly

7. 4.17 Device Inventory Detail Report

For each tag in the specified tag id range, the **Tag Inventory Detail Report** itemizes information related to each tag. Information listed includes the account, last transaction data, current status, and the internal tag id. This report is sorted by tag status.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk

The frequency of the report is:

- Weekly
- AdHoc

7. 4.18 ETC Transaction Daily Report

The **Daily ETC Transactions Report** lists each toll transaction occurring for the specified bridge. The date/time and the toll amount are reported for each transaction. This report is sorted by plaza and lane.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

The frequency of the report is:

- AdHoc

7. 4.19 ETC Transaction Summary Report

The **ETC Transaction Summary Report** presents a listing of the tolls, replenishments, and collector totals for a given day in a given lane.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk

The frequency of the report is:

- Daily

7. 4.20 Monthly Account Statement Report

The **Monthly Account Statement Report** is used to produce monthly statements for ETC customers upon request. This report is similar to the batched statements produced. Each payment and toll transaction is listed, deriving the customer's current account balance.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

The frequency of the report is:

- Monthly
- AdHoc

7. 4.21 Monthly Financial Status Report

The **Monthly Financial Status Report** shows both the source of funds and the applications of funds on a monthly basis. The total from each of these funds should balance.

For each day of the month, the source of funds section of the report groups and totals data by pay type.

The application of funds section of the report groups data by fund code. Within each fund code, accounting category totals are listed for each day of the month.

This report may be accessed by:

- Accountant/System Administrator

The frequency of the report is:

- Monthly

7. 4.22 Monthly Summary of Accounts Report

The **Monthly Summary of Accounts Report** summarizes the financial transactions associated with each account. Financial totals summarized are opening toll balance, deposits, toll usage, tag deposit, fees, and fines. Totals for all accounts are also computed and shown.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

The frequency of the report is:

- Monthly

7. 4.23 Rebill Analysis Report

The **Rebill Analysis Report** presents the data used in the calculation of the current rebill amount. An initial rebill amount is set upon account opening. Each month the rebill amount is adjusted based on the average of the previous three months of toll usage.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

The frequency of the report is:

- Monthly

7. 4.24 Rebill Status Report

The **Rebill Status Report** lists the rebill requests and the status of these requests for a given date range. Credit card or bank account data is also listed.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk
- Card/Pass Sales Clerk

The frequency of the report is:

- Daily

7. 4.25 Revenue Summary Report

The **Revenue Summary Report** summarizes financial totals for each day of the specified month. Financial totals summarized are prepaid toll usage, fines, fees, refunds, and net revenue. Totals for the month are also shown.

This report may be accessed by:

- Accountant/System Administrator

The frequency of the report is:

- AdHoc

7. 4.26 Summary Account Status Report

The **Summary Account Status Report** lists the account information for all customers in a specific account type or who opened an account in a specified date range or who closed an account in a specified range. Day and night phones are listed for situations in which supervisors require customer communication.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- Account Clerk

The frequency of the report is:

- AdHoc

7. 5 VIOL (Violations) Reports

The following VIOL Reports are available:

- UTC Civil Violations Issued Report
- UTC Civil Violation Tracking Report
- VES Event Reconciliation Report
- Violation Occurrence Report
- Violation Status Report

7. 5.1 UTC Civil Violations Issued Report

The **UTC Civil Violations Issued Report** provides a list by UTC Civil Violation Notices (CVN), number of CVN's issued, violator's name and address.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- VES Enforcement Officer

The frequency of the report is:

- Weekly
- AdHoc

7. 5.2 UTC Civil Violation Tracking Report

The **UTC Civil Violation Tracking Report** provides for tracking UTC Civil Violations issued from date of issue until closed.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- VES Enforcement Officer

The frequency of the report is:

- Weekly
- AdHoc

7. 5.3   VES Event Reconciliation Report

The **VES Event Reconciliation Report** provides a list by clerk of the results of review of all VES event images including no problem, ticket should be issued, a problem with the collector, etc.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- VES Enforcement Officer

The frequency of the report is:

- Daily

7. 5.4   Violation Occurrence Report

The **Violation Occurrence Report** provides all pertinent violation information for a given date range including the date, time, plaza, lane, collector identification number, license number and state, external tag identification number, tag status, and violation number. Violation numbers are also cross-referenced to the lane serial number.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- VES Enforcement Officer

The frequency of the report is:

- Daily

7. 5.5   Violation Status Report

The **Violation Status Report** provides the following information—violation status, violation number, plate number, plate state, violation date and time, account number, sub-account number, violation amount, amount due, lane, and plaza.

This report may be accessed by:

- Accountant/System Administrator
- Causeway Manager
- VES Enforcement Officer

The frequency of the report is:

- Daily

7. 5.6   Violation and U/O Review Report

The **Violation and U/O Review Report** ???

This report may be accessed by:

- Accountant/System Administrator
- VES Enforcement Officer

The frequency of the report is:

- Daily

8. Using Windows Applications

8.1 ⬚ Using a Mouse

A ⬚ is a device connected to the computer used to 'Point and Click' at objects on the computer screen or windows within the screen.

1. Place your hand over it so that your index finger rests on the left button.

2. Move the ⬚ over the mouse pad to move the cursor on the screen.

3. Place the cursor over buttons on the screen, for example:

   [OK] or [Cancel]
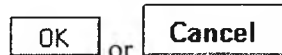
   or

   radio buttons ⊙

   or

   the ⬚ on a List Drop Box ⬚

4. Press the left button down. This is called a **"Click."**

5. When instructed to **"Double-click,"** quickly press the left button down twice.

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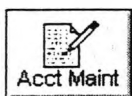*Proprietary Data*

8.2 ▪ Menus & Toolbars

The menu and toolbars are displayed on the screen. Click on any one of the buttons or main menu names to access help directly from this screen.

8.2.1 To Use the Main Menu Bar

1. Use the 🖱 and click on the main topic that is to be accessed. A drop-down menu is displayed.

2. Click on the process that is to be carried out so as to access the correct window.

8.2.2 To Use the Main Tool Bar

1. Use the 🖱 and allow the pointer to rest on any of the buttons such as the [Acct Maint].

2. Click on the button to open the window that corresponds to the function that is to be used.
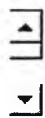
8.3 ⌐ Scroll Bars

Scroll bars are used in several distinct places:

- List Drop Boxes
- Data Windows
- On-Line Training
- On-Line Help

8.3.1   To Use a Scroll Bar

When there is more text or selections than displayed, there is a ⌐ on the right side of the screen.

Either

Click on the ⬆ and ⬇ to scroll up and down.

Or

Click on the button between the ⬆ and the ⬇ , holding down the left mouse button, and slide the button up or down to view additional information.

8.3.2   To Use a Scroll Bar in a List Drop Box

1. Click on the ⬇ on the right of the window to scroll down. A list of entries drops down from the field.

```
ALL        ⬇
ALL        ⬆
DAILY
MONTHLY
YEARLY     ⬇
```

2. When there are more selections than those displayed, there is a ⌐ on the right side of the List Drop Box (as shown).

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3. Click on the ⊡, holding down the left mouse button. This causes the List Drop Box to scroll, displaying all entries.

4. To scroll up, click on the ⊡.

5. Click on the button between the ⊡ and the ⊡ , holding down the left mouse button, and slide the button up or down to view additional information.

6. Highlight the desired selection.

7. The List Drop Box closes, displaying the selection in the field.

8.3.3 To Use a Scroll Bar in a Data Window

1. When there is more text than is visible in the data window, there is a ⊡ on the right side of the window and a ⊡   ⊡ across the bottom of the window.

2. Use the ⊡ on the right to move from top to the bottom in the data window:

   Either

   - Click on the ⊡ or ⊡ to scroll up and down in the data window.

   Or

   - Click on the button between the ⊡ and the ⊡ , holding down the left mouse button, and slide the button up or down to view additional information.

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3. Use the ◀⊔ ▶ to move from left to right in the data window.

   Either

   • Click on the ◀ and ▶ to scroll across the window from left to right.

   Or

   • Click on the button between the ◀ and the ▶ , holding down the mouse button, and slide the button to the left or right to view additional information.

8.3.4 To Use a Scroll Bar in On-Line Training, On-Line Help, or the Application

1. When there is more text than is visible in the data window, there is a ▲ on the right side of the help screen.

2. Click on the ▲ and ▼ to scroll up and down in the data window.

3. Or click on the button between the ▲ and the ▼ , holding down the left mouse button, and slide the button up or down to display additional information.

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8.4   🗂️ Tab Folders

When each process is opened, a set of tab folders is displayed. This allows the user to view all of the sub-processes that can be carried out, and allows simple access to each.

8.4.1   Process

There are a series of Tab Folders when any of the processes is opened. The Open Account tab folders are displayed as an example:

Demographics	SubAccounts	Replenishments	Vehicles	Device Request	Plan	

Account Type   Agency   Account No.   Social Sec. No.

PRIVATE ▼   [▼]   [   ]   [__-__-__]

When the system opens a subsystem, it will default to the first tab folder, displaying the folder information.

8.4.1.1   To Change to a New Folder within the Subsystem

1. Using the 🖱 , click on the new tab folder title located at the top of the folder.

2. The open folder will close and the new folder will open.

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8.5   List Drop Box Selections

List Drop Boxes are white fields that contain an arrow button at the right. This option is designed to allow the user to view values and select the one that best applies.

8.5.1   To Use a List Drop Box

1. Click on the [⬛] on the right of the List Drop Box. A list of entries will drop down from the field.

2. When there is more information than is visible, use the [⬛] on the right side of the help screen.

3. With the [🖱] , click on the desired selection to highlight it. The List Drop Box closes, displaying the selection in the field.

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8.6   🗔 Data Windows

In many of the Tab Folders, there is a data window. This area displays data that has been entered into the system.

8.6.1   To View All Selections in a Data Window

1. If there are more selections than those displayed in the data window, there

   is a ⏷ on the right side and a ◁◻   ▷ across the bottom of the window.

2. Use the scroll bars to view additional information.

8.7 ▓ Buttons & Hotkeys

There are three button types:

- Toolbar Buttons
- Command Buttons
- Radio Buttons

8.7.1 How to Use Toolbar Buttons

Toolbar buttons bring up an application window.

1. Place cursor on toolbar button. A small balloon pop-up is displayed describing the function of the button.
2. Click on the button to open the corresponding window.

8.7.2 How to Use Command Buttons

Command buttons are usually displayed at the bottom of a window. They are used to save, cancel, or delete information entered in the window.

1. Click on the command button to carry out either a save, cancel, or delete function in a window.

2. Normally a ⓘ or ⓦ pop-up displays, requiring the user to click on [OK] or [Cancel].

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8.7.3 How to Use Radio Buttons

Radio buttons allow a selection within the application.
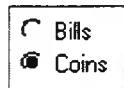
1. A radio button is displayed as O.

2. Click on the radio button. A black dot ⊙ is displayed in the center of the button and the function is triggered.

8.7.4 How to Use Hotkeys

Hotkeys are made available to the user who prefers using a instead of a . The hotkeys , which use the keyboard, can be used instead of buttons or drop-down menus.

1. On the Main Toolbar, each Main Menu title has a letter underlined, for example **File**.

2. Press **<Alt> F**. The **File** menu drops down.
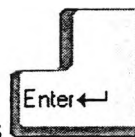
    Either

    Use the arrow or to move up and down the menu until the desired selection is highlighted.

    Or

    Press **<Alt> *** (* represents the hotkey letter of the menu item selection).
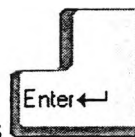
3. Press . The selected window is displayed.

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9. Using On-Line Help

9. 1 Toolbar Buttons

File	Edit	Bookmark	Options	Help				
Contents	Search	Back	Print	<<	>>	Glossary	Close

The toolbar shown above can be used to get detailed information on each function. Each button is described in the following section.

9. 1.1 Contents

The Contents provides the top level topic of all functions in the On-Line Help application.

1. Click Contents on the top help toolbar to return to the contents at any time.

2. Use the ↓ to view a complete listing.

3. Click Back on the top toolbar to return to the main **Help Basics** window.

9. 1.2 [Search] Search

- Click [Search] to display the following window:

```
┌───────────────────────────────────────────────────────────┐
│ ▬ Help Topics: Help on the Metro-Dade Supervisor Lane Monito ? │
│ ┌──────┐ ┌──────┐                                         │
│ │ Index│ │ Find │                                         │
│                                                           │
│   1  Type the first few letters of the word you're looking for. │
│   ┌─────────────────────────────────────────────────────┐ │
│   │                                                     │ │
│   └─────────────────────────────────────────────────────┘ │
│                                                           │
│   2  Click the index entry you want, and then click Display. │
│   ┌───────────────────────────────────────────────┬──┐   │
│   │ Active Lane                                   │ ↑│   │
│   │ ActvLn                                        │  │   │
│   │ Back                                          │  │   │
│   │ Back Browse Button <<                         │  │   │
│   │ Buttons & Hotkeys                             │  │   │
│   │ Collector Audit/Lane Audit                    │  │   │
│   │ Contents                                      │  │   │
│   │ Contlr                                        │  │   │
│   │ Control Panel                                 │  │   │
│   │ Current Message Display                       │  │   │
│   │ Defining and Using Bookmarks                  │  │   │
│   │ Exit                                          │  │   │
│   │ Forward Browse Button >>                      │  │   │
│   │ Glossary                                      │  │   │
│   │ Help Basics                                   │  │   │
│   │ History                                       │  │   │
│   │ Jumps or Hotspots                             │ ↓│   │
│   │ Lane Controller                               │  │   │
│   └───────────────────────────────────────────────┴──┘   │
│                                                           │
│              ┌─────────┐ ┌────────┐ ┌────────┐            │
│              │ Display │ │ Print. │ │ Cancel │            │
│              └─────────┘ └────────┘ └────────┘            │
└───────────────────────────────────────────────────────────┘
```
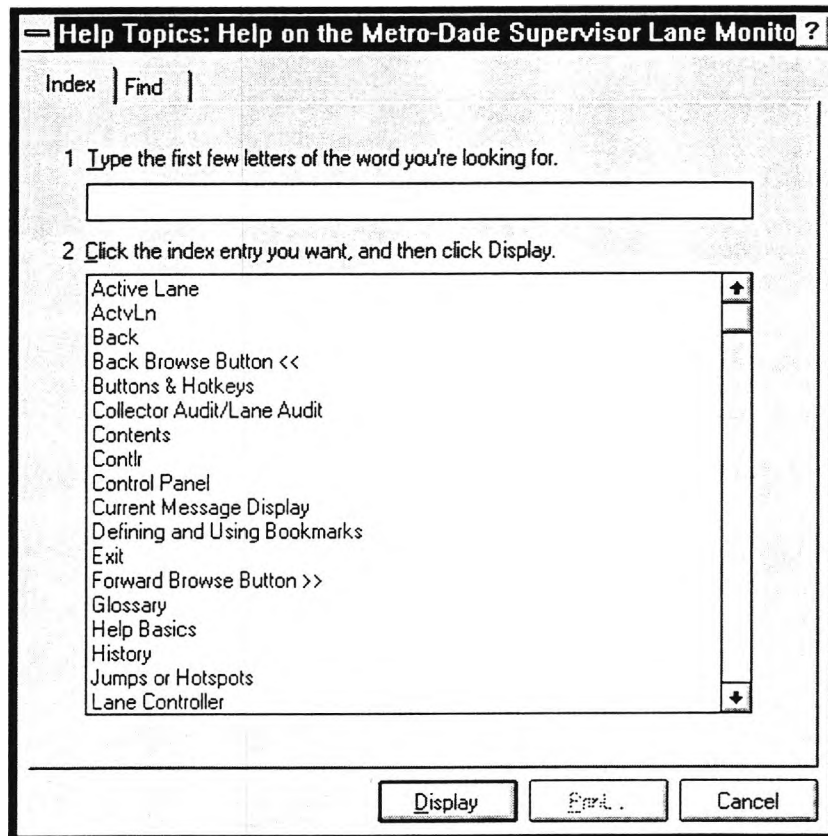
9. 1.2.1 Index

1. Type in a word or phrase **or** use the [↑↓] to locate the desired subject.

2. Click [Display]. The On-Line Help jumps directly to the subject.

3. Click [Back] on the top toolbar to return to the main window.

9. 1.2.2 Find

For a more narrow search,

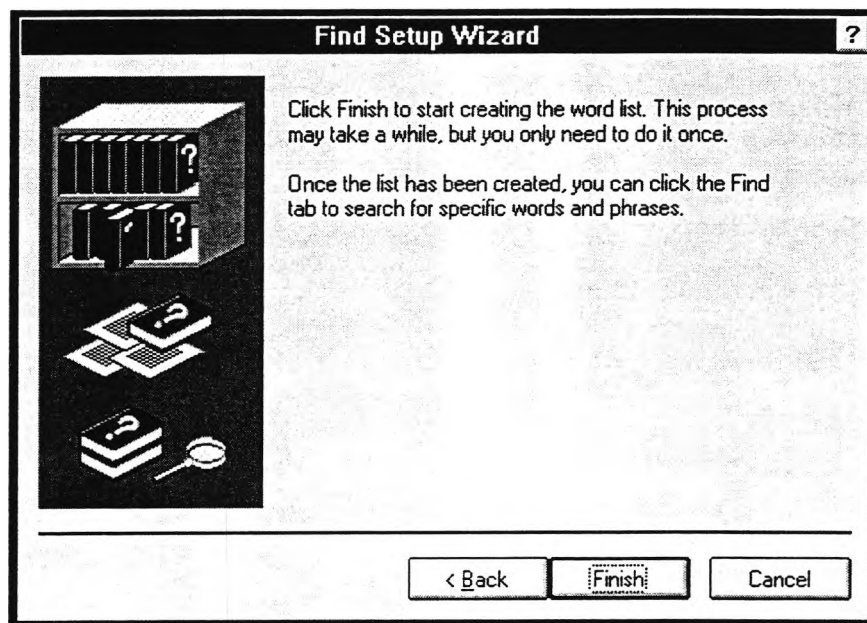1. Click on the **Find** tab folder. The following screen is displayed:

2. Select either

    • Minimize database size (recommended)
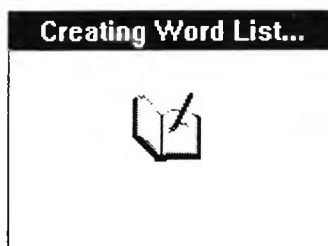
    • Maximize search capabilities

    Or
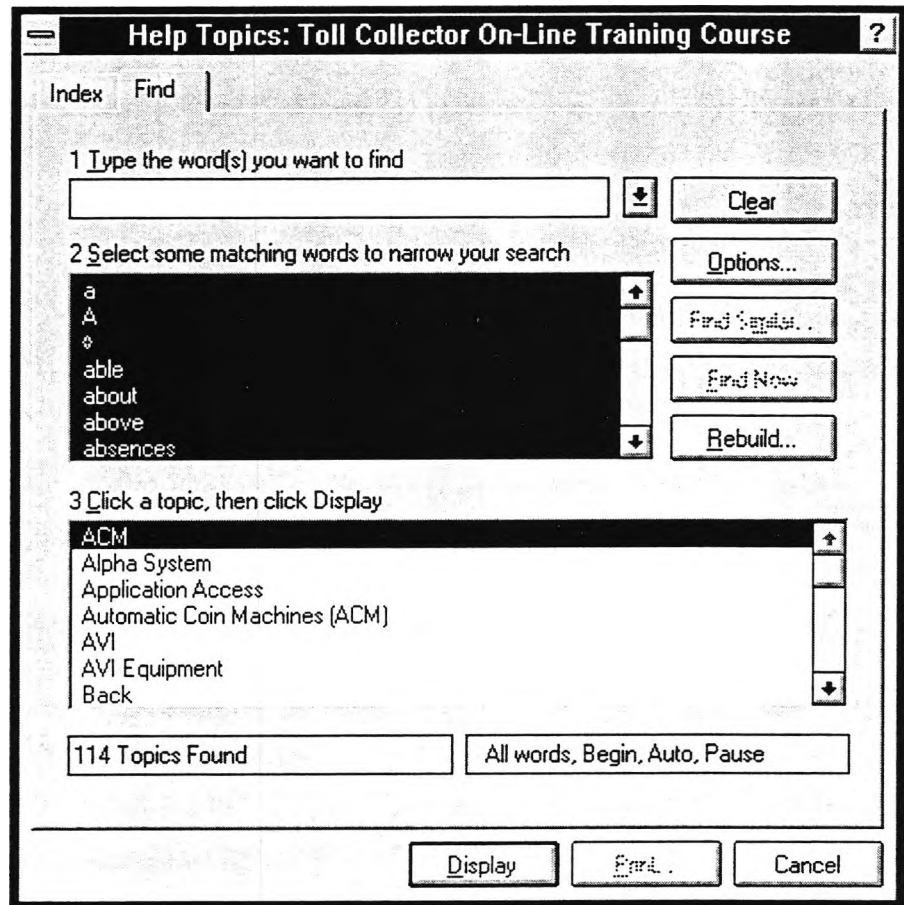
    • Customize search capabilities

3. Click [Next >]. The following screen is displayed:

4. If another database list needs to be created, click [< Back]. If not click [Finish]. The following window is displayed:

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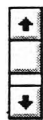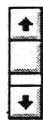Proprietary Data

Once the word list has been created, the following window is displayed:

5. Type in a word or phrase in the **first** data window.

    Either

    Use the [scroll button] to locate a word in the **second** data window

    Or

    Use the [scroll button] to locate a topic in the **third** data window.

6. Click [Display]. The On-Line Help jumps directly to the subject.

7. Click [Back] on the top toolbar to return to the main window.
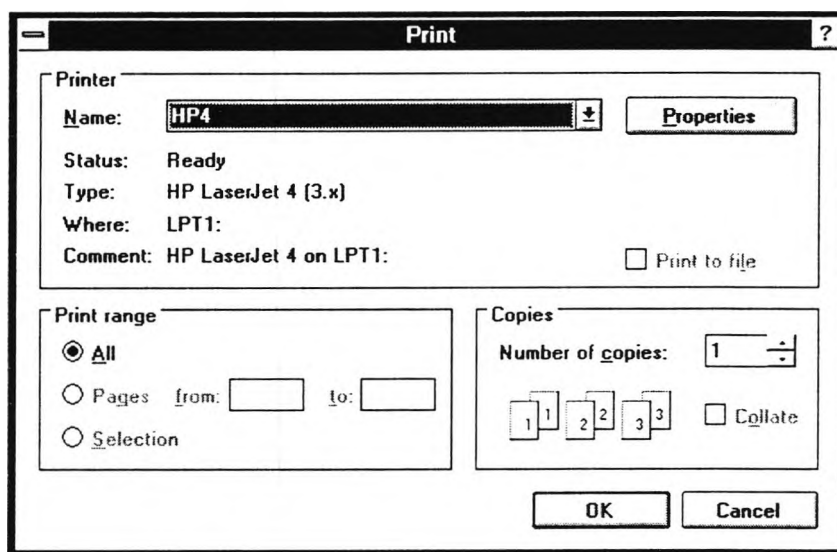
9. 1.3 | Back | Back

1. Click | Back | to return to a previously viewed topic.

2. Click | Back | on the top toolbar to return to the main window.

9. 1.4 | Print | Print

1. Click | Print | to print the topic that is active.

2. The following Print window is displayed:

3. If | Print | is pressed in error or a decision was made **NOT** to print the topic, click | Cancel |.

4. Click on | OK | to print the topic.

5. Click | Back | on the top toolbar to return to the main window.

9. 1.5 | << | Back Browse Button <<

1. Click | << | to go back one screen at a time in topic sequence.

2. Click | Back | on the top toolbar to return to the main window.

9. 1.6 [>>] Forward Browse Button >>

1. Click [>>] to go forward in topic sequence.

2. Click [**Back**] on the top toolbar to return to the main window.

9. 1.7 [Glossary] Glossary

1. Click [Glossary] to view the alphabetically listed terms that are defined within the system.

2. The terms are underlined with a broken dotted line and have a definition [Pop-up] that will pop-up.

3. Use the [↑↓] to find the term. The terms are in alphabetical order.

4. Place the cursor on the term. The cursor now displays as a ⌐ . Click on the term to jump to the system function dealing with the term.

5. Click [**Back**] on the top toolbar to return to the main **On-Line Help Course** window.

9. 1.8 [Close] Close
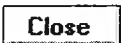
1. Click [**Close**] to close On-Line Help.

2. The file closes.

3. Click [**Back**] on the top toolbar to return to the main **On-Line Help Course** window.

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9. 2 Special Features

9. 2.1 If Statements

All contingencies, or **If statements** are printed in red. The purpose is to alert the user that within the steps of the procedure, the contingencies are to be followed only if applicable.

9. 2.2 Jumps or Hotspots

Help topics can include graphics and text that link to other Help topics or to more information about the current topic. These are called jumps.

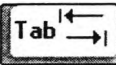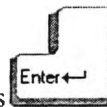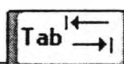1. Jumps are identified by bold colored text and solid <u>underline</u>.

2. When pointing to a jump, the pointer changes to a hand shape ☞.
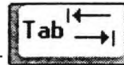
9. 2.2.1 To Choose A Jump

1. Point to the text or graphic, and click with the left 🖱 button.

   Or

   Press [Tab ⇄] to select the jump, and then press [Enter↵].

2. Press **SHIFT**+[Tab ⇄] to move backward and select a jump.

3. If the jump chosen is linked to another topic, that topic appears in the Help window.

4. Sometimes a jump is linked to information that appears in a pop-up window or a secondary window. See section 9.2.3 for **Secondary Window**.

5. When information is displayed in a pop-up window, the size of the pop-up window is proportional to the size of the main Help window.

   Note: To enlarge the pop-up window, change the size of the main Help window.

6. To display all jumps in a topic, press **CTRL**+[Tab ⇄].

9. 2.2.2 To Close A Pop-Up Window

Click anywhere on the screen, or press any key.

9. 2.3   Secondary Windows

Another type of link that is used in the On-Line Help is 'Secondary Windows'. The following links are used to create Secondary Windows:

1. Under each Process are jumps that open a secondary window to display further detail.

2. Click on the secondary window link and a secondary window will pop-up over the main window, giving the specified procedure. Two buttons linked specifically to the secondary window are displayed at the top, **Close** and **Print**.

3. To close, click on the ⊠ in the upper right-hand corner of the screen.

4. To print the 'secondary window', click **Print**.

5. In order to enlarge the window, click on the ▣ in the top right-hand corner of the screen. The window will fill the screen and permit full view of the windows.

6. To return to original size, click on ▣ in the top right-hand corner of the screen. This will return the window to its original size.

9. 3   📖   Defining and Using Bookmarks

Just as bookmarks can be placed in a book to mark specific references, bookmarks can be placed in Help topics that are used frequently. After placing a bookmark in a topic, the topic can be accessed quickly from the Bookmark menu.

9. 3.1   Placing a Bookmark in a Topic

1. From the Bookmark menu in Help, choose Define.
2. In the Bookmark Name box, the topic title appears. If you want to use a different name to identify the bookmark, type a name in this box. Otherwise, the topic title that appears will be the name it is identified as the bookmark.
3. Click on [OK].
4. The bookmark name now appears on the Bookmark menu in Help.

9. 3.2   Viewing a Bookmark in a Topic

1. From the Bookmark menu in Help, choose the bookmark name for the topic to be viewed.
2. Underlined numbers precede the first nine bookmark titles.
3. Type the corresponding number to go quickly to a marked topic.
4. If more than nine bookmarks have been defined, choose **More** from the Bookmark menu in Help.
5. Select a bookmark in the **Go To Bookmark** box, and then choose [OK].

9. 3.3   Removing a Bookmark

1. From the Bookmark menu in Help, choose **Define**.
2. Select the bookmark to be removed.
3. Choose the **Delete** button.
4. The bookmark name is removed from the Bookmark menu in Help.

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Glossary of Terms

ACM

Automatic Coin Machine

Actvln

Active Lane

AVI

Automatic Vehicle Identification

CCTV

Closed Circuit Television

Contlr

Lane Controller

CSR

Customer Service Representative

DTR

Daily Traffic Report

ETC

Electronic Toll Collection

ID

Identification

LCD

Liquid Crystal Display

MLT

Manual Lane Terminal

MOMS

Maintenance On-Line Management System

MsgHst

Message History

NSF

Insufficient Funds

PC

Personal Computer

PFD

Patron Fare Display

RF

Radio Frequency

SAM

Sensing and Activating Module Unit

SCTR

Service Center

SPVR

Supervisor

UTC

Uniform Traffic Citation

VES

Violation Enforcement System

VIOL

Violation

VMS

Variable Message Sign

User ID

The User ID is the name that identifies a user. Typically, the user's last name is used.

Miscellaneous Deposit

A Miscellaneous Deposit can be any one, or a combination of any of the following:

- Deposit of money found by the Plaza Supervisor
- Deposit of an 'Insufficient Funds' payment by a Customer
- Plaza Supervisor's Returned Seed Bag

Password

A 'Password' is a word consisting of 1-13 characters. When a user logs onto the system, not only does the login window require the User ID, but also the entry of a specific password. This process promotes system and user integrity. The password should be known only to the user and the System Manager for security reasons.