



**Cross Island Parkway  
Palmetto Pass  
South Carolina  
Department of Transportation  
TRCS Auditors Manual**

Rev 1.0

May 2008



# **ACS**

## ***Government Solutions, TSS.***

### **Revision History**

Revisions of this document are listed in chronological order. There is no relationship between the document release number and the software release number.

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# 1. Introduction

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The Auditors Manual is designed to assist the Audit Manager in making the transition to the Next Generation (NG) application software being installed at the SCDOT toll facilities.

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*Note: This guide has been written from a global user perspective. Your usage may be different based on your business rules.*

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Before proceeding, a user should have a basic understanding of computers and Microsoft Windows applications. If not, refer to sections 7 and 8, *Using Windows Applications* and *Using On-Line Help* for an explanation.

The following topics are covered in this manual:

- How to log-in and log-out of the application
- How to perform multiple audit functions
- How to run reports
- How to perform system administration functions
- How to use Help functions

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*Note: Before beginning, make sure you are viewing the application from the latest version of Internet Explorer or Mozilla's Firefox.*

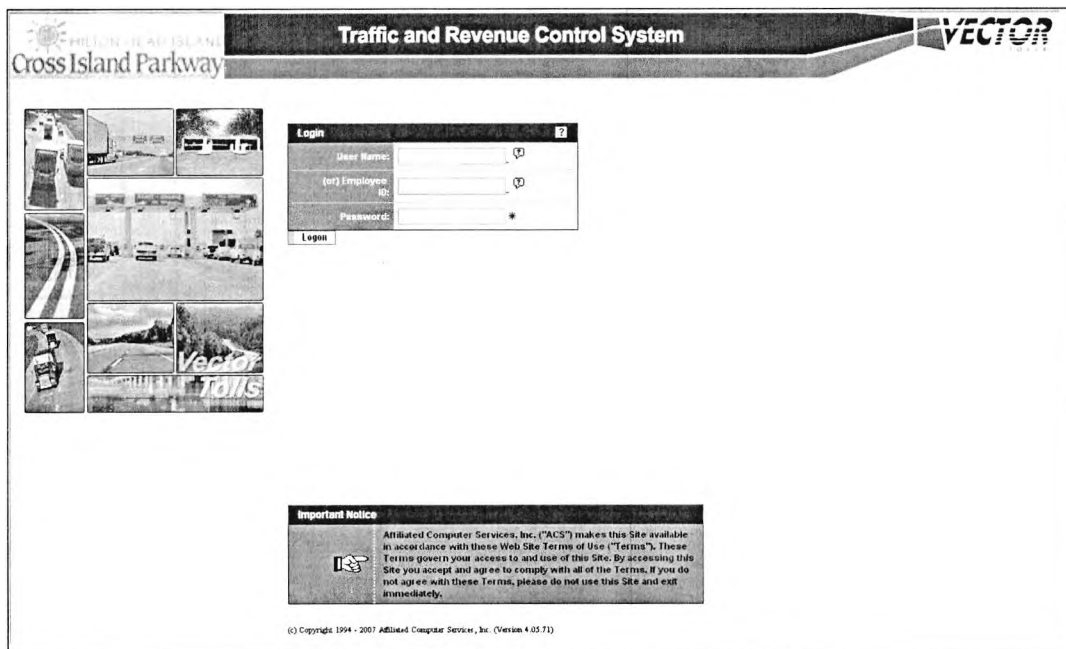
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## 2. Accessing the Application

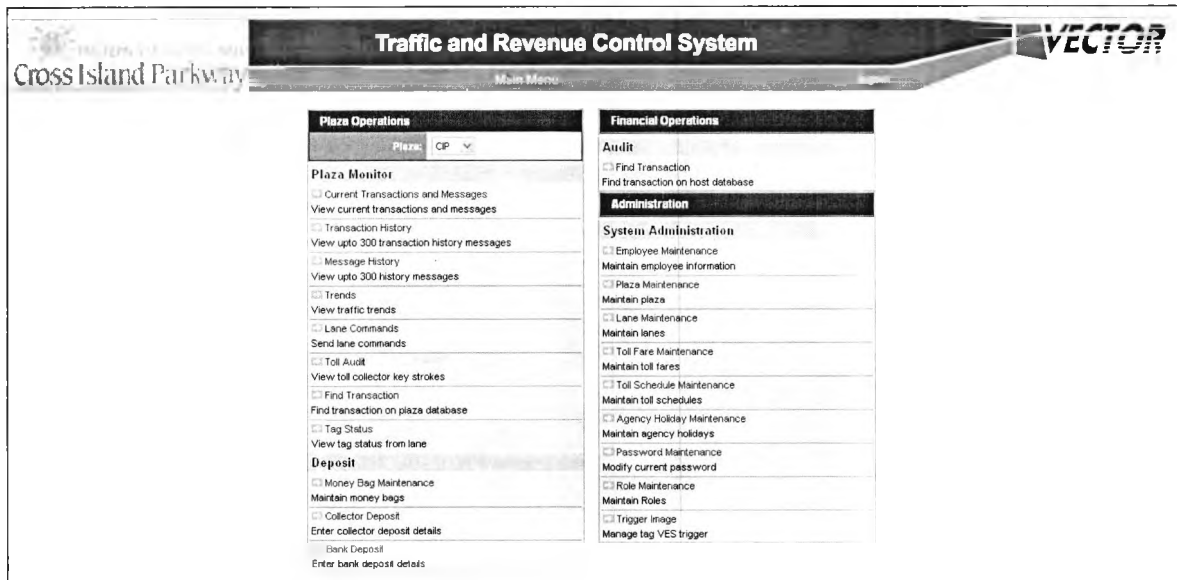
### 2.1 Logging In

The login process provides a secure way for authorized users to access the system. To login, follow these steps:

1. Go to the website for the VECTOR Traffic and Revenue Control System (TRCS) application.
2. The following login window displays:



3. Enter in your correct login ID and password. Click the **Login** button. The following screen displays:



From this screen, you can access the following functions:

- *Plaza Monitor*, which allows you to view tag statuses from lanes
- *Audit*, which allows the Find Transaction function.
- *Reports*, which allows you to view and print reports.
- *System Administration*, which allows you to search for toll fares and modify current passwords.
- *Help*, which allows you to access on-line help functions for the application.

## 2.2 Plaza Monitor

The *Plaza Monitor* function allows you to view tag statuses.


## 2.3 Audits

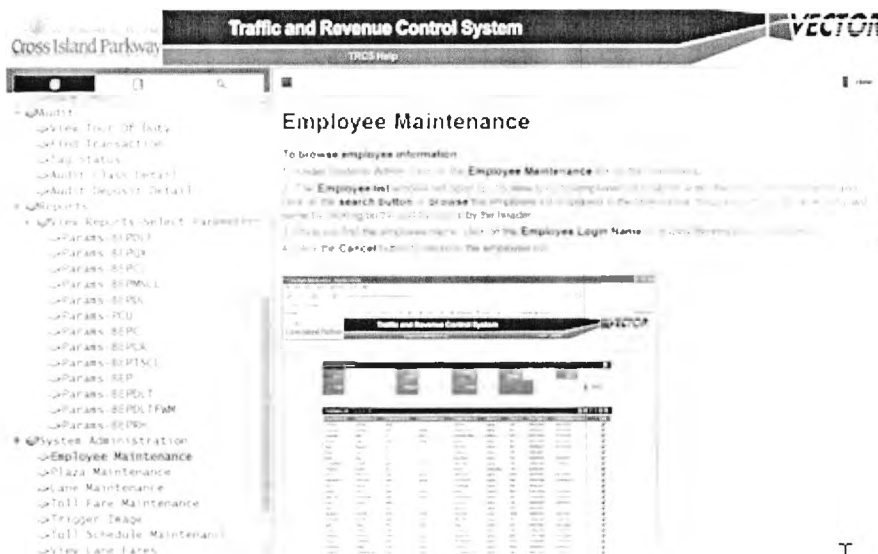
The *Audit* function allows you to find transactions.

## 2.4 System Administration

The selection of the System Administration function allows you to search for toll fares and modify current passwords.

## 2.5 Help

If you need additional help during your use of the application, click . This icon is found in the upper right hand corner of each information window. For example if you have additional questions about how to use the Plaza Monitor sub-functions, the following displays after clicking the icon:





## 2.6 Logging out of the application

Logging out of the application is a simple process. In the top right hand corner of the screen, there is a **Logout** button as shown by the following example.



To logout of the application, click **Logout**. This action will return you to the main login screen.

## 3. Audit

### 3.1 Overview

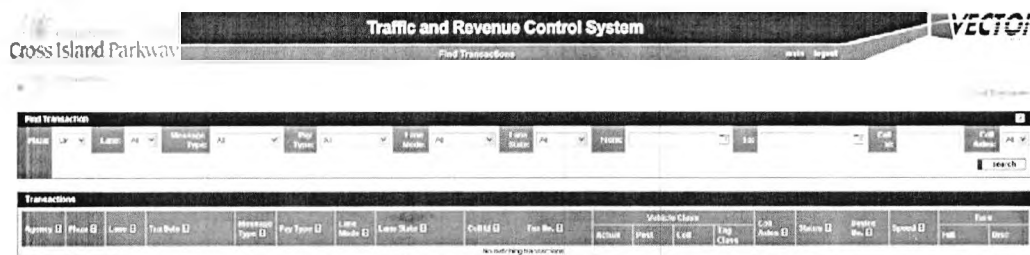
This audit capability creates the foundation for an independent audit of the collector activity in the lane along with AVC data compared with deposits made by the collector. This audit process will provide the data to explain or confirm variances.



### 3.2 Find Transaction

The *Find Transaction* subfunction allows you to find transactions for the toll plaza.

1. Select the Find Transaction subfunction from the main TRCS menu.



2. Select a plaza from the Plaza drop down menu. Select a lane and message type. Select the To and From Dates from the calendar.
3. Enter the Collector Login ID and select Coll Axle from the drop down menu. Click *Search*. The following window displays underneath the *Find Transaction* search.

Find Transactions

**Traffic and Revenue Control System** **VECTOR**

Find Transactions

Find Transaction

From: 07/22/2007 14:38:24 To: 07/23/2007 14:38:24

Search

Agency	Phase	Lane	Trs Date	Message Type	Pay Type	Lane Mode	Lane State	Coll St	Trs No	Vehicle Class	Actual	Post	Coll	Tag Class	Coll Date	Status	Device No	Speed	Fare
001			2007-07-26 10:18:00	VIOLATION ETC	ETC	OPEN	-15		Q 802022308	2	2	0	0	0		INVALID	0180202440	7	20 00
001			2007-07-26 10:18:33	VIOLATION ETC	ETC	OPEN	-15		Q 802022302	4	4	0	0	0		INVALID	0180203343	7	60 00
001			2007-07-26 10:18:47	VIOLATION ETC	ETC	OPEN	-15		Q 802022301	3	3	0	0	0		INVALID	0180203344	7	00 00
001			2007-07-26 10:18:53	VIOLATION ETC	ETC	OPEN	-15		Q 802022300	2	2	0	0	0		INVALID	0180202440	7	00 00
001			2007-07-26 14:33:10	VIOLATION ETC	ETC	OPEN	-15		Q 802021711	2	2	0	0	0		INVALID	0220202948	7	20 00
001			2007-07-24 11:22:51	VIOLATION ETC	ETC/MANUAL	OPEN	-103		Q 802021487	2	2	0	0	0		INVALID	0220472842	7	20 00
001			2007-07-26 11:20:13	VIOLATION ETC	ETC	OPEN	-15		Q 802022337	2	2	0	0	0		LOST STOLEN	0180202663	7	20 00
001			2007-07-26 11:18:37	VIOLATION ETC	ETC	OPEN	-15		Q 802022336	4	4	0	0	0		LOST STOLEN	0180203370	7	60 00
001			2007-07-26 10:18:01	VIOLATION ETC	ETC	OPEN	-15		Q 802022308	3	3	0	0	0		LOST STOLEN	0180203347	7	00 00
001			2007-07-26 10:06:08	VIOLATION ETC	ETC	OPEN	-15		Q 802022307	2	2	0	0	0		LOST STOLEN	0180203346	7	20 00
001			2007-07-26 09:50:43	VIOLATION ETC	ETC	OPEN	-15		Q 802022300	4	4	0	0	0		LOST STOLEN	0180203370	7	60 00
001			2007-07-26 09:48:47	VIOLATION ETC	ETC	OPEN	-15		Q 802022302	3	3	0	0	0		LOST STOLEN	0180203346	7	20 00
001			2007-07-26 09:48:46	VIOLATION ETC	ETC	OPEN	-15		Q 802022301	2	2	0	0	0		LOST STOLEN	0180202663	7	20 00
001			2007-07-26 14:22:41	VIOLATION ETC	ETC	OPEN	-15		Q 802021483	2	2	0	0	0		LOST STOLEN	0180202663	7	20 00
001			2007-07-24 16:30:00	VIOLATION ETC	ETC/MANUAL	OPEN	-145		Q 802021983	2	2	0	0	0		LOST STOLEN	0180202663	7	20 00
001			2007-07-26 13:23:22	VIOLATION ETC	ETC/MANUAL	OPEN	-173		Q 802022360	2	2	0	0	0		LOST STOLEN	0180202663	7	20 00
001			2007-07-26 10:18:18	VIOLATION ETC	ETC	OPEN	-15		Q 802022308	3	3	0	0	0		NEG BAL	0180203342	7	00 00
001			2007-07-26 10:18:08	VIOLATION ETC	ETC	OPEN	-15		Q 802022310	4	4	0	0	0		NEG BAL	0180203341	7	60 00
001			2007-07-26 09:50:36	VIOLATION ETC	ETC	OPEN	-15		Q 802022306	2	2	0	0	0		NEG BAL	0180202447	7	20 00
001			2007-07-26 09:50:16	VIOLATION ETC	ETC	OPEN	-15		Q 802022303	4	4	0	0	0		NEG BAL	0180203341	7	60 00
001			2007-07-26 09:51:28	VIOLATION ETC	ETC	OPEN	-15		Q 802022304	3	3	0	0	0		NEG BAL	0180203342	7	00 00
001			2007-07-26 14:24:21	VIOLATION ETC	ETC	OPEN	-15		Q 802021483	2	2	0	0	0		NEG BAL	0180202447	7	20 00
001			2007-07-26 11:17:44	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022308	3	3	0	0	0				7	40 00
001			2007-07-26 10:48:37	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022304	2	2	0	0	0				7	20 00
001			2007-07-26 10:47:51	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022302	2	2	0	0	0				7	20 00
001			2007-07-26 10:47:50	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022301	2	2	0	0	0				7	20 00
001			2007-07-26 10:18:00	VIOLATION TOLL/EVADER	ETC	CLOSED	-15		Q 802022316	3	3	0	0	0				7	40 00
001			2007-07-26 10:16:17	VIOLATION ETC	ETC	CLOSED	-15		Q 802022314	2	2	0	0	0		GOOD	0180202443	7	20 00
001			2007-07-26 10:11:45	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022307	4	4	0	0	0				7	60 00
001			2007-07-26 10:11:43	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022306	3	3	0	0	0				7	40 00
001			2007-07-26 10:11:42	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022305	2	2	0	0	0				7	20 00
001			2007-07-26 10:08:17	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022304	4	4	0	0	0				7	60 00
001			2007-07-26 10:08:00	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022303	3	3	0	0	0				7	40 00
001			2007-07-26 10:08:07	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022302	2	2	0	0	0				7	20 00
001			2007-07-26 10:02:08	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022297	4	4	0	0	0				7	60 00
001			2007-07-26 10:01:33	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022296	3	3	0	0	0				7	40 00
001			2007-07-26 10:00:23	VIOLATION TOLL/EVADER	ETC	OPEN	-15		Q 802022295	2	2	0	0	0				7	20 00








The generated Transaction List is composed of the following columns:

Column Name	Column Description/Function
Agency	Name of agency (SCDOT)
Plaza	Name of plaza
Lane	Lane number
Transaction Date	Transaction date
Message Type	Message (Ex. ETC)
Pay Type	Pay Type (Ex. Violation)P
Lane Mode	Lane Mode (Ex. ETC_Manual)
Collector ID	Toll Collector ID
Transaction Number	Transaction Number
Vehicle Class	Actual, Post, Coll, and Tag Class
Coll Axles	Collector Classification of Axles
Device Number	Tag Number
Speed	Vehicle speed
Fare	Full and discounted Fares

### 3.2.1 Viewing Associated Transaction Types

An additional feature that can be used to view more in-depth information about a particular transaction is found within the Find Transaction feature.

Transactions									
Agency ▾	Plaza ▾	Lane ▾	Trx Date ▾	Message Type ▾	Pay Type ▾	Lane Mode ▾	Lane State ▾	Coll Id ▾	Trx No. ▾
SC	CIP	001	2007-07-26 10:15:02	VIOLATION	ETC	ETC	OPEN	-15	 502922309
SC	CIP	001	2007-07-26 09:59:38	VIOLATION	ETC	ETC	OPEN	-15	 502922292
SC	CIP	001	2007-07-26 09:58:47	VIOLATION	ETC	ETC	OPEN	-15	 502922291
SC	CIP	001	2007-07-26 09:57:53	VIOLATION	ETC	ETC	OPEN	-15	 502922290

1. To view a particular transaction, click the Magnification icon  on a selected row. The following image displays:

Find Transactions

**Traffic and Revenue Control System** **VECTOR**

Cross Island Parkway

Image View

Transaction Information	
Plaza:	Cross Island Parkway
Lane:	001
Transaction Date:	2007-07-26 10:15:02.900
Transaction Sequence No:	15173
Device No:	01600802450
Plate:	PPPPPPPPPPPP
OCR Confidence Level:	0
State:	SS

Image View

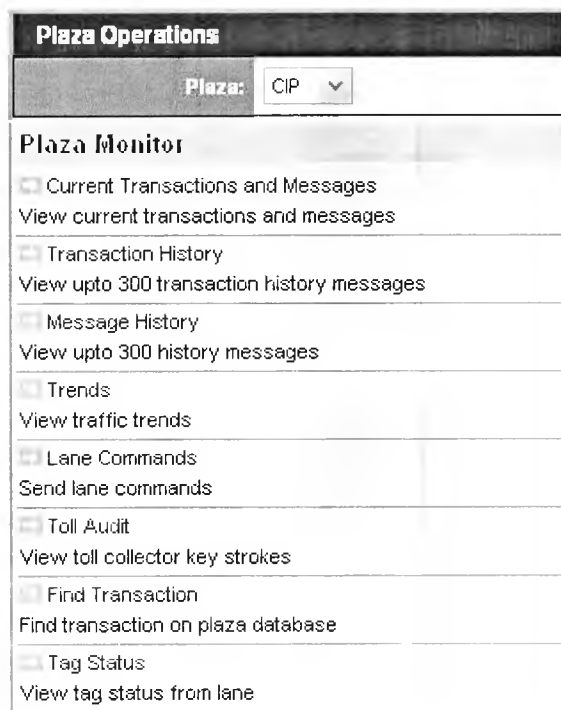
Thumbnail

The image contains information on the following:

Column Name	Column Description/Function
Plaza Name	Name of plaza
Lane Number	Lane number
Transaction Date	Date of transaction
Transaction Sequence Number	Transaction sequence number
Device Number	EZ Pass Device (Tag) Number
Plate	License Plate
OCR Confidence Level	Not Applicable for SCDOT - Confidence Level of license plate read - defaulted to 0
State	The State where the license plate was issued.

## 4. Plaza Monitor

The Plaza Monitor functions are grouped under the Plaza Operations section of the main screen.



The screenshot shows a software interface titled "Plaza Operations". Below the title is a "Plaza:" label followed by a dropdown menu currently set to "CIP". Below this is a section titled "Plaza Monitor" which contains a list of functions, each preceded by a small square icon:

- ☐ Current Transactions and Messages  
View current transactions and messages
- ☐ Transaction History  
View upto 300 transaction history messages
- ☐ Message History  
View upto 300 history messages
- ☐ Trends  
View traffic trends
- ☐ Lane Commands  
Send lane commands
- ☐ Toll Audit  
View toll collector key strokes
- ☐ Find Transaction  
Find transaction on plaza database
- ☐ Tag Status  
View tag status from lane

### 4.1 Current Transactions and Messages

1. Select the Current Transactions and Messages subfunction from the main TRCS menu.  
The following window displays.



**Traffic and Revenue Control System**

**Area 1: North Bound Lanes**

Lane	Dir	Mode	State	Collector	AVC	Coll	Tag	Revenue Type	Amount	Lane Health
004	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
002	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
007	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
005	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
006	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
008	N	ETC	CLOSED		0	0	0	CASH	\$0.00	

**Area 2: South Bound Lanes**

Lane	Dir	Mode	State	Collector	AVC	Coll	Tag	Revenue Type	Amount	Lane Health
004	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
008	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
006	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
010	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
011	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
012	S	ETC	CLOSED		0	0	0	CASH	\$0.00	

**Area 3: Transactions & Messages**

**Toll Transactions**

Lane	Trans ID	Date/Time	Collector	AVC	Collector	Tag	Actual	Revenue Type	Amount	Transponder	Tag Status	Info	KeyStrokes
No toll transactions for display													

**Lane Messages**

Lane	Date/Time	Messages
No lane messages for display		

**Area 4: Lane Messages**

The screen is divided into four areas.

- Area 1 and Area 2: North and South Bound Lanes windows are found on every sub-function screen. These windows are used to view lane information and limited toll transactions in near real time. The continuously updated display allows the toll shift supervisor to monitor all aspects of the transactions.
- Area 3: is broken down into six tabbed sections. The highlighted tab reflects the sub-function selected. It lists the current transactions.
- Area 4: lists current lane messages.

For this sub-function, you see a listing of toll transactions and then a listing of lane messages.


## 4.2 Transaction History

The *Transaction History* sub-function allows you to view all transactions from the previous 24 hours. Selection of the *Transaction History* sub-function displays the following screen:

North Bound Lanes												South Bound Lanes																							
Lane	Dir	Mode	State	Collector	Axles			Revenue	Amount	Lane Health	Lane	Dir	Mode	State	Collector	Axles			Revenue	Amount	Lane Health														
					AVC	Coll	Tag									AVC	Coll	Tag																	
941	N	ETC	CLOSED	1	2	0	2	AVI	\$0.00		913	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
942	N	ETC	CLOSED		0	0	0	CASH	\$0.00		914	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
943	N	ETC	CLOSED	0	2	0	0	TOLL EVADER	\$0.00		915	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
944	N	ETC	CLOSED		0	0	0	CASH	\$0.00		916	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
945	N	ETC	CLOSED		0	0	0	CASH	\$0.00		917	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
946	N	ETC	CLOSED		0	0	0	CASH	\$0.00		918	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
947	N	ETC	CLOSED		0	0	0	CASH	\$0.00		919	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
948	N	ETC	CLOSED		0	0	0	CASH	\$0.00		920	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
949	N	ETC	CLOSED		0	0	0	CASH	\$0.00		921	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
950	N	ETC	CLOSED		0	0	0	CASH	\$0.00		922	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
951	N	ETC	CLOSED		0	0	0	CASH	\$0.00		923	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
952	N	ETC	CLOSED		0	0	0	CASH	\$0.00		924	S	ETC	CLOSED		0	0	0	CASH	\$0.00															
Vehicles This Direction This Hour: 0												Vehicles This Direction This Hour: 0																							
Last Hour: 0												Last Hour: 0																							
Transaction History																																			
Trans	Time	Date	Time	Dir	Mode	State	Collector	Axles	Revenue	Amount	Lane Health	Trans	Time	Date	Time	Dir	Mode	State	Collector	Axles	Revenue	Amount	Lane Health	Trans	Time	Date	Time	Dir	Mode	State	Collector	Axles	Revenue	Amount	Lane Health
001	2915	2006-11-16 00:10:10	001					0	0	2	2	AVI	\$0.00	01600002434	GOOD																				
001	2917	2006-11-16 00:10:10	001					2	0	2	2	AVI	\$0.00	01600002434	GOOD																				
001	2906	2006-11-16 00:23:42	001					0	0	2	2	AVI	\$0.00	01600002434	GOOD																				
001	2909	2006-11-16 07:50:46	001					0	2	0	2	CASH	\$2.33																						
001	2978	2006-11-16 07:49:22	001					0	0	2	2	AVI	\$0.00	01600002433	GOOD																				
001	2987	2006-11-16 12:17:09	001					2	0	0	2	TOLL EVADER	\$0.00																						
002	2520	2006-11-15 17:31:44	002					2	0	0	2	TOLL EVADER	\$0.00																						
003	2536	2006-11-15 17:26:03	003					0	4	0	2	AVI BARCODE	\$0.00																						
002	2537	2006-11-15 17:21:48	002					2	0	0	2	TOLL EVADER	\$0.00																						
002	2537	2006-11-15 17:18:11	002					2	0	0	2	TOLL EVADER	\$0.00																						
001	2522	2006-11-15 17:09:14	001					0	3	0	3	CASH	\$10.11																						
001	2534	2006-11-15 17:07:31	001					2	0	0	2	AVI	\$0.00	0160002441	GOOD																				

The screen is divided into three areas.

- Area 1 and Area 2: North and South Bound Lanes windows are found on every sub-function screen. These windows are used to view lane information and limited toll transactions in near real time. The continuously updated display allows the toll shift supervisor to monitor all aspects of the transactions.
- Area 3 is broken down into six tabbed sections. The highlighted tab reflects the sub-function selected. It lists the current transactions history. Transactions that are highlighted in red are toll violations. Transactions marked with a yellow highlighted 'M' indicate a vehicle misclassification.

You can view up to 300 messages by clicking the pull down menu in the upper right hand corner of the Transaction History panel. To refresh the Transaction History list, click the adjacent  button.

## 4.3 Message History

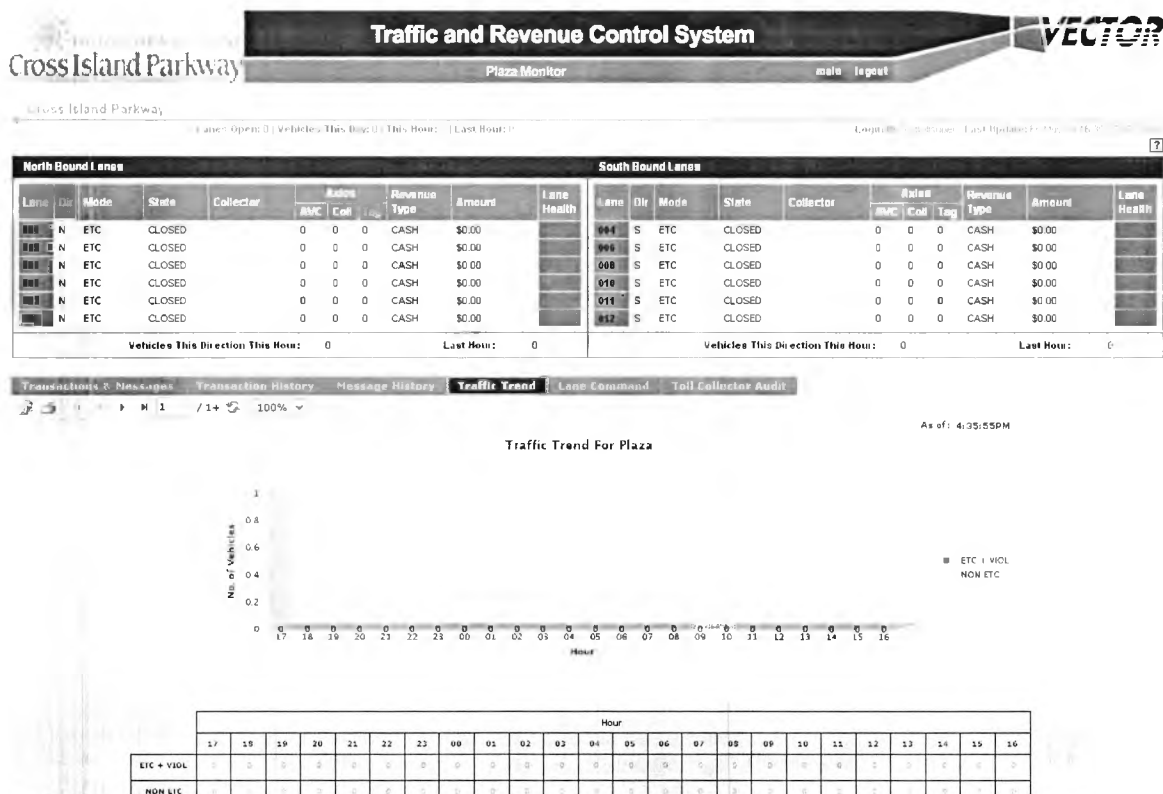
The *Message History* sub-function allows you to view all messages from the previous 24 hours for all the lanes. Selection of the *Message History* sub-function displays the following screen:



Lane ID	Date/Time	Messages
001	2006-11-14 11:25:28.875	Collector ID: (41710) is attempting to login
001	2006-11-14 11:25:28.875	Collector ID: (41710) is attempting to login
001	2006-11-14 11:25:28.881	Collector ID: (41710) logged on to the line
001	2006-11-14 11:30:07.029	Receipt printer: Paper loaded. Sensor OK
001	2006-11-14 11:30:17.029	Receipt Printer: Paper loaded. Sensor OK
001	2006-11-14 11:30:54.000	Collector ID: (41710) has logged off the line
001	2006-11-14 12:43:08.080	Collector ID: (41360) is attempting to login
001	2006-11-14 12:43:29.000	Collector ID: (41360) is attempting to login
001	2006-11-14 12:43:41.010	Collector ID: (41360) logged on to the line
001	2006-11-14 12:54:43.000	Collector ID: (41360) has logged off the line
001	2006-11-14 13:04:40.010	Collector ID: (41710) is attempting to login
001	2006-11-14 13:04:40.011	Collector ID: (41710) is attempting to login
001	2006-11-14 13:04:41.000	Collector ID: (41710) logged on to the line
001	2006-11-14 13:19:52.000	Lane 0: Degraded
001	2006-11-14 13:24:09.075	Lane 0: OK
001	2006-11-14 13:32:20.020	Overhead Scanner: Degraded
001	2006-11-14 13:38:59.000	Overhead Scanner: OK
001	2006-11-14 13:42:00.000	Exit Thru: v1 & 2 down
001	2006-11-14 13:42:00.000	Exit Thru: v1 & 2 down
001	2006-11-14 13:50:54.000	Exit Thru: v1 & 2 down

## 4.4 Traffic Trends

The *Trends* sub-function allows you to view the traffic trends for the toll plaza as shown by the following screen:



## 4.5 Lane Commands

The *Lane Commands* sub-function allows you to remotely operate the lane. Selection of the *Lane Commands* sub-function displays the following screen:

**Traffic and Revenue Control System** **VECTOR**

Cross Island Parkway Plaza Monitor main logout

Cross Island Parkway Lanes Open: 0 | Vehicles This Day: 0 | This Hour: 0 | Last Hour: 0 Login ID: test/super | Last Update: Fri May 09 16:37:32 EDT 2008

North Bound Lanes										South Bound Lanes											
Lane	Dir	Mode	State	Collector	Axes			Revenue Type	Amount	Lane Health	Lane	Dir	Mode	State	Collector	Axes			Revenue Type	Amount	Lane Health
					RVC	Coll	Tag									RVC	Coll	Tag			
001	N	ETC	CLOSED		0	0	0	CASH	\$0.00		004	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
002	N	ETC	CLOSED		0	0	0	CASH	\$0.00		006	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
003	N	ETC	CLOSED		0	0	0	CASH	\$0.00		008	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
005	N	ETC	CLOSED		0	0	0	CASH	\$0.00		010	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
007	N	ETC	CLOSED		0	0	0	CASH	\$0.00		011	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
009	N	ETC	CLOSED		0	0	0	CASH	\$0.00		012	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
Vehicles This Direction This Hour: 0 Last Hour: 0										Vehicles This Direction This Hour: 0 Last Hour: 0											

Transaction History Message History Traffic Trend Lane Command

Lane Command Window

**Command Parameters**

Target Lane: Please select \* \*

Lane Mode: ☐ ETC ☐ ETC\_MANUAL ☐ DETOUR ☐ ACM

Lane State: ☐ OPEN ☐ CLOSED ☐ STANDBY

Cancel Send Command

Lane States

As Of: Lane Mode: Lane State:

## 4.5.1 How to Send a Lane Command

To send a lane command, follow these steps.

1. Select a target lane by using the pull down menu.

**Command Parameters**

Target Lane: Please select \* \*

Lane Mode: ☐ ETC ☐ ETC\_MANUAL ☐ DETOUR ☐ ACM

Lane State: ☐ OPEN ☐ CLOSED ☐ STANDBY

Cancel Send Command

Lane States

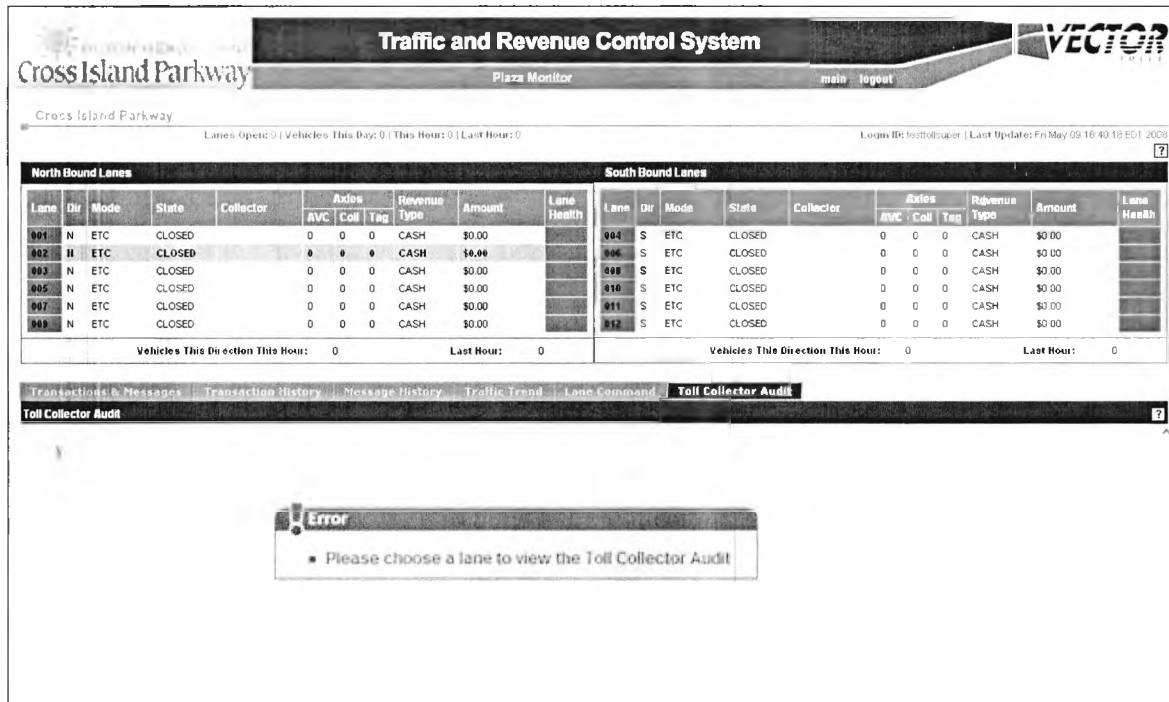
As Of: Lane Mode: Lane State:

2. Set lane mode. There are three options to choose from: ETC, ETC\_MANUAL, and DETOUR
3. Set lane state. There are three options to choose from: OPEN, CLOSED, and STANDBY
4. Set gate state. There are two options to choose from: CLOSED and OPEN
5. Click the Send Command button. The following screen displays if the command was successful.

## 4.6 Toll Audit

The **Toll Audit** function allows you to view a toll collector's key strokes.

1. From the TRCS main menu, select the Toll Audit sub-function. The following window displays:



**Traffic and Revenue Control System**

Cross Island Parkway Plaza Monitor main logout

Cross Island Parkway Lanes Open: 0 | Vehicles This Day: 0 | This Hour: 0 | Last Hour: 0 Login ID: tollcollector | Last Update: Fri May 09 16:40:18 EDT 2008

North Bound Lanes										South Bound Lanes											
Lane	Dir	Mode	State	Collector	Axes			Revenue Type	Amount	Lane Health	Lane	Dir	Mode	State	Collector	Axes			Revenue Type	Amount	Lane Health
					AVC	Coll	Tag									AVC	Coll	Tag			
001	N	ETC	CLOSED		0	0	0	CASH	\$0.00		004	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
002	N	ETC	CLOSED		0	0	0	CASH	\$0.00		005	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
003	N	ETC	CLOSED		0	0	0	CASH	\$0.00		006	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
005	N	ETC	CLOSED		0	0	0	CASH	\$0.00		007	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
007	N	ETC	CLOSED		0	0	0	CASH	\$0.00		008	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
009	N	ETC	CLOSED		0	0	0	CASH	\$0.00		009	S	ETC	CLOSED		0	0	0	CASH	\$0.00	

Vehicles This Direction This Hour: 0 Last Hour: 0 Vehicles This Direction This Hour: 0 Last Hour: 0

Transaction History Message History Transaction History Message History Traffic Trend Lane Command **Toll Collector Audit**

**Toll Collector Audit**

**Error**

Please choose a lane to view the Toll Collector Audit

Select a lane from either the NorthBound Lanes or SouthBound Lanes window. The bottom of the screen will display the step by step actions of the toll collector. When the toll collector's activity is viewed at a local plaza workstation, the mimic image will display.

## 4.7 Tag Status

The *Tag Status* subfunction allows you to find vehicle tag statuses.

1. Select the Tag Status subfunction from the main TRCS menu. The following window displays.



The screenshot shows the 'Tag Status' window of the 'Traffic and Revenue Control System'. The window has a dark header bar with the system name and the 'VECTOR' logo. Below the header, there's a 'Tag Status' section. Within this section, there's a 'Tag Search' form. The form has three main input areas: a 'Plaza' dropdown menu currently showing 'OP', a 'Lane' dropdown menu, and a 'Tag Number' text input field. A 'search' button is located at the bottom right of the form.

2. Select a plaza ID and lane number from the Plaza and Lane Number pull down menus. Enter in the vehicle tag number. Click Search when finished.

## 5. Deposit

---

### 5.1 Overview

The *Deposit* function allows you to maintain your toll plaza money bags.

- *Moneybag Maintance*: Maintains money bags
- *Collector Deposit*: Enter collector deposit details
- *Bank Deposit*: Enger bank deposit details

This section will discuss the sub-functionalities.

### 5.2 Money Bag Maintenance

The *Money Bag Maintenance* function manages the inventory of money bags.

#### 5.2.1 Inventory Tab

The Inventory function creates a range of bag numbers to be used for tracking deposits.

1. From the TRCS main menu, select the Money Bag Maintenance sub-function. The following window displays:



Inventory
Assign/Return
Change Status

**Bag Inventory Maintenance**

Bag Type: Money Bag  
Plaza: LP

**Bag Number Entry**  
Bag Prefix:  
Start Bag Number:  
End Bag Number:

Generate

**Generated Bag Numbers**

Bag Number	Validity
No bag numbers generated	

Validated Bag Number Station

- To generate a proposed list of bags, select the Inventory tab. Select a plaza from the pull menu at the top of the window beneath the three tabs. Enter in the Start Bag and End Bag Numbers. (From 1-100) Click Generate. The following window displays:

Inventory **Assign/Return** Change Status

---

**Bag Inventory Maintenance** ?

Bag Type: Revenue Bag

Plaza: ☐ \*

Bag Number Entry

Bag Prefix: BAG \*

Start Bag Number: 2 \*

End Bag Number: 15 \*

Generate

Generated Bag Numbers

Validated Bag Number Status:

Bag Number	Validity
BAG02	Valid
BAG03	Valid
BAG04	Valid
BAG05	Valid
BAG06	Valid
BAG07	Valid
BAG08	Valid
BAG09	Valid
BAG10	Valid
BAG11	Valid

1 to 10 of 14

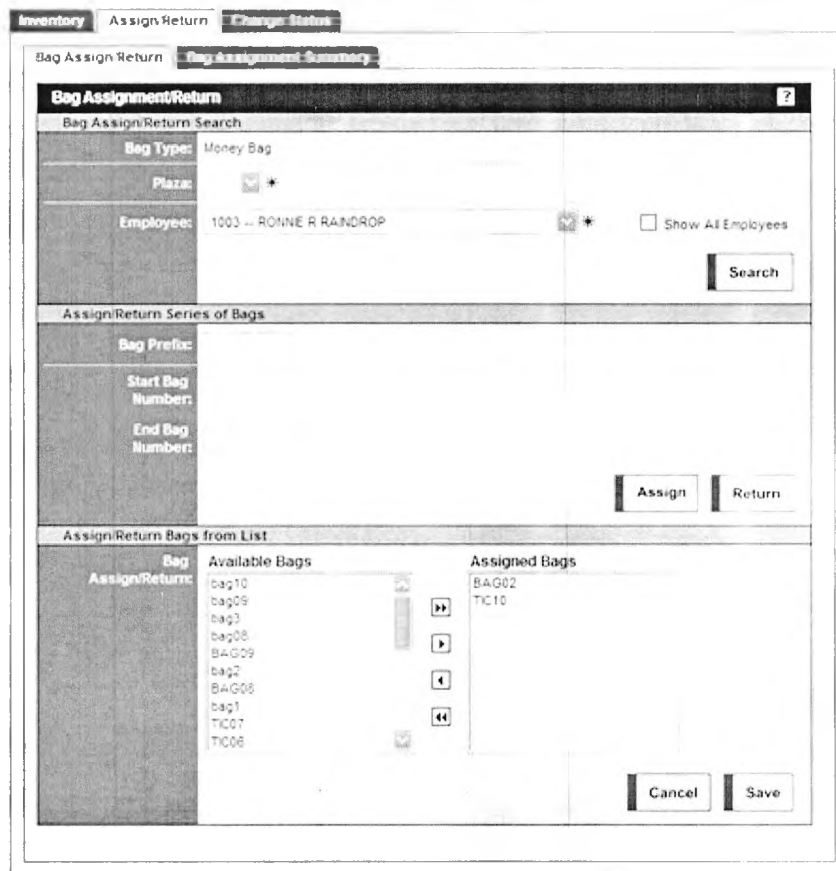
Cancel Save

3. The Generated Bag Numbers window lists the number of bags entered from start to end. To view the entire list of validated bags, click the page numbers or the side arrows in the panel above the list of bags.
4. Click Save if the information is correct.

## 5.2.2 Assign/Return Tab

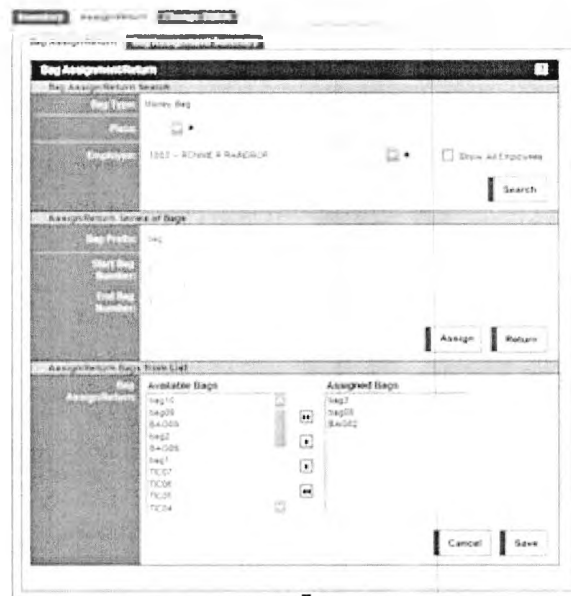
The *Assign/Return* function assigns one or more to employees that are authorized to make deposits for the selected plaza. Typically, this is a toll collector who is also an active employee. This check limits the numbers of employees listed to a manageable selection.

1. Select the Assign/Return Tab. The following screen displays:



There two tabs to work with Bag/Assign Return and Bag Assignment Summary. The Bag Assignment/Return tab allows you to assign money bags to particular employee and return money bags from a particular employee. The Bag Assignment Summary tab lists moneybags assigned to that plaza along with the name of the employees. The following steps will outline how to use each tab.

2. To assign a bag, select a plaza by using the Plaza pull down menu located at the top of the window to view its Assign or Return Status.
3. Select the name of the employee to assign or return money bags. Click Search.
4. A list of available bags displays in the Available Bags window at the bottom of the window. Click the Arrow buttons located between the Available Bags and Assigned Bags windows. Click Save after your selection.
5. To return a bag from an employee, enter in Bag Prefix ( ie. "bag" as shown by the example below), Start Bag ("3") and End Bag ("3"), and click Return. The bag will now be removed from the Assigned Bags.



### 5.2.3 Bag Assignment Summary

1. To view the bag assignment summary, select the Bag Assignment Summary tab. Select the plaza to view using the Plaza pull down tab. Click Search. A summary of the bag assignments for that particular plaza will display at the bottom window. Use the Arrows or numbers located at the middle right hand corner of the window to scroll from page to page.

Inventory
Assign/Return
Change Status

Bag Assign/Return
Bag Assignment Summary

### Bag Assignment Summary Search

Bag Assignment Summary Search Criteria

Bag Type: Money Bag

Plaza:

Search

### Bag Assignment Summary

page 1 of 2

ID	Name
FMT	FORT MCHENRY TUNNEL
1003	RONNE R RANDROP
1007	ANTHONY L HAGEN
1010	MARE ANGE T BRIOCHE
1013	NORITA T SIMMONS
19	test mda
26	collect toll
37	to_collo102 to_collo102
49	tester1 host
59	TRCS TOLL_COLL
62	file trcs
65	file3 trcs
66	file14 trcs
72	plaza trcs
85	collector matrix

## 5.2.4 Change Status

1. To change a bag status, select the Change Status tab. Select a plaza from the Plaza pull down menu. Select the bag status from the Bag Status pull down menu and click Search. The Revenue Bag List Inventory will display the selected bag status list.

Inventory | Assign/Return | Change Status

### Revenue Bag Change Status

Bag Inventory - Search

Bag Type: Money Bag

Plaza: ☒

Bag Status: ASSIGNED ☒

Search

#### Money Bag List in Inventory

Bag Number	Status	Assigned To	Value	<input type="checkbox"/> Void	<input type="checkbox"/> UnVoid
BAG02	ASSIGNED	1003 -- RONNE R RAINDROP	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
BAG03	ASSIGNED	9 -- smith susan	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
BAG10	ASSIGNED	2 -- lee robert	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
TIC08	ASSIGNED	2 -- lee robert	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
TIC09	ASSIGNED	9 -- smith susan	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
TIC10	ASSIGNED	1003 -- RONNE R RAINDROP	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
bag08	ASSIGNED	1003 -- RONNE R RAINDROP	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
bag3	ASSIGNED	1003 -- RONNE R RAINDROP	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
bag4	ASSIGNED	9 -- smith susan	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>

Cancel Save

- To change the status of a revenue bag, select Unassigned from the Bag Status menu. Check all the bag numbers you want to void by clicking on the void icon located next the bag number.
- Click the Save button to save your changes. All unassigned money bags will be voided.

## 6. System Administration

### 6.1 Overview

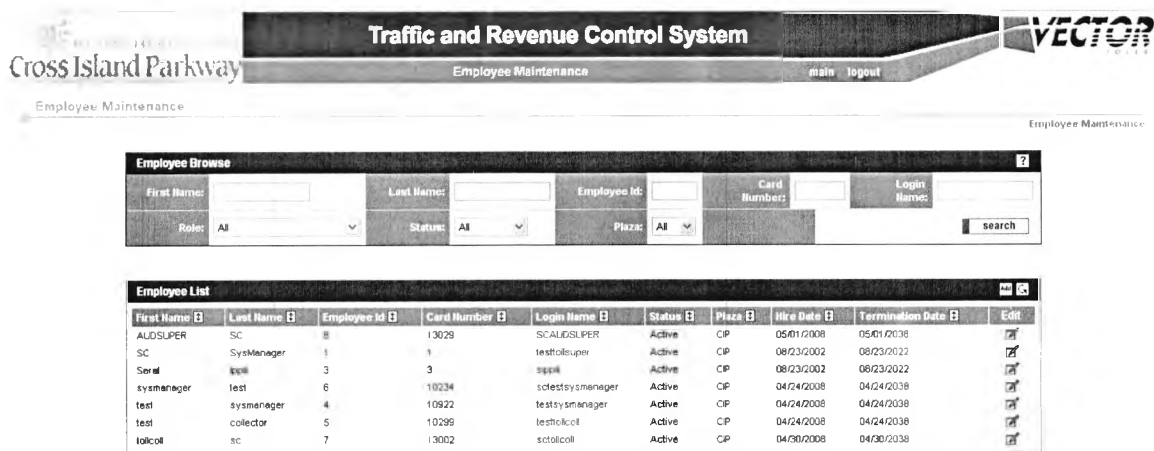
To maintain the efficiency of toll plaza processes, routine maintenance schedules are implemented to ensure all toll plaza equipment is running smoothly. The *System Administration* function is broken down into sub-functions that allow you to perform maintenance.

Administration	
<b>System Administration</b>	
<input type="checkbox"/> Employee Maintenance	Maintain employee information
<input type="checkbox"/> Plaza Maintenance	Maintain plaza
<input type="checkbox"/> Lane Maintenance	Maintain lanes
<input type="checkbox"/> Toll Fare Maintenance	Maintain toll fares
<input type="checkbox"/> Toll Schedule Maintenance	Maintain toll schedules
<input type="checkbox"/> Agency Holiday Maintenance	Maintain agency holidays
<input type="checkbox"/> Password Maintenance	Modify current password
<input type="checkbox"/> Role Maintenance	Maintain Roles
<input type="checkbox"/> Trigger Image	Manage tag VES trigger

## 6.2 Employee Maintenance

The *Employee Maintenance* subfunction allows you to view, create, and edit an employee's profile.

1. Select the Employee Maintenance subfunction. The following window displays:



**Employee Browse**

First Name:  Last Name:  Employee ID:  Card Number:  Login Name:

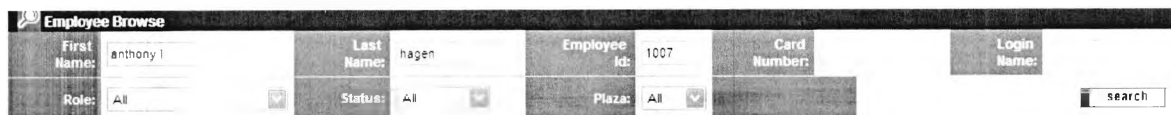
Role:  Status:  Plaza:

**Employee List**

First Name	Last Name	Employee ID	Card Number	Login Name	Status	Plaza	Hire Date	Termination Date	Edit
AUDSUPER	SC	8	13029	SCAUDSUPER	Active	CP	05/01/2008	05/01/2038	
SC	SystemManager	1	1	testrolsuper	Active	CP	08/23/2002	08/23/2022	
Serial	ipcol	3	3	spcol	Active	CP	08/23/2002	08/23/2022	
sysmanager	test	6	10234	scdestysmanager	Active	CP	04/24/2008	04/24/2038	
test	sysmanager	4	10922	testsysmanager	Active	CP	04/24/2008	04/24/2038	
test	collector	5	10299	testcolcol	Active	CP	04/24/2008	04/24/2038	
tolcol	sc	7	13002	scfolcol	Active	CP	04/30/2008	04/30/2038	

The window is divided into two sections: Employee Browse and an Employee List.

### 6.2.1 Employee Browse



**Employee Browse**

First Name:  Last Name:  Employee ID:  Card Number:  Login Name:

Role:  Status:  Plaza:

The Employee Browse feature allows you to search for a specific employee by using information fields.



Column Name	Column Description/Function
First Name	Employee's first name
Last Name	Employee's last name
Employee ID	Employee's ID number
Card Number	Employee's proximity card
Login Number	Employee's login number
Role	Pull down menu of roles
Status	Pull down menu of status
Plaza	Pull down of plazas

1. Enter in as many information fields as you can and then click Submit. The following window will display underneath the Employee Browse feature.

Employee List										
First Name	Last Name	Employee Id	Card Number	Login Name	Role	Status	Plaza	Hire Date	Termination Date	Edit
ANTHONY L	HAGEN	1007	43012	AHAGEN	TOLL_COLL	Active		2006-08-24	2025-08-24	








2. To edit the employee's profile, click the Edit icon at the far right hand side of the window. The following window displays:

Employee Edit		?	
<b>Identification</b>			
Login Name:	AHAGEN		
Employee ID:	1007		
Card No:	43012		
Last Name:	HAGEN	*	
First Name:	ANTHONY L	*	
Password:	<input type="checkbox"/> Reset Password		
<b>Phone and Address</b>			
Home Phone:	(xxx)xxx-xxxx		
Work Phone:	(xxx)xxx-xxxx		
Mobile Phone:	(xxx)xxx-xxxx		
Street1:	*		
Street2:			
City:	*		
State:	*		
Zip:	*		
Country:	USA <input checked="" type="checkbox"/>		
<b>Status</b>			
Hire Date:	2006-08-24	(yyyy-MM-dd)	
Termination Date:	2026-08-24	(yyyy-MM-dd)	
Locations:	<input checked="" type="checkbox"/> *		
Type:	Full	<input checked="" type="checkbox"/> *	
Status:	Active	<input checked="" type="checkbox"/> *	
Administrator:	<input type="checkbox"/> Check if user would be an Administrator		
<b>Roles</b>			
Role:	Toll Collector	<input checked="" type="checkbox"/> *	
Role Start Date:	1965-01-01	(yyyy-MM-dd)	
Role End Date:	1965-01-01	(yyyy-MM-dd)	
Role Location:	Please select <input checked="" type="checkbox"/>		
		<input type="button" value="back"/> <input type="button" value="save"/>	



3. Make the necessary changes to the employee's profile. Click Save to save the new changes.

## 6.2.2 Employee List

You can also use the Employee List to select and change an employee's profile.

Employee List									
First Name	Last Name	Employee Id	Card Number	Login Name	Status	Place	Hire Date	Termination Date	Edit
AUDSUPER	SC	8	13029	SCAUDSUPER	Active	CIP	05/01/2008	05/01/2038	
SC	SysManager	1	1	testtolisuper	Active	CIP	08/23/2002	08/23/2022	
Serret	lppili	3	3	slppili	Active	CIP	08/23/2002	08/23/2022	
sysmanager	test	6	10234	scstestsysmanager	Active	CIP	04/24/2008	04/24/2038	
test	sysmanager	4	10922	testsysmanager	Active	CIP	04/24/2008	04/24/2038	
test	collector	5	10299	testtollicol	Active	CIP	04/24/2008	04/24/2038	
tollicol	sc	7	13002	scitollicol	Active	CIP	04/30/2008	04/30/2038	


The employee list is set up in a table. There are several ways to scroll through the list.

Icon Example	Description
	Use the up and down arrows to scroll up down the list.
	<p>From left to right:</p> <ol style="list-style-type: none"> <li><i>Box with Cross icon:</i> Creates new employee profile.</li> <li><i>Refresh icon:</i> Refreshes screen</li> <li><i>Green arrow icons:</i> Scrolls through list</li> <li><i>Grey arrow icons:</i> Scrolls through list</li> <li><i>Help:</i> Accesses TRCS help menu</li> </ol>

1. Select an employee from the list. Click the Edit icon located at the right right hand side of the window.
2. The Employee Edit screen displays the same as in Employee Browse:
3. Make the necessary changes to the employee's profile. Click Save to save the new changes.

## 6.2.3 Create an Employee Profile

An authorized user may create a new employee profile. To create a new employee profile, perform the following steps.

1. From the Employee Maintenance window, click the  icon found at the top right hand corner of the Employee List window.
2. The following window displays:

Employee Create	
<b>Identification</b>	
Last Name:	<input type="text"/> *
First Name:	<input type="text"/> *
Employee ID:	<input type="text"/> *
Login Name:	<input type="text"/> *
Card No:	<input type="text"/>
<b>Phone and Address</b>	
Home Phone:	<input type="text"/> (00)00-000
Work Phone:	<input type="text"/> (00)00-000
Mobile Phone:	<input type="text"/> (00)00-000
Street1:	<input type="text"/> *
Street2:	<input type="text"/>
City:	<input type="text"/> *
State:	<input type="text"/> *
Zip:	<input type="text"/> *
Country:	Please select
<b>Status</b>	
Hire Date:	<input type="text"/> (YY-MM-DD)
Termination Date:	<input type="text"/> (YY-MM-DD)
Location:	Please select *
Type:	Please select *
Status:	Please select *
Administrator:	<input type="checkbox"/> Check if user would be an Administrator
<b>Roles</b>	
Role:	Please select
Role Start Date:	<input type="text"/> (YY-MM-DD)
Role End Date:	<input type="text"/> (YY-MM-DD)
Role Location:	Please select
<input type="button" value="Back"/> <input type="button" value="Save"/>	

4. Add the following information to employee's profile. Click Save to save the new changes.





Column Name	Column Description/Function
Login Name	Employee login name
Employee ID	Employee ID
Card No.	Employee proximity ID
Last Name	Employee last name
First Name	Employee first name
Password	Check box
Home Phone	Employee home phone
Work Phone	Employee work phone
Mobile Phone	Employee mobile phone
Street 1	Employee address
Street 2	Employee address
City	Employee city
State	Employee state
Zip	Employee zip code
Country	Employee country pull down menu
Hire Date	Employee hire date pull down menu
Termination Date	Employee termination date pull down menu
Location	Employee location pull down menu
Type	Employee type pull down menu
Status	Employee status pull down menu

Column Name	Column Description/Function
Administrator	Check box
Roles	Employee role pull down menu
Role Start Date	Employee role start date pull down menu
Role End Date	Employee role end date pull down menu
Role Location	Employee role location pull down menu

## 6.3 Plaza Maintenance

The *Plaza Maintenance* subfunction allows you to create/and or edit the plaza name, open date, default plan, revenue, and time.

1. From the TRCS main menu, select the *Plaza Maintenance* subfunction. A list of plazas displays in the window. To see more detailed information about each plaza, click Plaza ID located on the left hand side of the window. To edit or add a new plaza, follow these steps.

Plaza List <span>Add</span> <span>Refresh</span> <span>Help</span>							
Agency	Plaza	Name	Open Date		Default Plan	Revenue Time	Edit
SC	CIP	Cross Island Parkway	01/16/1998		STANDARD	23:00:00	
SC	RMP	Cross Island Parkway	01/16/1998		STANDARD	23:00:00	

Column Name	Column Description/Function
Agency	Agency name
Plaza	Plaza acronym
Name	Plaza name
Open Date	Plaza Commissioning Date
Default Plan	Default Plan
Revenue Time	Time at which the revenue day starts

### 6.3.1 To Edit A Plaza

2. Select a plaza from the list and click the Edit icon . The following screen displays:




The screenshot shows a 'Plaza Edit' window with the following fields:

- Plaza: CIP \*
- Name: Cross Island Pkwy \*
- Agency: SC
- Open Date: 01/01/1994 (MM/DD/YYYY)
- Default Plan: STANDARD
- Revenue Time: 00:00:03 \*

Buttons: Cancel, Save

3. Edit the fields for Name, Open Date, Default Plan, and Revenue Time. Click **Save** when finished.

### 6.3.2 To Create a New Plaza

4. To create a new plaza entry, select the Create New Item icon  located in the top right hand corner of the plaza list.

Plaza List

Add

?

Agency	Plaza	Name	Open Date		Default Plan	Revenue Time	Edit
SC	CIP	Cross Island Parkway	01/16/1998		STANDARD	23:00:00	
SC	RMP	Cross Island Parkway	01/16/1998		STANDARD	23:00:00	

5. The following window displays:

Plaza Create	
Plaza:	*
Name:	*
Agency:	SC
Open Date:	(MM/DD/YYYY)
Default Plan:	STANDARD
Revenue Time:	14:00:36
<input type="button" value="Cancel"/> <input type="button" value="Save"/>	

6. Enter the name for the new acronym and name for the plaza, open date, default plan, and revenue time. Click **Save**.

## 6.4 Lane Maintenance

The **Lane Maintenance** subfunction allows you change the status of a lane from open to closed/closed to open. For the purpose of the Lane Maintenance subfunction, *open lane* refers to an *active lane*, and *close lane* to an *inactive lane*.

1. From the TRCS main menu, select the **Lane Maintenance** subfunction. The following window displays.



**Lane Browse**

Plaza:

**Lane List**


Plaza ID	Lane ID	Direction	Lane Status	Edit
CP	001	N	OPEN	<input type="checkbox"/>
RMP	001	N	OPEN	<input type="checkbox"/>
CP	002	N	OPEN	<input type="checkbox"/>
RMP	002	S	OPEN	<input type="checkbox"/>
CP	003	N	OPEN	<input type="checkbox"/>
CP	004	S	OPEN	<input type="checkbox"/>
CP	005	N	OPEN	<input type="checkbox"/>
CP	006	S	OPEN	<input type="checkbox"/>
CP	007	N	OPEN	<input type="checkbox"/>
CP	008	S	OPEN	<input type="checkbox"/>
CP	009	N	OPEN	<input type="checkbox"/>
CP	010	S	OPEN	<input type="checkbox"/>
CP	011	S	OPEN	<input type="checkbox"/>
CP	012	S	OPEN	<input type="checkbox"/>

Column Name	Column Description/Function
Plaza	Plaza acronym
Lane	Lane number
Direction	Lane direction
Lane Status	Lane open/closed
Edit	Edits lane entry

The window is divided into two sections:

- *Lane Browse*: The pull down menu allows you to search for a specific lane or display all lanes at all plazas.
  - *Lane List*: Displays the number of lanes at a plaza, lane number, direction, and lane status.
2. To display lanes at a particular plaza, select a plaza from the pull down menu. Click **Search**. The screen above displays with a list of lanes for the selected plaza:

## 6.4.1 To Edit a Lane

3. Select a lane from the list and click the Edit icon .
4. The following screen displays:



The 'Lane Edit' screen displays the following fields and controls:


Plaza:	CIP
External Lane Id:	001
Direction:	N
Lane Status:	OPEN 

At the bottom right, there are two buttons: **back** and **save**.

5. Select a lane status from Lane Status pull down menu. Click *Save* when completed. The following message displays:



## 6.4.2 To Create a Lane

6. To create a new lane entry, select the Create New Item icon  located in the top right hand corner of the lane list.
7. The following window displays:



8. Select a plaza from the Plaza pull down menu and then give the plaza an external lane ID. Select a direction and Lane Status from the pull down menus and then click **Save**. The following message displays:



## 6.5 Toll Fare Maintenance

The *Toll Fare Maintenance* subfunction allows you to view and set toll fees by facility, lane direction, axle count, vehicle class, day, and time. It also provides you the ability to have multiple fee rate schedules for the same facility.

1. From the TRCS main menu, select the *Toll Fare Maintenance* subfunction. The following window displays.

Toll Fare Maintenance

Mountain Toll Fare Information

Toll Rates Search

Exit Plaza: All

Vehicle Class: All

Revenue Type: All

Plan Type: STANDARD

Full Fare:

Discount Fare:

Effective Date: (mm/dd/yyyy)

Start Time: (hh:mm:ss)

search

Toll Rates List

Exit Plaza	Vehicle	Revenue	Plan	Full	Discount	Axle	Effective - Expires - Day - Start - End - Peak	Delete
No Rates available...								

Edit

The screen is divided into two windows:

- *Toll Rates Search*: Allows you to search toll rates by specific parameters.
- *Toll Rates List*: Displays the lists of toll rates and types of revenue types from the plazas.

## 6.5.1 Toll Rates Search

The *Toll Rates Search* feature allows you to search for a specific employee by using information fields.

Toll Rates Search

Agency: SC

Vehicle Class: All

Full Fare:

Effective Date: (mm/dd/yyyy)

Entry Plaza: All

Revenue Type: All

Discount Fare:

Start Time:

Exit Plaza: All

Plan Type: All

search

Column Name	Column Description/Function
Entry Plaza	Pull down list of plazas
Exit Plaza	Pull down list of plazas
Vehicle Class	Pull list of vehicle classes
Revenue Type	Pull down list of revenue types
Plan Type	Pull down list of plan types
Discount Fare	Discount Fare
Full Fare	Full Fare
Effective Date	Effective date of fare
Start Date	Start date of fare

1. Enter in as many information fields as you can and then click ***Submit***.
2. The following window will display underneath the Toll Rates Search feature.

Toll Rates List 1 to 24 of 648


Plaza	Agency	Entry	Exit	Toll Type	Vehicle	Revenue	Plan	Fare	Full	Discount	Axle	Schedule	Effective	Expires	Day	Start	End	Peak
				2-Axle Automobile/Sport Utility/Trailer	NO_CLASS	STANDARD	2.0	2.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	ETC	STANDARD	2.0	2.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	ETC	MDTACHMT	2.0	2.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	ETC		2.0	0.4	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	CASH	STANDARD	2.0	2.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	CHARGE	STANDARD	2.0	2.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	FULL_FARE	STANDARD	2.0	2.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	COMMUTER	STANDARD	0.4	0.4	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	NONREV	STANDARD	0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	TOLL_EVADER	STANDARD	2.0	2.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				2-Axle Automobile/Sport Utility/Trailer	TA_RECEIPT	STANDARD	0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				3 axle vehicle	NO_CLASS	STANDARD	4.0	4.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				3 axle vehicle	ETC	STANDARD	4.0	4.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				3 axle vehicle	ETC	MDTACHMT	4.0	4.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				3 axle vehicle	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				3 axle vehicle	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				3 axle vehicle	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				3 axle vehicle	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						
				3 axle vehicle	ETC		0.0	0.0	0.0			11/15/2003 - 12/31/2025 - D - 00:00:00 - 23:59:59 - null						

Back

3. Depending on what your search finds, you will either see single or multiple listings in the Toll Rates List. If you want to edit a particular listing, click the **Edit** button. Enter in the new changes in the columns for fare:

- *Full*
- *Discount*
- *Axle*

4. Click Save to save your changes and return to the original Toll Fare Maintenance screen.

5. You can add new rates by clicking the add  icon. A new line will be added to the top of the list.

Fill in the following information fields and when complete, click **Save**.

- Exit
- Vehicle
- Revenue
- Plan
- Full
- Discount
- Axle

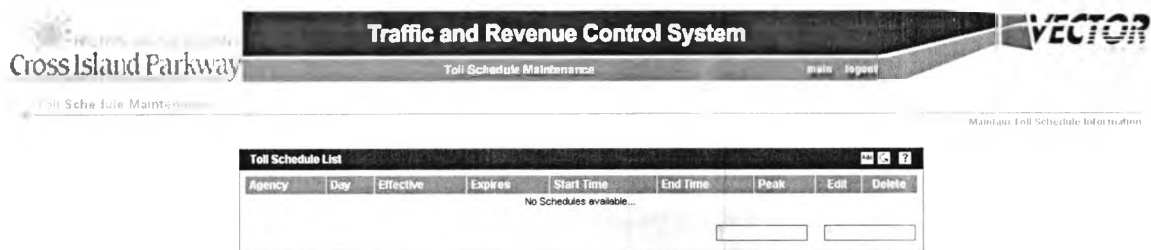
- Adjust
- Schedule (pull down menu)

The listing will now appear alphabetically in the Toll Rates List.


## 6.6 Toll Schedule Maintenance

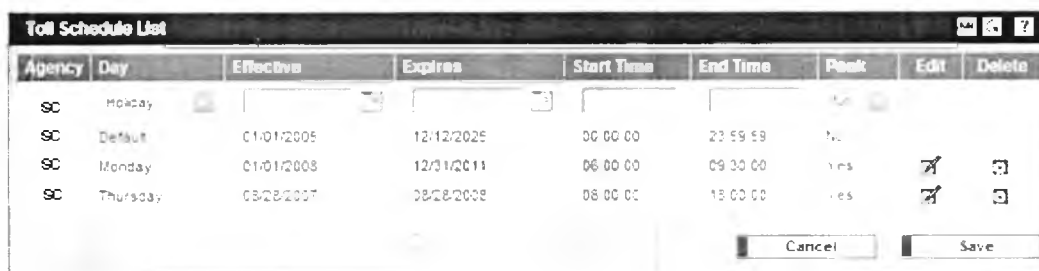
The *Toll Schedule Maintenance* subfunction allows you edit and add entries to the toll schedule.

1. From the TRCS main menu, select the *Toll Schedule Maintenance* subfunction. The following window displays.





### 6.6.1 To Create a New Toll Schedule

1. To create a new toll schedule, click the Create New Item icon . The following window displays:



2. Enter the new toll schedule information in the following fields; Effective, Expires, Day, Start Time, End Time, and Peak.

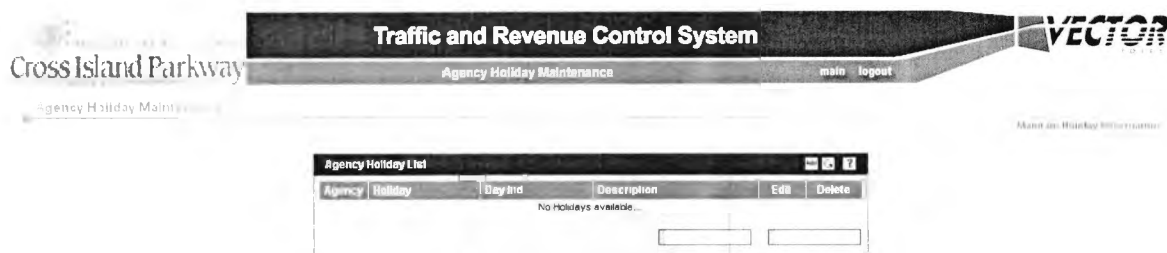
Column Name	Column Description/Function
Effective	Effective date of new schedule
Expires	Expiration date of new schedule
Day	Pull down menu
Start Time	Start time for schedule
End Time	End time for schedule
Peak	Pull down menu

- Click Save when done.
- If additional changes need to be made, click the *Edit* icon . If you want to delete an entry, click the *Delete* icon .

## 6.7 Agency Holiday Maintenance


The *Agency Holiday Maintenance* subfunction allows you to add and edit holidays

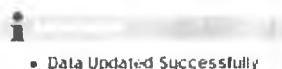
- From the TRCS main menu, select the *Agency Holiday Maintenance* subfunction. The following window displays.
















## 6.7.1 To Edit an Agency Holiday

2. To edit an agency holiday, click the **Edit** icon . The Agency Holiday List window displays with a list of current holidays:
3. Select a different date for the Holiday field and provide a description in the Description field. Click **Save**. The following message displays in the window along with the new changes.

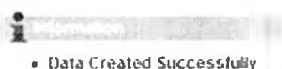


## 6.7.2 To Create an Agency Holiday

4. To create a new agency holiday, click the Create New Item icon . The Agency Holiday List window displays:

Agency Holiday List					
Agency	Holiday	Day Ind	Description	Edit	Delete
SC	10/30/2007	H	All Hallows Eve		
SC	08/17/2007	H	New year eve		
SC	04/11/4222	H	T1		
SC	08/10/2007	H	State holiday		
SC	12/25/2007	X	Christmas Day's		

5. Select a date for the Holiday field and provide a description in the Description field. Click **Save**. The following message displays with the new changes.



## 6.8 Password Maintenance

For security purposes, you will occasionally need to reset your password according to the timeframes set by your agency. You can do this by selecting the **Change Password** function. The following screen displays.

Cross Island Parkway

# Traffic and Revenue Control System

Change Password

VECTOR



Change Password	
Old Password:	<input type="password"/>
New Password:	<input type="password"/>
ReType New Password:	<input type="password"/>
<input type="button" value="back"/> <input type="button" value="save"/>	

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1. To change your password, enter in your old password and then new password. Enter in your new password again for confirmation. Click **Save**. The following window displays to confirm that your changes have been made.



Information

■ Password Successfully updated:

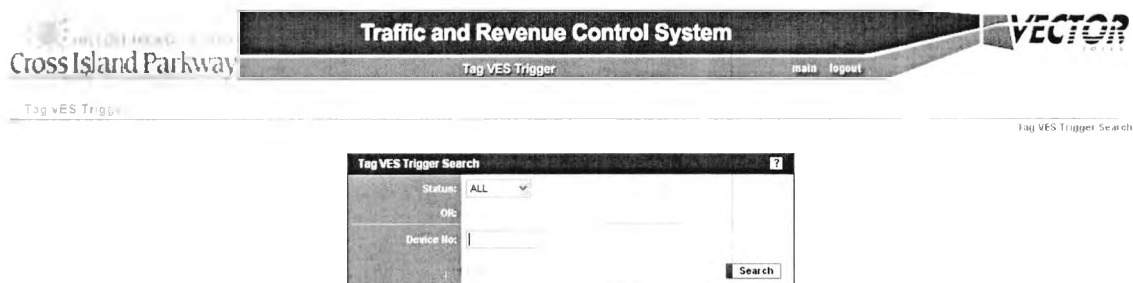
*Notes:*

- Password must be a minimum of 8 characters and consist of mixed alphabetic and numeric characters.
- Password must not consist of all numbers, alphabetic or special characters.
- Password must not contain more than 2 consecutive identical characters.
- Password needs to be changed every 90 days for regular users and every 45days for network and database administrators.

## 6.9 Trigger Image

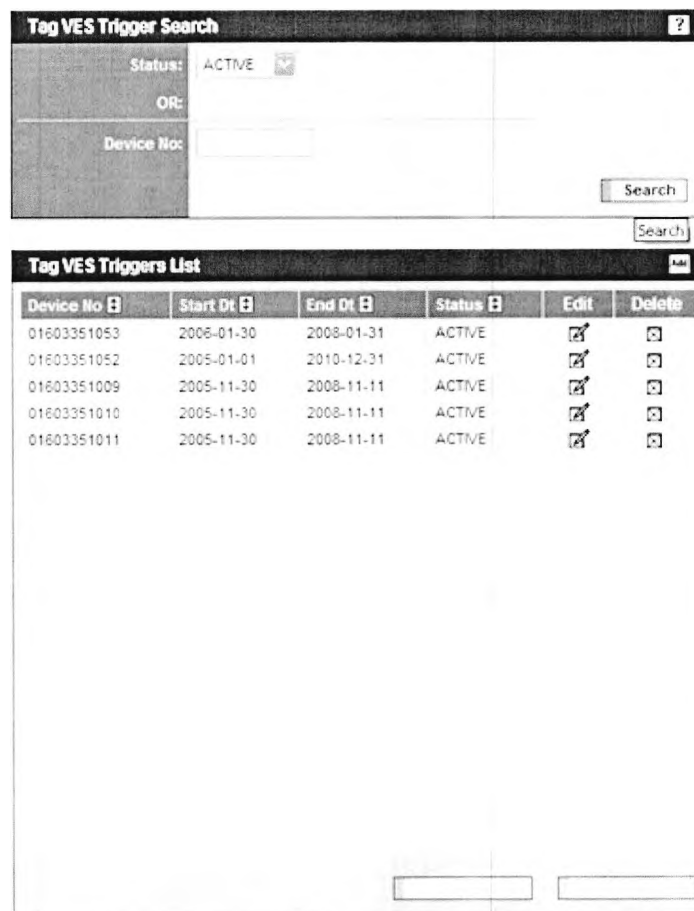
The **Trigger Image** subfunction allows you to create a VES Trigger for a particular tag and search/edit tags for which the VES trigger is active.

1. From the TRCS main menu, select the **Trigger Image** subfunction. The following window displays:



Column Name	Column Description/Function
Device No.	Device number
Start Date	Day device is activated.
End Date	Day device is deactivated.
Status	Active or inactive

2. Enter in either the device number or status. Click **Search**. The following window displays:




The image shows two screenshots of a software interface. The top screenshot is titled "Tag VES Trigger Search" and contains a search form with fields for "Status:" (set to "ACTIVE"), "OR:", and "Device No:". There are "Search" buttons at the bottom right. The bottom screenshot is titled "Tag VES Triggers List" and displays a table of device triggers.

Device No	Start Dt	End Dt	Status	Edit	Delete
01603351053	2006-01-30	2008-01-31	ACTIVE		
01603351052	2005-01-01	2010-12-31	ACTIVE		
01603351009	2005-11-30	2008-11-11	ACTIVE		
01603351010	2005-11-30	2008-11-11	ACTIVE		
01603351011	2005-11-30	2008-11-11	ACTIVE		

3. A list of devices displays in the Tag VES Triggers List. You can either edit current device information or add a new device.

### 6.9.1 To Edit a Device

4. To edit a device, click the Edit icon . The following window displays:




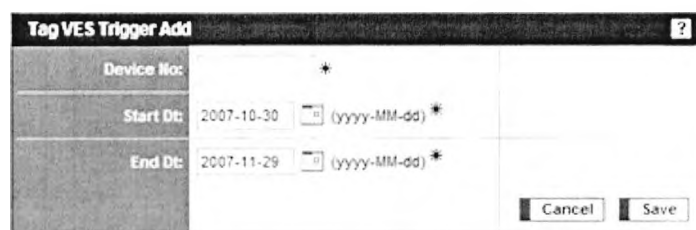
The image shows a screenshot of the "Tag VES Trigger Edit" window. It contains a form with fields for "Device No:" (01603351053), "Start Dt:" (2006-01-30), and "End Dt:" (2008-01-31). There are "Cancel" and "Save" buttons at the bottom right.

5. Change the Start and End Dates for the device. Click **Save**. The following message displays to indicate the new changes.



## 6.9.2 To Create a Device

6. To create a new device entry, click the Create New Item icon . The following window displays:



7. Enter in the new device number and set the parameters for the Start and End Dates. When entering a new device, the first three numbers must match an existing plaza or an error message will display. Click **Save**.

## 7. Using Windows Applications

---

### 7.1 Using a Mouse

A mouse is a device connected to the computer and used to 'point and click' at objects on the computer screen or windows within the screen.

1. Place your hand over the mouse with your index finger on the left button. (For left-handed users, please contact your System Administrator to reconfigure your mouse.)
2. Move the mouse over the mouse pad to move the cursor on the screen.
3. Place the cursor over buttons on the screen to perform a function, for example:

**OK** or **CANCEL**

Or

Radio buttons

Or

The arrow on a drop-down menu

4. Press the left button down and release. This is called a **Click**.
5. When instructed to **Double-click**, quickly press the left button down twice.

## 7.2 Menus and Toolbars

The menus and toolbars display on the screen. Use the mouse to click a button or main menu name and to access Help directly from this screen.

1. Click the main topic to be accessed. A drop-down menu may display depending on what part of the application you are in.
2. Click the process to access the correct window.
3. Select a function, such as **Trends** in the Plaza Monitor function.
4. Click to open the window corresponding to the function to be used.

### Plaza Monitor

☐ Current Transactions and Messages  
View current Transactions and Messages

☐ Transaction History  
View upto 300 Transaction History messages

☐ Message History  
View upto 300 history messages

☐ Trends   
View Traffic Trends

☐ Lane Commands  
Send Lane Commands

☐ Toll Audit  
View Toll Collector Audits

### Reports

☐ Reports  
View Reports

### System Administration

☐ Password Maintenance  
Modify Current Password

## 7.3 Scroll Bars

Scroll bars are used in the following places:

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

### 7.3.1 Working with the Scroll Bars

When a list contains more text or selections than can display at once, a scroll bar displays on the right side of the screen. Use one of the following methods to use a scroll bar:

- Click the arrow up and arrow down to scroll up and down.

Or

- Click the button between the arrow up and the arrow down — holding down the left mouse button — and slide the button up or down to view additional information.

Example:

1. Click the arrow down on the right of the window to scroll down to see the information listed in the windows. For example, you can view specific transactions by highlighting an entry in the North and South Bound Lanes windows. Left click to highlight an entry and use the scroll bar on the right hand side to view the information in the panels below as shown by the following example.



North Bound Lanes

Lane	Dir	Mode	Status	Collector	Axles			Revenue Type	Amount	Lane Hours
					AVC	Col	Tag			
001	N	ETC/MANUAL	OPEN	41068	0	0	2	ETC	\$0.00	
002	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
003	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
004	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
005	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
006	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
007	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
008	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
009	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
010	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
011	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
012	N	ETC	CLOSED		0	0	0	CASH	\$0.00	
Vehicles This Direction This Hour: 0 Last Hour: 0										

South Bound Lanes

Lane	Dir	Mode	Status	Collector	Axles			Revenue Type	Amount	Lane Hours
					AVC	Col	Tag			
013	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
014	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
015	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
016	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
017	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
018	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
019	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
020	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
021	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
022	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
023	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
024	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
Vehicles This Direction This Hour: 0 Last Hour: 0										

Transactions & Messages

Transaction History

Vehicle History

Traffic Trend

Lane Commands

Toll Collector Audit

Toll Transactions

Lane	Trax #	Date/Time	Collector	Axles				Revenue Type	Amount	Transponder	Tag Status	Info	KeyStroke
				AVC	Collector	Tag	Actual						
001	151	2007-07-02 14:59:31.930	41068	0	0	2	2	ETC	\$0.00	0100002441	0000		
001	150	2007-07-02 14:58:45.210	41068	0	0	0	0	CASH	\$0.00			M	Last Lane
001	147	2007-07-02 14:50:33.400	41068	0	0	0	0	CASH	\$0.00				
001	146	2007-07-02 14:50:32.510	41068	0	0	0	0	TOLL EVADER	\$0.00			L	TOL CARD
001	145	2007-07-02 14:50:27.440	41068	0	0	0	0	NO CLASS	\$0.00			V	
001	144	2007-07-02 14:50:27.410	41068	0	0	0	0	ETC	\$0.00	0100002441	0000		
001	143	2007-07-02 14:49:38.870	41068	0	0	0	0	TOLL EVADER	\$0.00			V	Transponder
001	141	2007-07-02 14:40:42.200	41068	0	0	0	0	CASH	\$0.00				LAST LANE
Lane 001 Vehicle Counts - This Hour: 0 Last Hour: 0 Since Lane Open: 0 Axle Counts - Collector This Hour: 0 Collector Last Hour: 0 AVC This Hour: 0 AVC Last Hour: 0													
Lane	Date/Time	Message											
001	2007-07-02 14:51:59.260	Collector 0141068 logged on to the lane											
001	2007-07-02 14:21:45.330	Collector 0141068 is attempting to login											

Footer

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1/10/07

## 7.4 Tab Folders

When each process opens, a set of tab folders displays in the middle window of the screen. The tabs give quick accessibility to each sub-function.

Transactions & Messages	Transaction History	Message History	Traffic Trend	Lane Command	Toll Collector Audit
Toll Transactions					

When the system opens a sub-function, it defaults to the first tab folder, displaying the folder information.

1. Click the new tab folder title at the top of the folder. For this example, the Transactions & Messages tab is opened and displays the following information.

Transactions & Messages											
Toll Transactions											
Lane	Trans #	Date/Time	Collector	Axis			Revenue Type	Amount	Transponder	Tag Status	Info
				AVC	Collector	Tag	Actual				KeyStrokes
001	151	2007-07-02 14:59:31.920	41000	0	2	2	ETC	\$0.00	01000002441	GOOD	
001	150	2007-07-02 14:58:20.110	41000	0	1	1	CASH	\$5.00			M Cash/Coins?
001	147	2007-07-02 14:53:33.400	41000	0	2	2	CASH	\$3.00			Toll/Coins?
001	146	2007-07-02 14:53:02.570	41000	0	0	0	TOLL EVADER	\$0.00			L
001	145	2007-07-02 14:53:02.460	41000	0	0	0	NO CLASS	\$0.00			V
001	143	2007-07-02 14:50:41.470	41000	0	0	0	ETC	\$0.00	01000002436	GOOD	
001	142	2007-07-02 14:50:40.370	41000	0	0	0	TOLL EVADER	\$0.00			V Toll/Coins?
001	141	2007-07-02 14:48:42.250	41000	0	2	2	CASH	\$1.00			T Cash/Coins?</td
Lane 001 Vehicle Counts - This Hour: 0 Last Hour: 0 Since Lane Open: 0											
Axis Counts - Collector This Hour: 0 Collector Last Hour: 0 AVC This Hour: 0 AVC Last Hour: 0											

## 7.5 List Drop Box Selections

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

1. Click the arrow down on the right of the List Drop Box. A list of entries drops down from the field.
2. Click a selection to highlight it. The List Drop Box closes, displaying the selection in the field.

**Command Parameters**

Target Lane:

Please select \*

Lane Mode:

019

018

017

016

015

014

013

012

011

010

004

023

022

Lane State:

019

018

017

016

015

014

013

012

011

010

004

023

022

Gate State:

019

018

017

016

015

014

013

012

011

010

004

023

022

Lane States

019

018

017

016

015

014

013

012

011

010

004

023

022

As Of:

019

018

017

016

015

014

013

012

011

010

004

023

022

ETC\_MANUAL

DETOUR

CLOSED

STANDBY

OPEN

Cancel

Send Command

Lane Mode:

Lane State:

Gate State:

## 7.6 Data Windows

On many tab folders, there is a data window that displays data entered into the system.

- If there are more selections than those displayed in the data window, there is a scroll bar on the right side. To view additional information, use the scroll bar.

North Bound Lanes										South Bound Lanes											
Lane	Dir	Mode	Status	Collector	Axles			Revenue Type	Amount	Lane Health	Lane	Dir	Mode	Status	Collector	Axles			Revenue Type	Amount	Lane Health
					AVC	COB	Tag									AVC	COB	Tag			
901	N	ETC_MANUAL	OPEN	41068	0	0	2	ETC	\$0.00		913	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
902	N	ETC	CLOSED		0	0	0	CASH	\$0.00		914	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
903	N	ETC	CLOSED		0	0	0	CASH	\$0.00		915	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
904	N	ETC	CLOSED		0	0	0	CASH	\$0.00		916	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
905	N	ETC	CLOSED		0	0	0	CASH	\$0.00		917	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
906	N	ETC	CLOSED		0	0	0	CASH	\$0.00		918	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
907	N	ETC	CLOSED		0	0	0	CASH	\$0.00		919	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
908	N	ETC	CLOSED		0	0	0	CASH	\$0.00		920	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
909	N	ETC	CLOSED		0	0	0	CASH	\$0.00		921	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
910	N	ETC	CLOSED		0	0	0	CASH	\$0.00		922	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
911	N	ETC	CLOSED		0	0	0	CASH	\$0.00		923	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
912	N	ETC	CLOSED		0	0	0	CASH	\$0.00		924	S	ETC	CLOSED		0	0	0	CASH	\$0.00	
Vehicles This Direction This Hour: 0										Last Hour: 0	Vehicles This Direction This Hour: 0										Last Hour: 0

Transactions & Messages															Transaction History				
Toll Transactions															Message History				
Lane	Tran #	Date/Time	Collector	Axles			Revenue Type	Amount	Transponder	Tag Status	Info	KeyStroke	Traffic View						
				AVC	Collector	Tag	Actual												
001	151	2007-07-02 14:58:31.930	41068	0	0	2	2	ETC	\$0.00	0160802441	GOOD		Lane Counts						
001	150	2007-07-02 14:58:26.370	41068	0	2	0	0	CASH	\$0.00			M	Toll Collector Audit						
001	147	2007-07-02 14:53:32.400	41068	0	2	0	2	CASH	\$0.00				TOL: 9380						
001	156	2007-07-02 14:53:02.570	41068	0	0	0	0	TOLL EVADER	\$0.00			L							
001	155	2007-07-02 14:53:02.460	41068	2	0	0	0	NO CLASS	\$0.00			M							
001	143	2007-07-02 14:50:41.615	41068	0	0	2	2	ETC	\$0.00	0160802438	GOOD								
001	142	2007-07-02 14:50:38.870	41068	2	0	0	0	TOLL EVADER	\$0.00			M	Toll Evader						
001	141	2007-07-02 14:49:42.250	41068	0	2	0	2	CASH	\$0.00			L	CASH: 9391						
Lane 901 Vehicle Counts This Hour: 0															Since Lane Open: 0				
															Axle Counts - Collector This Hour: 0				
															Collector Last Hour: 0				
															AVC This Hour: 0				
															AVC Last Hour: 0				

Lane Messages														
Lane	Date/Time	Message												
001	2007-07-02 14:51:19.260	Collector ID: 41068, logged on to the lane												
001	2007-07-02 14:51:43.360	Collector ID: 41068, in attempt to login												

## 7.7 Buttons & Hotkeys

The application has the following button types:

- Toolbar
- Command
- Radio



### 7.7.1 Toolbar

Toolbar buttons are used to bring up an application window.

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

### 7.7.2 Command Buttons

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

1. Click the command button to carry out a save, cancel, or delete function in a window.
2. Normally a  or  pop-up displays, requiring the user to click **OK** or **CANCEL**.

### 7.7.3 Radio Buttons

Radio buttons enable a selection within the application.

<b>Lane Mode:</b>	<input checked="" type="radio"/> ETC	<input type="radio"/> ETC_MANUAL	<input type="radio"/> DETOUR
<b>Lane State:</b>	<input type="radio"/> OPEN	<input checked="" type="radio"/> CLOSED	<input type="radio"/> STANDBY
<b>Gate State:</b>	<input type="radio"/> CLOSED	<input checked="" type="radio"/> OPEN	

1. A radio button displays as ☐.
2. Click the radio button. A green dot ☒ displays in the center of the button and the function is triggered.

### 7.7.4 Using Hotkeys


Hotkeys are for users who prefer using a keyboard instead of a mouse. The hotkeys, which use the keyboard, can be used instead of buttons or drop-down menus.

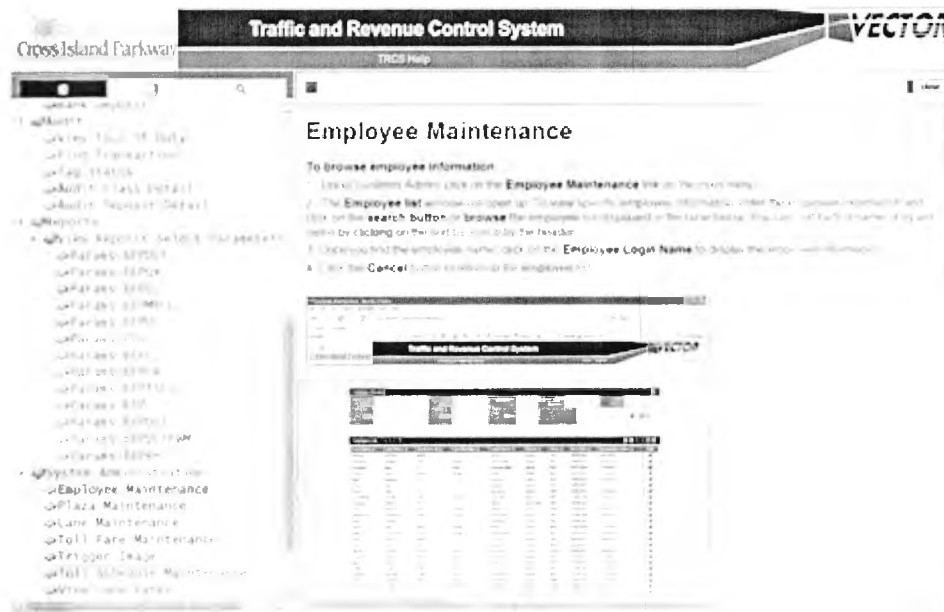
1. On the Main Toolbar, each main menu title has a letter underlined, for example File.
2. Press <Alt> F. The File menu drops down.
  - Use arrow up or arrow down to move to and highlight the selection.

Or

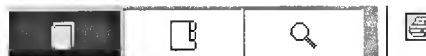
  - Press <Alt> and the underlined letter of the menu item selection.
3. Press **ENTER**. The selected window displays.

## 8. Using On-Line Help

If you need additional help during your use of the application, click . This icon is found in the upper right hand corner of each information window. For example if you have additional questions about how to use the Plaza Monitor sub-functions, the following would display:



In the left panel, you will see a toolbar and listing of functionality within the Traffic Revenue Control System.



The toolbar allows you to view a listing of functions, functionality index, filter for specific functionality, and print the desired help directions.