NATRAS APP
Manual Vers. 1.0

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1. Definition of terms

The following terms are used in this document with the specified meaning.

Term	*Explanation*
Active VIN	*The "active-VIN" tab contains all active VRS/VIN allocations.*
FOCBS	*Federal Office for Customs and Border Security*
User data	*These are the "username" and the "password".*
User registration	*Successful user registration is a prerequisite for using the NATRAS APP. User registration is only possible at the Online-Service-Desk (OSD).*
VRS	*Vehicle recording system*
VRS registration	*This is the process for registering the vehicle recording system*
Chassis number	*The term chassis number is used in the CH vehicle licence.* *The chassis number is identical to the vehicle identification number.*
Vehicle data	*The following terms are part of the definition: vehicle identification number, licence plate, vehicle manufacturer, vehicle designation*
VIN	*VIN stands for the vehicle identification number of a vehicle.* *There is no difference between the chassis number and the vehicle identification number. The term chassis number is still used in the CH vehicle registration document.*
Holder account	*The holder account is the account in which the Online-Service-Desk (OSD) user registration takes place.*
Inactive VIN:	*The "inactive VIN" tab contains all VINs registered by the user.*
OSD	*Online-Service-Desk, is required for a valid keeper registration.*
Transmission channel (more secure)	*This is the secure channel that the user selected when registering in the Online-Service-Desk (OSD) to receive the verification code. You can choose between mobile phone or email.*
Verification code	*This code is communicated to the user each time they log in to the NATRAS APP via the transmission channel (mobile phone or email) previously selected in the Online-Service-Desk (OSD).* *The verification code expires after 5 minutes and must then be requested again.*

2. Introduction

The NATRAS app is a supplementary APP that facilitates the registration of vehicle information and the assignment to a VRS already present in the holder account. There are two different apps available for mobile phones that support iOS or Android as the operating system.

The NATRAS APP consists of the following elements, the functioning of which is explained in the corresponding chapters of this manual:

- user login → chapter 3
- registration (VIN) → chapter 4
- inactive VIN (VRS allocation) → chapter 5
- active VIN (cancel VRS allocation) → chapter 6

You can navigate between the individual elements either via the corresponding icons in the footer of the app or via the menu in the top ▢ Inactive VIN ▢ Active VIN ▢ Registrierung left-hand area of ☰ the app.

For reasons of better readability, the generic masculine "user" or "holder" is used in this manual. Of course, all genders are always meant equally.

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3. User registration / Login

Access to the NATRAS APP requires a valid user registration in the Online-Service-Desk (OSD) on the NATRAS website (www.natras.ch). Further information can be found in the *Online-Service-Desk manual in Chapter 3*.

On the start screen, the registered user must first enter the user data (username and password). A verification code is then sent to the user via the secure transmission channel of their choice (mobile phone or email), which must be entered.

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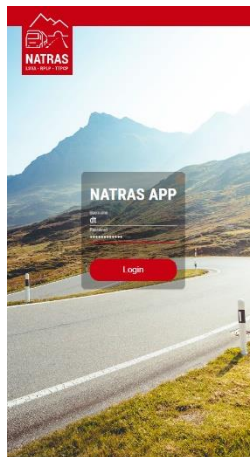
4. Registration (VIN)

The NATRAS APP offers the option of easily recording vehicle registration documents directly using a mobile phone. This is particularly useful if only a few vehicle licences need to be recorded and the corresponding vehicle data is not already available electronically in the keeper's own systems.

Info: if the owner already has the vehicle identification numbers in electronic form, these can also be imported directly into the Online-Service-Desk (OSD). Further information on this can be found in the *Online-Service-Desk* manual *in chapter 6.2.1*.

To register a new vehicle identification number (VIN), the user switches to the *registration* view either via the menu symbol ☰ or directly via the corresponding symbol in the footer 🚚 and clicks on the corresponding plus symbol ⊕ in the top right-hand corner.
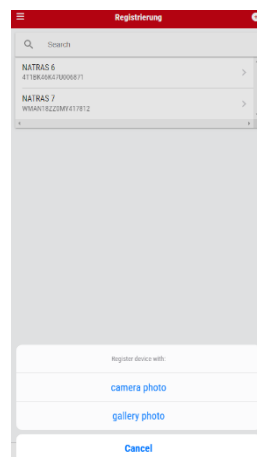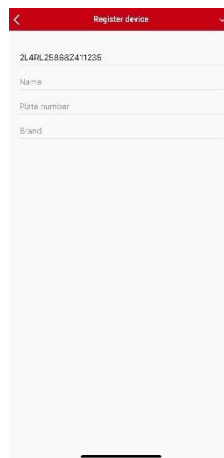

The user can then choose whether to take a new photo of a vehicle registration document or use an existing photo of a vehicle registration document from the mobile phone's gallery to register the VIN. It is important to ensure that the corresponding photo or scan process is carried out in good lighting conditions and that the mobile phone is held steady during the recording process.

If the process is successful, the user is shown the recognised VIN and, depending on the type of vehicle registration document, further vehicle information (licence plate number, vehicle manufacturer). The optional fields licence plate number, Vehicle manufacturer and Vehicle designation can be edited and supplemented by the user and are not relevant for the entry, but are only used for easier processing by the user.

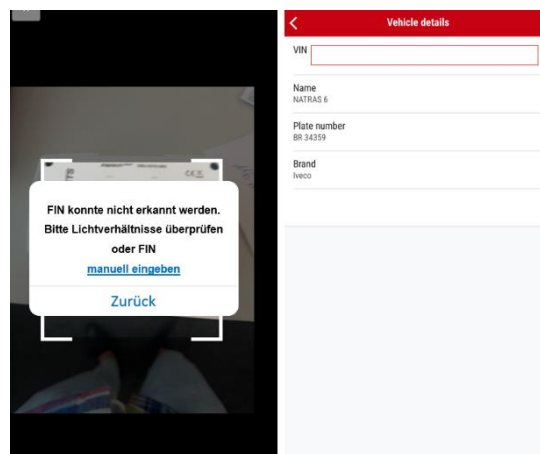**IMPORTANT:** the user is obliged to check the accuracy of all data entered, particularly the VIN entered.

If the user agrees to enter the recorded data, they can confirm this by clicking on the tick symbol in the top right-hand ☑ corner of the application. This moves the recorded VIN to the inactive VIN [icon] tab. → *see chapter 5*.

4.1 Error handling

4.1.1 VIN could not be recognised

There may be several reasons why a VIN is not recognised automatically. These include inadequate quality of the detection process, e.g. insufficient lighting conditions or an unsteady stop during the detection process. Another reason may be a poorly legible vehicle licence. Regardless of the cause, the following error message is displayed to the user:

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The user has the option of repeating the recording process by clicking on the "back" option. This is recommended if the first attempt was made under poor lighting conditions or with unsteady recording and the user can correct this on the next attempt.

If the recording quality cannot be improved because either the environment or the quality of the vehicle registration document does not allow this, the user can also enter the VIN manually by clicking on "enter manually".

IMPORTANT: the user is obliged to check the accuracy of all data, particularly the recorded VIN.

If the user agrees to enter the recorded data, they can confirm this by clicking on the tick symbol in the top right-hand ☑ corner of the application. This moves the recorded VIN to the inactive VIN ⬚ tab. → *see chapter 5*.

4.1.2 VIN is already recorded

If a VIN is entered that is already registered in the keeper account, this is displayed directly to the user. A new entry is therefore not necessary or not possible.

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5. Inactive VIN (VRS allocation)

To navigate to the "inactive VIN" tab, the user selects the inactive VIN view via the menu icon ▤ or directly via the corresponding icon in the [Inactive VIN] footer.

In the overview, the user is shown a list of all recorded VINs that have not yet been assigned to a VRS. These are colour-coded with a green, orange or red dot. The green ones are displayed first, then the orange ones and finally the red ones.

VINs marked in green: In the ascending list, the VINs that have been confirmed by the FOCBS and can be assigned to an available VRS are displayed first. These VRSs are marked with a green dot and can be processed further.

To do this, the user selects the corresponding VIN from the list or via the search function, in which a VRS that exists in the holder account and has not yet been assigned is to be installed.
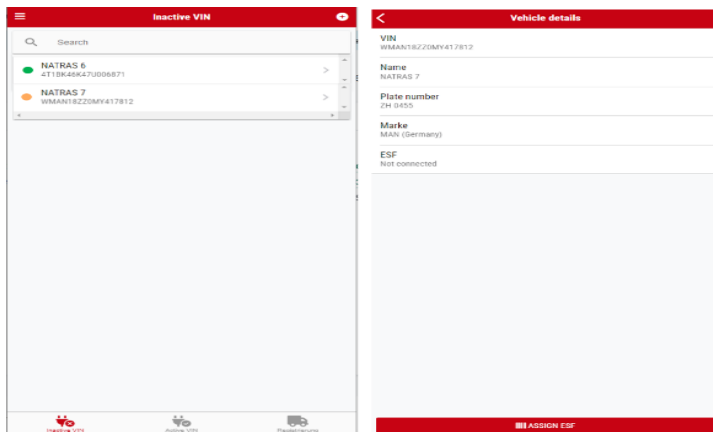
The user scans the QR code of the VRS.
If the scan was successful, the user is prompted to add the missing digits to the VIN of the vehicle in which the VRS is installed and thus confirm again.
If the scan was not successful, please carry out the appropriate error handling→ *see chapter 5.1.1*.

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**IMPORTANT**: Once this procedure has been successfully completed, the user must ensure that the VRS has been properly installed in the correct vehicle. The instructions in the VRS manual must be followed exactly.

VINs marked in orange: if VINs are recorded that have not yet been confirmed by the FOCBS, they are marked with an orange dot. Please note that it takes at least one full working day to approve the submitted VIN. The current status can be displayed by clicking on the corresponding entry. This status does not currently allow the allocation of an VRS.
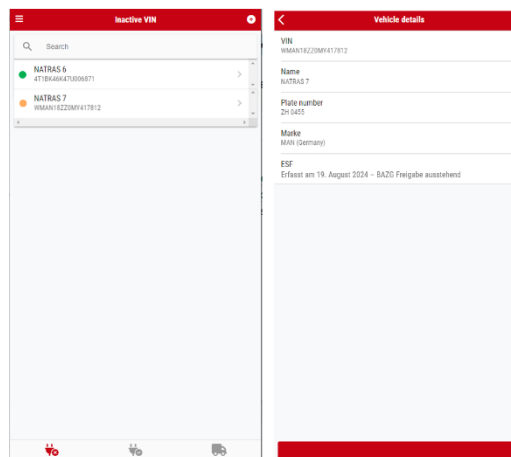
VINs marked in red: VINs marked with a red dot have been rejected by the FOCBS. The reason for rejection is displayed by clicking on the corresponding entry. This status does not allow the allocation of a VRS.
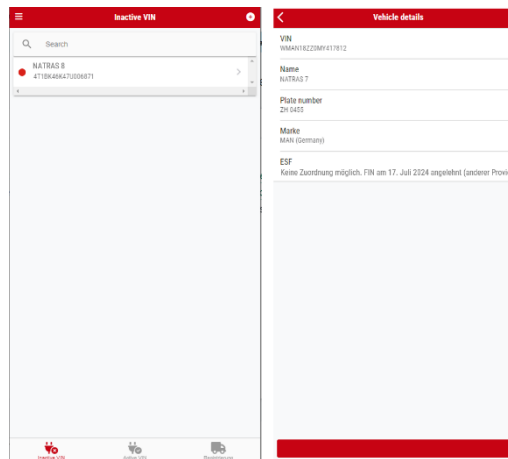
5.1 Error handling
5.1.1 VRS could not be recognised

There may be several reasons why a VRS is not recognised automatically. These include inadequate quality of the detection process, e.g. insufficient lighting conditions or an unsteady posture during the detection process. Another reason may be an illegible QR code or a poorly legible VRS serial number due to external influences. Regardless of the cause, the following error message is displayed to the user:
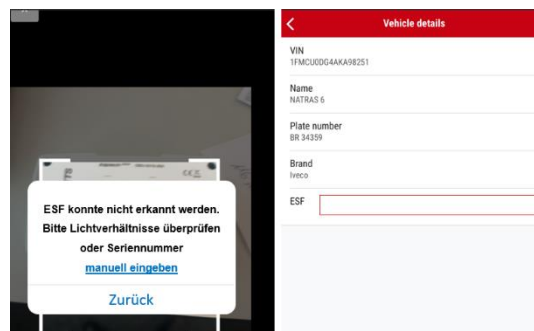
The user has the option of repeating the recording process by clicking on the "back" option. This is recommended if the first attempt was made under poor lighting conditions or with unsteady recording and the user can correct this accordingly on the next attempt.

If the recording quality cannot be improved because either the environment or the quality of the QR code or the VRS serial number does not allow this, the user can enter the VRS serial number manually by clicking on "Enter VRS manually".

If the troubleshooting was successful, the assignment process can be continued as described above→ *see chapter 5*.

5.1.2 VRS is not in the holder account or is invalid

If a VRS is recorded or entered that is invalid or not registered in the keeper account, the following error message is displayed. Further processing is not possible in this case as the VRS is invalid for the assignment process.

5.1.3 VRS is already assigned to a VIN

If a VRS is recorded or entered that is already assigned to a VIN in the keeper account, the following error message is displayed. Further processing is not possible in this case, as the VRS must first be detached from the VIN→ *see chapter 6*.

5.1.4 VIN entered is not correct

If the VRS was entered successfully but the previously selected VIN was not completed correctly, this is displayed as follows.


In this case, the user must ensure that the selected VRS is installed in the correct vehicle (selected VIN).

IMPORTANT: the correct assignment of the VRS to an inactive VIN is the responsibility of the user.

## 6. Active VIN (cancel VRS allocation)

To navigate to the "active VIN" tab, the user selects the active VIN view via the menu icon ▤ or directly via the corresponding icon in the footer.

In the overview, the user is shown a list of all VINs that are assigned to a VRS. If the user wishes to remove such an assignment, they select the corresponding connection and click on "remove VRS-VIN assignment".
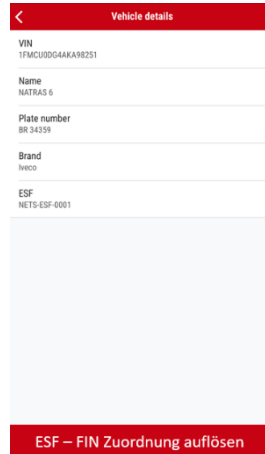
This process is the reverse of the mapping process and requires that the digits of the VIN are completed first to ensure that the selected VIN/VRS connection is correct.

The user is then prompted to scan the VRS QR code or VRS serial number assigned to the vehicle (VIN).
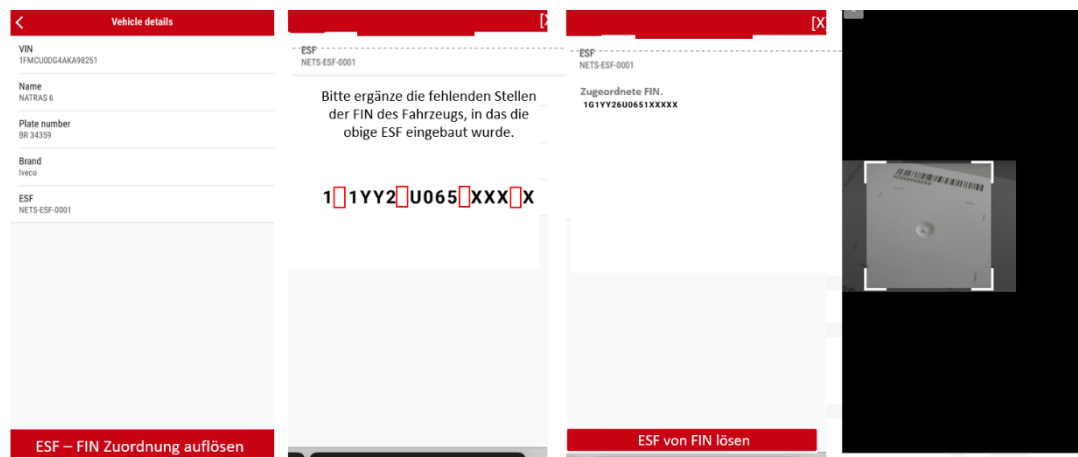
If the process can be carried out without errors, the VIN is displayed in the inactive VIN tab and the VRS is displayed in the keeper account as a VRS that can be reassigned. → Further details can be found in *the Online-Service-Desk manual, VRS administration, chapter 7*.

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6.1 Error handling
6.1.1 VIN entered is not correct
If the VIN entered is not confirmed, the process is reset and the user is taken to the "active VIN" tab. From this view, the user can restart the process.

6.1.2 VRS could not be recognised
Once the entered VIN has been confirmed, the user is prompted to scan the VRS QR code or VRS serial number. If the VRS is not recognised automatically, the user has the option of entering the VRS serial number manually once.

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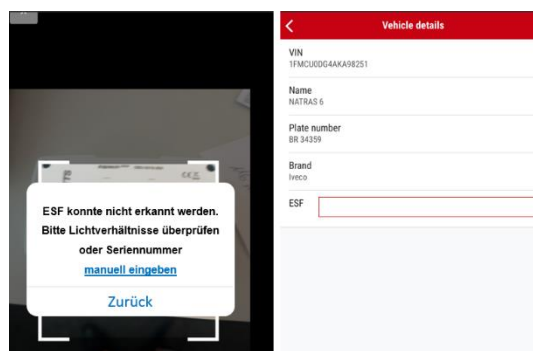
If the VRS serial number was entered incorrectly, the process is reset and the user is taken to the "active VIN" tab. From this view, the user can restart the process.

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7. Disclaimer and frequently asked questions

This user manual has been carefully prepared to make using the application as easy as possible. Despite our efforts to provide complete and accurate information, errors or omissions may occur. Therefore, the software and the manual are provided "as is" without any express or implied warranties. NATRAS accepts no liability for any damage arising directly or indirectly from the use of this application or the information contained in this manual.

The applications and the manual are subject to regular updates in order to integrate improvements and new functions. Changes are made without prior notice.

7.1 Frequently asked questions (FAQ)

- **Question:** what should I do if I encounter a problem that is not covered in this manual?
- **Answer:** *should a problem occur that is not described here, please send an e-mail to support@natras.ch*

- **Question:** how can I submit feedback or suggestions for improving the application?
- **Answer:** *we welcome feedback and suggestions. These can be sent directly by e-mail to improvements@natras.ch. Please note that suggestions for improvement must be agreed with the client (FOCBS).*

- **Question:** which browsers are the application compatible with?
- **Answer:** *a list of supported browsers (date of creation of this manual) is below:*

  - OS versions (Mobile)
    - at least iOS 16.x
    - at least Android 13.x

If you have any questions or suggestions, our support team will be happy to help.

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