



Draft version for pilot operation

Online Service Desk (OSD) Manual



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1. Definition of terms

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

Term	Explanation
Active VIN	<i>The "active-VIN" tab contains all active VRS/VIN allocations.</i>
ALL	<i>Failure solution</i>
FOCBS	<i>Federal Office for Customs and Border Security</i>
User data	<i>These are the "username" and the "password".</i>
User registration	<i>Successful user registration is a prerequisite for using the NATRAS APP. User registration is only possible in the Online-Service-Desk (OSD).</i>
VRS	<i>Vehicle recording system</i>
VRS registration	<i>This is the process for registering the vehicle recording system (VRS)</i>
Chassis number	<i>There is no difference between the chassis number and the vehicle identification number. However, the term chassis number is still used in the CH vehicle licence.</i>
Vehicle data	<i>The following terms are part of the definition: vehicle identification number, licence plate, vehicle manufacturer, vehicle designation</i>
VIN	<i>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</i>
Holder account	<i>The holder account is the account in which the Online-Service-Desk (OSD) user registration takes place.</i>
Inactive VIN	<i>The "Inactive VIN" tab contains all VINs registered by the user.</i>
OSD	<i>Online-Service-Desk, is required for a valid keeper registration.</i>
Transmission channel (more secure)	<i>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 a mobile phone or email.</i>
Verification code	<i>This code is communicated to the user each time they log in to the Online-Service-Desk (OSD) and the NATRAS APP on the channel previously selected in the Online-Service-Desk (OSD) (mobile phone or email). The verification code expires after 5 minutes and must then be requested again.</i>
Account administrator	<i>Users with administration rights</i>
Side menu	<i>Menu on the left-hand side of the application</i>
Selection menu	<i>Menu in the top bar of the application</i>

2. Introduction

The Online-Service-Desk is the central and first point of contact for holders who require support in operating the solution offered by NATRAS. The application consists of the following elements, the functioning of which is explained in the relevant chapters of this manual:

- user registration → [chapter 3](#)
- user registration / Login → [chapter 4](#)
- dashboard → [chapter 5](#)
- registration (VIN) → [chapter 6](#)
- failure solution (ALL) → [chapter 7](#)
- VRS administration → [chapter 8](#)
- conspicuous features → [chapter 9](#)
- logistics → [chapter 10](#)
- support → [chapter 11](#)
- frequently asked questions → [chapter 12](#)

2.1. Content presentation

To make it easier for the user to find their way around this manual, various methods of presentation and description have been chosen, which are briefly described below.

- For better orientation, terms such as side menu and selection menu are used in this manual.
- The corresponding field names or menu items are shown *in italics*.
- There are question marks ⓘ at various points, which give the user direct information about the elements.

Side menu: this is the navigation bar on the left-hand side of the application, which describes the vertically listed menu items with the corresponding mouseover effect.

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

3. User registration

In order for a keeper to be able to use the Online-Service-Desk and other NATRAS services, a registration that has been checked and confirmed by NATRAS is required. For this purpose, the keeper's and account administrator's data must be entered once.

The corresponding registration process consists of the following three steps:

- enter the keeper's contact details → [chapter 3.1](#)
- confirmation of the account administrator's e-mail address → [chapter 3.2](#)
- confirmation of the 2nd account protection factor (2FA) → [chapter 3.3](#)

3.1 Entering the keeper's contact details

In the first step, the holder is asked to enter the information and contact details. Please note that the contact details must be the holder's authorised person who is entitled to carry out all actions on behalf of the holder (account administrator). Insufficient or missing entries are marked with a red frame in the corresponding field (e.g. e-mail address):

Important: The natural person who is responsible for the administration of HVF III within the company (account administrator) must be entered as the user who carries out this registration. The account administrator can later add further users and regulate their access.

3.2 Confirmation of the account administrator's e-mail address

After entering the data, a message is displayed asking the user to confirm the confirmation sent by e-mail.

The user must then confirm the corresponding link in the email. Depending on the user's settings, the automatically sent e-mail may be moved to the spam folder and must be edited there by the user.

IMPORTANT: the confirmation link is valid for 10 minutes, if the confirmation is not received within this time, the registration process must be repeated.



3.3 Confirmation of the 2nd account protection factor (2FA)

For security reasons, NATRAS requires mandatory two-factor authentication (2FA) by e-mail or SMS to protect the holder data. By clicking on the link in the confirmation email (→ see [chapter 3.2](#)), the user is forwarded directly to the corresponding page where they enter the desired mobile phone number, which is used for all account holder transactions.

If the user has entered the relevant data correctly and completed the General Terms and Conditions, the data protection agreement and the data for the order data agreement (to follow after approval), the account data will then be checked by NATRAS. This can take up to 10 working days; the corresponding status is displayed to the user in colour and with the corresponding icons directly after login.

Note: After confirming the registration, the contact details can be customised by the respective user (→ see [chapter 4.2](#)).

4. User registration / Login

Once the user registration has been confirmed, the user can log in on the start screen by entering the user data (username and password). The user is then sent a verification code via the secure transmission channel of their choice (SMS or e-mail), which must be entered.

4.1 Forgot your password?


If a user has forgotten their password, they can update it themselves using the Reset password function. To do this, they click on the corresponding note on the login page and are asked to enter the e-mail address stored in the Online-Service-Desk.

A link is then sent to the e-mail address provided, which can be used to reset the password. Depending on the user's settings, the automatically sent e-mail may be moved to the spam folder and must be edited there by the user.

IMPORTANT: The corresponding link is valid for 10 minutes, if confirmation is not received within this time, the reset process must be repeated. It is not possible to provide telephone information about the holder account to users who do not have a registered status.




4.2 User administration

User management can be accessed via the corresponding profile icon  in the bottom left-hand corner of the application.

If the user clicks on this symbol, the corresponding data are displayed, depending on his access rights. In addition to the owner's account number, this also includes the corresponding contact details.

If the user wishes to change the e-mail address or mobile phone number, he can do it directly in this area, but must enter a verification code sent to them.

Users with administration rights: if the user has the appropriate administration rights, he has the option of creating additional users. To do so, select the account option via the corresponding account icon. 

Note: if a user does not have administration rights, the "account" selection is not displayed.

By clicking on the *invite* button, the user is shown a form which they can use to create a new user.

To open the account, a valid e-mail address must be provided to which the new user has access. Verification of the 2nd factor (mobile phone) must be carried out by the new user.

Once the invitation has been completed, the administrator can grant authorisations for the account.

IMPORTANT: the holder is responsible for ensuring that access authorisations are kept up to date; for this purpose, only users with the appropriate authorisation (account administrators) can create and/or deactivate users.

5. Dashboard

The various Online-Service-Desk modules can be accessed via the dashboard. To do this, the user clicks on the respective titles. The dashboard also provides information on open and completed processes.

VIN registration:

- active: time the number of registered VINs authorised by the FOCBS.
- in the registration: shows the number of registered VINs that are checked by the FOCBS.
- archived: time the number of registered VINs that have been deregistered.

Failure solution:

- open: shows the number of corrections reported for journeys that have not yet been authorised by the FOCBS.
- closed: shows the number of reported corrections of journeys that have been cancelled by the FOCBS have been confirmed.

VRS administration:

- active: shows the number of registered VRSs.
- connected: shows the number of registered VRSs that have been confirmed by the FOCBS and linked to are connected to a VIN.
- separate: shows the number of registered VRSs that have been confirmed by the FOCBS.

Events:

- all: displays all VRS status messages.
- error: displays all VRS status messages that are categorised as errors.

IMPORTANT: The holder is responsible for the proper functioning of each VRS registered in his account. It is strongly recommended to investigate status messages that are categorised as errors.

Logistics:

- delivered: shows all orders received from VRS that have been delivered.
- will be delivered: shows all received orders from VRS that have already been dispatched.
- is being prepared: shows all orders received from VRS that have not yet been dispatched

Support:

- open: displays all support cases whose status is open.
- closed: displays all support cases whose status is closed.

6. Registration (VIN)

The Online-Service-Desk offers simple management of the keeper's vehicle identification number (VIN). You can switch to the corresponding module either directly via the dashboard by selecting the corresponding entry or via the side menu by clicking on the VIN symbol. 🚗

The following items are available to the user in the selection menu:

- vehicles → [chapter 6.1](#)
- new registration → [chapter 6.2](#)
- transfer → [chapter 6.3](#)
- archive → [chapter 6.4](#)

6.1 Vehicles

This view lists all VINs that have ever been registered in this holder account and have not yet been archived. By default, 10 entries are displayed per page. If a user wants to display more than 10 entries per page, 25 or 50 entries per page can also be displayed. To do this, the user changes the number in the *show entries* field. When the view is changed, this is reset to the default of 10 entries per page. There is also a filter function valid for the respective selection, which can be used via the *search* input field. The user can further restrict the entries by entering any number of characters to filter the list.



Sorting: the corresponding entries can be sorted in ascending or descending order using the following columns:

- *VIN*
description: the corresponding vehicle identification number is displayed here.
- *vehicle*
description: a free numbering is assigned by default, which can be overwritten by the user at any time.
- *device (VRS)*
description: the built-in VRS is displayed here.
- *control plate*
description: if a licence plate was stored during registration, it is displayed here. It can be overwritten by the user at any time.
- *brand*

description: if a vehicle brand was stored during registration, this is displayed here. This can be overwritten by the user at any time.

- **status**

description: the status of the corresponding VIN registration is displayed here. The status can be *active*, *inactive* or *deleted*.

Sorting can be carried out by clicking on the corresponding ascending or descending symbol . An ascending or descending display can only be performed for one column at a time: The currently active column is labelled with this symbol . By default, sorting is by VIN.

Manage entries: The columns labelled *STATUS* visualise the various processing statuses and differ in shape and colour. The corresponding symbols in this column describe the different statuses of the entries and the individual symbols trigger corresponding actions, which are described below:

- **INACTIVE** indicates that the entry has not yet been confirmed; this entry is also marked with an orange symbol.
- **ACTIVE** indicates that this is a confirmed entry; this entry is also marked with a green symbol.
- **DELETED** indicates that the entry is deactivated.

If the user clicks on the icon , further details on the corresponding entry are displayed.

ACTIVE entries can be deregistered, e.g. if the vehicle with the corresponding VIN has been taken out of service.

ACTIVE entries can also be transferred to another holder account at NATRAS. For details, see TRANSFER → [chapter 6.3](#)

DELETED entries can be moved to the ARCHIVE by the user if the entries are no longer required. For details, see ARCHIVE → [chapter 6.4](#)

6.2 Registration

This view lists all VINs that have ever been registered in this keeper account. Several entry options are available for the initial entry of the VIN, which can be used depending on the issue at hand and whose application is briefly outlined below:

- data import (XLS) → [chapter 6.2.1](#)
- data import vehicle licence → [chapter 6.2.2](#)
- data import via mobile phone (NATRAS APP) / manual input → [chapter 6.2.3](#)

6.2.1 Data import (XLSX)

Import the vehicle data using a structured data import. If the data is already available in digital form, the easiest and quickest way is to import it using the structured template. To do this, the user selects *add entry* in the top menu bar and then *upload Excel*. The user can then follow the steps below to import the data:

- click on the XLSX file to start the download
- open the XLSX file, add the information to be imported and save it
- click on upload and select the XLSX file
- click to load file
- check imported information and confirm with save

Note: The process can be cancelled by clicking on the recycle bin symbol. Individual entries can be removed from the import process by clicking on the X-symbol.

IMPORTANT: The user is obliged to check the accuracy of all data entered, in particular the VIN entered.

Error handling → see [chapter 6.2.4](#)

6.2.2 Importing data directly from the vehicle registration document

If the VIN is not available in text form, the OSD also supports the simple import and processing of data directly from the vehicle registration documents. To do this, the user clicks on the corresponding icon at the top of the screen.

The user then selects the corresponding images to be imported. The standard file formats (PDF, JPG, PNG) are supported. A maximum of 20 vehicle licenses can be processed per operation.

The progress of the upload and the corresponding recognition of the VIN depends on the internet connection and the quality of the images / PDF and is indicated by a blue progress bar. Once the vehicle registration documents have been uploaded and recognised, they are displayed directly and can be enlarged by clicking on them.

IMPORTANT: The user is obliged to check the accuracy of all data entered, in particular the VIN.

6.2.3 Data import via mobile phone (NATRAS-APP)

If the vehicle documents are not available in digital form and only a few vehicle registration documents can be recognised, importing the VIN numbers with the NATRAS-APP is also an option for this process.

For more information → see *the NATRAS-APP manual*

6.2.4 Error handling

6.2.4.1 VIN could not be recognised

There can be several reasons why a VIN is not recognised automatically. These include an incorrect structure of the data entered or insufficient quality of the template. In both cases, the data/template must be checked.

If this cannot be improved, the user also has the option of using the NATRAS-APP for recording, in which manual recording of the VIN is also available.

For more information → see *the NATRAS-APP manual*

6.2.4.2 VIN already recorded

If a VIN is entered that is already registered in the holder account, this is displayed to the user immediately after processing. It is therefore not necessary to enter it again.

6.3 Transfer of a VIN/VRS

The Online Service Desk offers the user a convenient solution for transferring registered VINs to another holder who is also registered with NATRAS.

The transfer can either be initiated by the existing holder or requested by the new holder. The corresponding process steps are described in the following sections:

- existing holder initiates transfer without VRS → [chapter 6.3.1](#)
- existing holder initiates transfer with VRS → [chapter 6.3.2](#)
- new holder initiates transfer with VRS → [chapter 6.3.3](#)

6.3.1 Existing holder initiates transfer without VRS

If an existing holder wishes to transfer his VIN to a new holder who is also registered with NATRAS, proceed as follows:

- **Step 1: preparation**


In the first step, he switches to the *VIN registration* view and selects the VIN that he wants to transfer. To do this, he clicks on the *manage* button and then on the *transfer* button.

The TRANSFER dialogue window then opens, in which the keeper account ID of the keeper to whom the VIN is to be transferred must be entered. As the transfer is to take place WITHOUT VRS, this option is selected in the dialogue window. If all entries are correct, this can be confirmed by clicking on the red *transfer* button.

- **Step 2: communicate the transaction code to the new holder**

On the side of the holder who initiated the order, an open TRANSFER is now displayed in the *transfer* menu, in which the VIN to be transferred as well as the option WITHOUT VRS and the company name of the transferring holder and the receiving holder are specified.

In order for this outstanding transfer to be confirmed by the new keeper, the new keeper must enter a transaction code. For this purpose, the existing holder transmits this to the new holder by suitable means.

NATRAS offers a simple transfer by e-mail. To do this, the existing holder clicks on the share transaction code icon  , whereupon a dialogue menu opens containing the six-digit transaction code and the option to enter the e-mail address of the new holder. The user is free to transmit the transaction code to the new holder in another suitable way.

When the user is satisfied with the recipient's email address, they can confirm it by clicking "share".

- **Step 3: new holder confirms transfer**

The transfer of rights can only take place with the consent of the new owner. To do this, he switches to the *VIN registration* side menu and then to the *Transfer* menu.

There he selects the transfer he wants to confirm. The corresponding VIN to be transferred, the option with or without VRS and the transferring and own company are displayed for visualisation purposes.

Confirmed transfer: if he agrees with the details, he clicks on the tick ✓ to enter the verification code in the next dialogue box to accept the transfer. When the transfer is confirmed, the VIN is deleted from the old account and transferred to the new holder's account. From the time of the transfer, the new keeper is responsible for the correct assignment of the VIN to an available VRS. → see also [chapter 6.2](#)

Rejected transfer: if the new owner does not agree with the details, they can reject the transfer by clicking on the X symbol. Before the transfer is rejected, the user is asked again whether they really want to reject the transfer. With the final rejection, the outstanding transfer is deleted from both holder accounts and the VIN remains on the original account.

Unprocessed transfers: transfers that have neither been confirmed nor rejected by the new owner will also be removed from the corresponding transfer requests after 10 days.

6.3.2 Existing holder initiates transfer with VRS

If the holder wishes to transfer a VIN with an VRS already assigned, this process differs from the steps described in [chapter 6.3.1](#) as follows:

- **Step 1: preparation**

The transfer of a VIN with VRS is carried out in the process described in [chapter 6.3.1](#) by the existing holder selecting the transfer with existing VRS option in step 1 (preparation).

- **Step 2: communicate the transaction code to the new holder**

This is identical to the process described in [chapter 6.3.1](#) apart from the transfer including the VRS.

- **Step 3: new holder confirms transfer**

This also differs only in that the VIN is transferred with an already registered VRS. This means that the new holder does not need to reassign a VRS to the registered VIN.

If the transfer is rejected or not processed within 10 days, the VIN and VRS remain in the existing holder account and the transfer request is cancelled.

Important: Only VRSs with a current assignment to the VIN to be transferred may be transferred. The existing keeper is responsible for the correct allocation and is liable for any incorrect transfer.

6.3.3 New holder initiates transfer with VRS

It is also possible for a request for a transfer to be made by a new owner. However, this transfer can only be made via an existing and already assigned VRS; a transfer without the associated VRS is not possible.

- **Step 1: transfer to the new holder account**

To do this, the new holder initiates an enquiry by clicking on *VIN registration* in the side menu and then on *transfer* in the selection menu. He then selects the *request* button in the top right-hand corner of the screen. He then enters the keeper account ID known to the existing keeper, the vehicle identification number and the NETS-VRS serial number. If the data is correct and confirmed by the keeper, he clicks on the corresponding transfer button.

Important: Only VINs and VRSs that have a current assignment to the VIN to be transferred and have been authorised by the existing keeper may be transferred. The keeper carrying out the transfer is responsible for the correct entry of the allocation information and is liable for any incorrect transfer.

6.3.4 Error handling

6.3.4.1 Incorrect entry of transfer-information

Errors that can occur during the transfer of VIN and/or VIN with VRS are the incorrect entry of information in connection with

- incorrect entry of VIN/VRS or holder account ID information
- incorrect entry of the transaction code


In these cases, the user is notified of this incorrect information and has the opportunity to correct the incorrect entry.


6.3.4.2 Transaction has expired


If a transfer initiated by an existing holder is not confirmed by the new holder within 10 days, the transaction will expire, and the request will be cancelled from both accounts. In this case, the transfer must be initiated again.

6.4 Archive

All inactive and archived VIN processes are listed in the archive. By default, 10 entries are displayed per page. If a user wants to display more than 10 entries per page, 25 or 50 entries per page can also be displayed. When changing the view (vehicle or function), this is reset to the default of 10 entries per page. In addition, there is a filter function valid for the respective selection, which can be used via the *search* input field. Here, the user can further restrict the entries by entering any number of characters to filter the list.

To further categorise the entries, the user clicks on the corresponding *manage* display .  →
For details, see the next section (Archive details)

Archive details: the *manage* icon  displayed in the archive has the function of displaying the corresponding historical events of the VIN. This may, for example, relate to the date of registration or possible problems with the registration of the VIN. It is not possible to change the archive data. The data is stored for a maximum of 450 days.

As an assignment of NATRAS by the FOCBS may end at an earlier date, the keeper has the option of downloading the relevant data  . The keeper is responsible for storing the relevant data.

7. Failure solution (ALL)

The failure solution is used to subsequently correct journeys or to record missing journeys. Vehicles that are not in operation for a longer period can also be reported using the failure solution.

Selection menu: the menu items that are relevant for processing the failure solution are listed horizontally in the so-called failure solution selection menu. These are the following three menu items (framed in green):

- login → [chapter 7.1](#)
- reports of days without journeys → [chapter 7.2](#)
- archive in the failure solution → [chapter 7.3](#)

7.1 Registration

The *login* selection menu is used to:

- *change manual late notification*
- *add manual late notification*

7.1.1 Changing the manual late notification

Select vehicle: if an existing declaration is to be changed, e.g. the content of the trailer being carried or the total weight of the trailer being carried is to be adjusted, the vehicle in question must first be selected. The vehicles are listed alphanumerically as they were originally entered.



Change declaration: if a corresponding vehicle has been selected, the recorded declaration can be changed. To do this, the menu item *change manual late notification* must be selected.


List of entries: a list of all entries entered for this VIN in the last 10 calendar days is now displayed. By default, 10 entries per page are displayed. If a user wants to display more than 10 entries per page, 25 or 50 entries per page can also be displayed. When changing the view (logging in from days without a journey or archive), this is reset to the default of 10 entries per page. In addition, there is a filter function valid for the respective selection, which can be used via the *search* input field. The user can further restrict the entries by entering any number of characters to filter the list.



Sorting: the corresponding entries can be sorted in ascending or descending order using the following columns:






- *ID*
description: every journey received by an VRS has an ID. Journeys that are subsequently added manually do not have an ID.
- *start date*
description: date and time of the start of the journey.
- *end date*
description: this is the end date and time at which the journey was completed.
- *vehicle*
description: this column shows the vehicle designation. The vehicle designation can be adjusted at any time during VIN registration.
- *trailer*
description: this column indicates whether the journey in question was recorded with a trailer, semi-trailer or without a towed unit.
- *weight*
description: the weight of the trailer for the selected journey is displayed here.
- *events*
description: if irregularities (e.g. faults in the power supply) are detected, this is displayed in the corresponding column.
- *start address*
description: the start address of the corresponding journey is displayed here.
- *destination address*
description: the destination address of the corresponding journey is displayed here.

Sorting can be carried out by clicking on the corresponding ascending or descending symbol . An ascending or descending display can only be performed for one column at a time: The currently active column is labelled with this symbol . By default, the journeys with the most recent start date are displayed at the top.

Manage entries: The symbols in the last column labelled *manage*  visualise the various processing statuses and differ in shape and colour. The corresponding icons in this column describe the different states of the entries, which are described below:

- The green symbol  indicates that this is an entry that has been sent to the FOCBS and confirmed by the FOCBS, but is still within the accepted amendment period. Please note that the maximum processing period ends 10 calendar days after the registered end of the journey (*end date*).
- This yellow symbol  indicates entries that have been sent to the FOCBS but have not yet been confirmed by the FOCBS and are therefore also still within the processing period.

After the respective processing period of 10 calendar days has expired, the entries are automatically moved to the *archive* (see selection menu → [archive](#)).

- The drop-down symbol  is displayed if corresponding adjustments have already been made to an entry. Clicking on the drop-down symbol displays the detail area, in which the corresponding declaration customisations that have already been created and the user who made these customisations are displayed.
- The recycling bin symbol  is used to delete the corresponding tour. This applies to manually entered tours. When this icon is clicked, the user is asked whether they wish to delete this entry.
- The folder symbol  opens the detailed view of the corresponding tour and is a prerequisite for making the corresponding adjustments to the declaration.

The detailed view consists of the tour details and the corresponding vehicle.

- Another element is the *time axis*, which visually indicates when a vehicle has been registered as moving (red marker) or stationary (grey marker).
- The *start date* and *end date* of this tour, which cannot be edited directly in the field, are also displayed.
- The *start address* and *destination address* marked in the *timeline* are also displayed, which cannot be edited directly in these fields either.
- The *trailer or semi-trailer* drop-down menu is displayed as an additional field.
- If necessary, an editable *total weight (unit drawn)* field is displayed. The total weight must be rounded to 10 kg.
- A map view is also displayed in which the start and destination addresses are shown on a map.
- A reason for change must be specified for each entry.

Adjust declaration: for the corresponding declaration adjustments, such as changing the unit pulled or the total weight of a unit pulled, to be made, the corresponding start and end point must first be defined. This is done by setting the start and end marker, which indicates the entire tour in the starting position, to the correct position.

The marker shows the corresponding time on the *time axis* and the nearest recognised address in the address field. If the marker is moved to a position that is not registered as a breakpoint, the user is made aware of this, and the marker is automatically centered on the nearest breakpoint. If the user no longer wishes to receive this notification, they can deactivate it for the current session. If the user has defined the desired time period for the adjustment of the required declaration, they can make the corresponding adjustment. A reason for change must also be selected for the adjustment.

By clicking on *change*, the adjustment made to the subsequent declaration is saved. The corresponding correction can be cancelled by clicking on *X (reset adjustments)* or be finalised for transmission to the FOCBS by clicking on *confirm changes*. Before the corresponding transmission, the user is informed that the corresponding entry overwrites an entry that has already been transmitted to the FOCBS.

The user proceeds in the same way if he wishes to make adjustments to the content of the units concerned, e.g. if he wishes to declare a tag that has already been entered in error as 'not attached'.

Note: If an error is made during a manual late notification, you must first wait for confirmation from the FOCBS. As soon as the status is marked as successful with a green symbol, the entry can be deleted. The manual re-registration must be created again.

7.1.2 Adding a manual late notification

Select vehicle: if a missing journey is to be reported, e.g. because the vehicle was not yet equipped with an VRS at the time of the journey or it was deactivated, the vehicle in question must also be selected first in this case. The vehicles are listed alphanumerically as they were originally recorded.

Add manual late notification: if a corresponding vehicle has been selected, the recorded declaration can be changed. To do this, the menu item *add manual late notification* must be selected.

Enter registration: the start and end dates are then entered. The user must also select a trailer type and enter the distance to be transmitted (distance of the journey). Before the missing journey can be transmitted to the FOCBS, a reason for the missing journey must be added. By selecting the *add missing journey* button, the recorded data is transmitted to the FOCBS.

7.2 Reporting days without journeys

This function is used to decommission vehicles for a specific period. Please note that processing is only possible if the decommissioning is a maximum of 10 calendar days in the past or a maximum of 90 calendar days in the future.


Note: It should be noted that a report of days without a journey can be made for a maximum of 30 days. If the vehicle is out of service for longer than 30 days, several notifications must be created in the failure solution (ALL).





List of entries: if the user clicks on *Messages of days without journeys* in the selection menu, they are shown an overview of the vehicles that are out of service in the period specified at the beginning.

By default, 10 entries are displayed per page. If a user wants to display more than 10 entries per page, 25 or 50 entries per page can also be displayed. When changing the view (login or archive), this is reset to the default of 10 entries per page. There is also a filter function valid for the respective selection, which can be used via the search input field. Here the user can further restrict the entries by entering any number of characters to filter the list.

Sorting: the corresponding entries can be sorted in ascending or descending order using the following columns:

- *captured*
description: this is the date on which the corresponding entry was recorded.
- *vehicle*
description: this column lists the vehicles as they were named by the user.
- *VIN*
description: this list contains the recorded VIN (vehicle identification number).
- *device*
description: this column lists the VRS serial number assigned to the corresponding VIN.
- *start date*
description: this is the date specified by the user as the start date for decommissioning.
- *end date*
description: this is the date specified by the user as the end date for decommissioning.

Manage entries: the icons in the last column labelled *manage*  visualise the various processing statuses and differ in shape and colour. The corresponding icons in this column describe the different states of the entries and the individual icons trigger corresponding actions, which are described below:

- the green symbol  indicates that this is an entry that has been sent to the FOCBS and confirmed by the FOCBS, but is still within the accepted amendment period. Please note that the maximum processing period ends 10 calendar days after the registered end of the journey (*end date*).
- this yellow symbol  indicates entries that have been sent to the FOCBS but have not yet been confirmed by the FOCBS and are therefore also still within the processing period.
- click on the folder icon  to display the detail area, which shows the data entered by the user.
- the recycle bin icon  is used to delete the corresponding entry. When this icon is clicked, the user is asked whether they wish to delete this entry. Please note that entries that have already been submitted and are older than 10 calendar days can no longer be cancelled. When this icon is clicked, the user is asked whether they wish to delete this entry.

Add new entry: clicking on the *add* field opens the dialogue box in which the user first selects the *vehicle* and then enters the start date of the decommissioning and the planned end date of the decommissioning. If the data has been entered correctly, the user can *add* it by clicking on the *adjustments* field.



7.3 Archive in the failure solution



All data recorded in the failure solution is archived here. Archiving is available for a maximum of 450 calendar days after the corresponding entry. If the order to NATRAS ends before the 450 calendar days have expired, the registered user will be provided with a link to download the data.

List of entries: if *Archive* is clicked on in the selection menu, the user receives an overview of the archived entries. By default, 10 entries are displayed per page. If a user wants to display more than 10 entries per page, 25 or 50 entries per page can also be displayed. When changing the view (logging in or logging in from days without travelling), this is reset to the default of 10 entries per page. In addition, there is a filter function valid for the respective selection, which can be used via the Search input field. Here the user can further restrict the entries by entering any number of characters to filter the list. In general, the user has the option of exporting all entries saved within this period of 450 calendar days at any time.

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Sorting: the corresponding entries can be sorted in ascending or descending order using the following columns:

- *start date*
description: date of the start of the journey.
- *end date*
description: this is the end date on which the journey was completed.
- *vehicle*
description: this column lists the vehicles as they were named by the user.
- *VIN*
description: this list contains the recorded VIN (vehicle identification number).
- *device*
description: this column lists the VRS serial number assigned to the corresponding VIN.
- *trailer*
description: this column indicates whether the journey in question was recorded with a standard trailer, a semi-trailer or without a towed unit.
- *distance (km)*
description: this column displays the distance entered by the user in the failure solution for the entry.

Manage entries: the symbols in the last column labelled *manage*  visualise the data entered by the user outside the editing period. These entries can no longer be edited and are displayed with a red symbol .

8. VRS Administration

VRS management provides an overview of the VRSs registered in the holder account and their current status. The user can access the corresponding overview by clicking on the VRS administration icon in the side menu. The corresponding VRS management options are outlined below:

- order VRS → [chapter 8.1](#)
- VRS overview → [chapter 8.2](#)
- assign VRS to an active VIN → [chapter 8.3](#)
- separate VRS from a VIN → [chapter 8.4](#)

8.1 Order VRS

Clicking the Order ESF button opens the NATRAS webshop. The following three steps must be completed before VRS devices can be ordered.

Note: only users with administrator authorisation can place orders.

Determine the number of VRSs to be ordered

The maximum possible number of VRSs to be ordered is displayed by default. The quantity can be reduced before ordering. It is not possible to increase the standard order quantity.

The maximum number of orders is determined as follows:

number accepted not assigned VIN - number of unallocated VRS - number of VRS ordered but not yet transferred to the account =order quantity VRS
--

Enter order and delivery address

The order and delivery addresses are specified in this step. By default, the order address is used as the delivery address. If the delivery address is different, this can be specified by selecting the *different delivery address* option.

Place a binding order





In this view, the order details such as the order and delivery address and the number of VRSs to be ordered are displayed as a summary. If the user agrees, he can place the order by selecting the button '**submit binding order**'.

8.2 VRS overview

This view lists all VRSs that are currently registered in this holder account. By default, 10 entries are displayed per page. If a user wants to display more than 10 entries per page, 25 or 50 entries per page can also be displayed. When the view is changed, this is reset to the default of 10 entries per page. There is also a filter function valid for the respective selection, which can be used via the Search input field. Here the user can further restrict the entries by entering any number of characters to filter the list.

Sorting: the corresponding entries can be sorted in ascending or descending order using the following columns:

- *registration date*
description: this indicates the date on which the VRS was entered in the corresponding holder account.
- *serial number*
description: it indicates the serial number of the VRS.
- *assignment date*
description: displays the date on which a VIN was last linked to the VRS. If no VIN is linked to the VRS, no date is displayed.
- *VIN*
description: displays the last VIN linked to the VRS.




Manage entries: The symbols in the last column labelled manage  contain the status of the VRS, with the symbol  indicating that the VRS is linked to a VIN. The symbol  indicates that no VIN is linked to the VRS. The symbol  indicates that there is an anomaly in the VRS.

The manage icon is used to link ([chapter 8.2](#)) or unlink a VIN from an VRS ([chapter 8.3](#)).

8.3 Assign VRS to an active VIN

It is recommended to assign a VRS to an active VIN (see also chapter 5.ff) via the NATRAS APP (see NATRAS APP manual). If the user wishes to manually assign a VRS to an active VIN, proceed as follows:

- **step 1: preparation**

First, the user selects the desired VRS from the list that is not linked to a VIN, recognisable by this symbol , by clicking on the corresponding administration symbol  and then selecting the *assign VIN* button .

- **step 2: confirm VIN**

He then enters the VIN manually in the first field and repeats the process in the second field (VIN confirmation). It is not possible to paste the VIN numbers from the clipboard to avoid incorrect assignment.

- **step 3: confirm VRS**


Before the assignment can be finalised, the VRS serial number must be confirmed. To do this, the user enters the VRS serial number manually in the first field and repeats the process in the second field (VRS confirmation). It is not possible to paste the VIN numbers from the clipboard to avoid incorrect assignment.

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

8.4 Separate VRS from a VIN

It is recommended to disconnect an VRS from an active VIN via the NATRAS APP (→ see *NATRAS APP manual*). If the user wishes to manually disconnect an VRS from an active VIN, proceed as follows:

- **step 1: preparation**

Firstly, the user selects the relevant VRS-VIN connection from the list that they wish to disconnect, which is indicated by the  icon. To disconnect the connection, the user clicks on the management icon  for the corresponding connection and then on the *disconnect VIN assignment* button .

- **step 2: confirm VIN**
He then enters the VIN manually in the first field and repeats the process in the second field (VIN confirmation). It is not possible to paste the VIN numbers from the clipboard to avoid incorrect assignment.
- **step 3: confirm VRS**
Before the assignment can be finalised, the VRS serial number must be confirmed. To do this, the user enters the VRS serial number manually in the first field and repeats the process in the second field (VRS confirmation). It is not possible to paste the VIN numbers from the clipboard to avoid incorrect assignment.

IMPORTANT: The user is responsible if an active VRS-VIN connection is cancelled by mistake.

9. Conspicuous features

Anomalies summarise events that require special attention from the user. Anomalies are automatically recorded by the VRS and transmitted to the OSD; a distinction is made between five different levels of severity. The corresponding VRS management options are outlined below:

- overview of anomalies → [chapter 9.1](#)
- conspicuousness: info → [chapter 9.2](#)
- conspicuousness: warning → [chapter 9.3](#)
- conspicuous feature: error → [chapter 9.4](#)
- conspicuous feature: serious error → [chapter 9.5](#)
- conspicuousness: OK → [chapter 9.6](#)

9.1 Overview of anomalies

This view lists all anomalies that are currently registered in this holder account. By default, 10 entries are displayed per page. If a user wants to display more than 10 entries per page, 25 or 50 entries per page can also be displayed. When changing the view (vehicle or function), this is reset to the default of 10 entries per page. In addition, there is a filter function valid for the respective selection, which can be used via the Search input field. Here the user can further restrict the entries by entering any number of characters to filter the list.

Sorting: The corresponding entries can be sorted in ascending or descending order using the following columns:

- *date*

description: this date describes the time at which the anomaly was registered.

- *vehicle*

description: this column lists the vehicles (as named by the user) for which the conspicuousness of the assigned VRS was reported.

- *VIN*

description: shows the VIN in which the conspicuousness of the assigned VRS was recorded.

- *device*

description: indicates the serial number of the VRS that was linked to the VIN at the time of the anomaly.

- *support*

description: describes the conspicuousness.

- *status*

Description: specifies the category of the anomaly, which is differentiated according to the following categories: info, warning, error, fatal error, OK (recovery).

Manage entries: By selecting the administration symbol  , the details of the conspicuousness can be viewed.

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9.2 Category: Info

The following anomalies are recorded in the "info" category. Details on the origin and rectification of these reports are summarised in the VRS manual (→ see *also VRS manual*).

Event #	Category	Description of the
2	Info	A reboot of the VRS was triggered.
14	Info	The VRS has been switched off ("Power Mode OFF"). This event is typically only transmitted when the VRS is switched on again.
16	Info	The VRS has been set to "Low Power Mode". This event is typically only transmitted when the VRS is switched on again.
18	Info	The VRS has been switched on ("Power Mode ON").
1002	Info	The GNSS device has detected interference.
3004	Info	The GSM module has recognised a jamming attempt.
50018	Info	The operational status of the VRS (LED display) has changed.
50019	Info	The VRS activation sequence was successfully completed.
50032	Info	The user has acknowledged an error message on the HMI.

9.3 Category: Warning

The following anomalies are recorded in the "warning" category. Details on the origin and rectification of these messages are summarised in the VRS manual (→ see *also VRS manual*).

Event #	Category	Description of the
5002	Warning	No external power supply and either battery voltage below 20% or ambient temperature below -10%.

9.4 Category: Error

The following anomalies are recorded in the "errors" category. Details on the origin and rectification of these reports are summarised in the VRS manual (→ see *also VRS manual*).

Event #	Category	Description of the
2002	Error	The VRS has not recorded position data of sufficient quality for a long period of time.
3012	Error	No usable connection to the mobile network can be established for a longer period of time. This event is typically only transmitted when the connection is available again.
50020	Error	No connection to the back office for data transfer can be established for a longer period of time.

9.5 Category: serious error

The following anomalies are recorded in the "serious error" category. Details on the origin and rectification of these reports are summarised in the VRS manual (→ see *also VRS manual*).

Event #	Category	Description of the
24	Serious error	The VRS has switched off unexpectedly several times.
1008	Serious error	Severe problems communicating with the GNSS device over a long period of time (VRS does not collect data).
3016	Serious error	A connection to the GSM module is not possible after several attempts. Typically, this event cannot be transmitted but is read from the VRS as part of the post-mortem analysis.
3018	Serious error	Despite repeated attempts, it is not possible to read important data (e.g. ICCID) from the SIM module. Typically, this event cannot be transmitted but is read from the VRS as part of the post-mortem analysis.
4006	Serious error	The connection to the battery charging module cannot be established.
4008	Serious error	The battery charging module displays a fatal error.
4010	Serious error	The battery charging module indicates a missing or defective battery.
11002	Serious error	The controller for the persistent memory cannot be addressed despite repeated attempts.
17002	Serious error	The contents of the NVRAM are corrupt and cannot be restored, or the NVRAM is corrupted several times in succession.

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9.6 Category: OK (normal state restored)

The "OK" category lists the entries whose previously reported anomalies have been rectified by the normal state. In this context, it is important to differentiate between the following messages:

Event #	Category	Description of the
1003	OK (normal state restored)	The recognised interferences are no longer present
2003	OK (normal state restored)	Error status 2002 is cancelled (position data recorded with sufficient quality)
3005	OK (normal state restored)	Error status 3004 is cancelled
3013	OK (normal state restored)	Error status 3012 is cancelled
5003	OK (normal state restored)	Error status 5002 is cancelled
50021	OK (normal state restored)	Error status 50020 is cancelled

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10. Logistics

The logistics module provides information on the processing status of an order. By default, 10 entries are displayed per page. If a user wants to display more than 10 entries per page, 25 or 50 entries per page can also be displayed. When the view is changed, this is reset to the default of 10 entries per page. There is also a filter function valid for the respective selection, which can be used via the Search input field. The user can further restrict the entries by entering any number of characters to filter the list.

Sorting: the corresponding entries can be sorted in ascending or descending order using the following columns:

- *order date*
description: this date describes the time at which the order was entered.
- *order number*
description: the order number is displayed in this column.
- *delivery address*
description: the delivery address entered by the holder is displayed in this column.
- *status*
description: indicates the status of the order.

Details: click on the folder icon  to display the individual status messages for the order.

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11. Support

The support module provides an overview of all registered support cases as well as efficient recording of support cases. The module also provides an overview of all relevant contract documentation and manuals. The options are outlined below:

By default, 10 entries are displayed per page. If a user wants to display more than 10 entries per page, 25 or 50 entries per page can also be displayed. When the view is changed, this is reset to the default of 10 entries per page. There is also a filter function valid for the respective selection, which can be used via the search input field. The user can further restrict the entries by entering any number of characters to filter the list.


Sorting: the corresponding entries can be sorted in ascending or descending order using the following columns:

- *number (#)*
description: an internal number of the support case is displayed in the first column.
- *date*
description: shows the date and time when the support case was opened.
- *support case*
description: show the support case number. This number can be used by the NATRAS support team to infect the support case. The current status of the support case is also displayed.
- *complaint*
description: shows the last message from the user.
- *response*
description: shows the last message from NATRAS support.

Details: click on the details icon  to display the communication history for the support case.

- overview of support cases → [chapter 11.1](#)
- create new support case → [chapter 11.2](#)
- documentation → [chapter 11.3](#)

11.1 Overview of support cases

The *support cases* selection menu shows the user all the support tickets entered with their respective status. By clicking on the detail icon  , the user can view further details on the processed cases.



11.2 Entering a new support case

A user can enter support cases around the clock via the *New support case* selection menu. Cases can be entered according to the following categories:

- VRS*
- VIN*
- Miscellaneous

*If the VRS/VIN are registered in the account, they can be selected under *Object*.

IMPORTANT: Please note that the processing of recorded support cases is only guaranteed during business hours.

11.3 Documentation

All documentation relevant to the user is stored via the documentation selection menu. This includes contract-relevant documentation such as general terms and conditions, regulations and corresponding documentation for the VRS and applications used.

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12. 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 is the application compatible with?
- **Answer:** *a list of supported browsers (date of creation of this manual) is below:*
 - Browser versions (Desktop)
 - Google Chrome: Version 125.x
 - Microsoft Edge: Version 125.x
 - Safari: Version 17.x
 - Mozilla Firefox: Version 126.x
 - Opera: Version 110.x

 - Browser versions (Mobile)
 - Google Chrome: Version 125.x
 - Safari: Version 17.x

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