



PCNTracker TM

Product Brochure.



Introduction

Impala Technology's vision is to make PCNTracker the software framework of choice for local authorities and Private Operators to enable the delivery of the benefits of the new business model that this technology facilitates.

There are effectively two distinct components to the PCNTracker solution:

- Handheld System
- Back Office Management System.

Handheld Solution:

The handheld software was designed and tested in conjunction with PA's from different locations that would be using the system. This gave Impala Technology the opportunity to develop a system for the PA's that would be of huge benefit to them. After plenty of feedback and improvement suggestions we moulded a solution that the PA's find indispensable in carrying out their daily duties.

Our handheld system had to match perfectly three main criteria to fit the solution.

- **Hardware** (lightweight, compact, rugged)
- **Software** (rapid entry of PCNs, memos, logs etc. Intelligent and easy to use)
- **Communications** (Reliable and fast communication between handhelds and back office system.)



Software

- Fast and easy to use.
- Large bold font and custom built keyboard to make data entry fast and less error prone.
- Full colour screen with the use of recommended colours for optimum viewing in an outdoor environment.
- PCN history. All data is stored in encrypted compressed form on SQL CE database.
- Intelligent Software, eg associates the most common offences with a particular location which speeds up the PCN process as the PA can now find the relevant offence rapidly.
- (Optional) ANPR (Automatic Reg Plate Recognition) this enables the PA to just point the inbuilt camera at the reg no of a vehicle and it will decode the reg no in less than a second, meaning the PA would never even have to type in the vrm.
- Step by step sequence in issuing PCNs enabling the PA to produce a PCN in a matter of seconds and if he/she makes a mistake (e.g enters wrong vehicle colour) he/she can easily step back to correct the mistake.
- Resident permits – System will alert warden if the vehicle he/she entered has a permit associated with it.
- Can record Pay and Display problems and cash totals

Communications

- Press of a button to send handheld data to back office system.
- Handheld automatically picks up and changes to files on the back office system, e.g a new location or make.
- GSM/GPRS communication to enable sending of PCNs, logs and memos to back office in real-time (SSL 128 bit encryption coupled with custom encryption).
- Batch sending of PCNs, logs and memos for non real-time systems.
- GPS Location information.

Back office software (PCNTracker)

- PCN information is uploaded from the handhelds and generates a viewable database of all records.
Information is accessible using either PCN number, registration number or name.
- PCNTracker Management System is compatible with Most accounting systems .
- Communicates with the DVLA system via e-mail to update vehicle ownership.
- Generates notifications for unpaid fines and issues reminders.
- Facilitates the Appeals process and generates replies based on the appeal decision. Whilst on appeal ,the PCN process is stopped . However once a decision is made, the PCN is reactivated or cancelled, depending on the appeal result.
- Tracks all correspondence associated with an PCN including standard letter replies.
- Facilitates the generation of customisable management reports including Audit Reports, Offence reports, Revenue reports etc.
- Generates a “blacklist” of all persistent offenders. In particular where towing and clamping is in operation, it allows the operator to decide on the amount of unpaid PCN’s to accumulate in a specified period i.e. 1 month, the PA is alerted and can arrange immobilization of the vehicle. Payment of PCN and related charges could be collected before the vehicle is released.
- Facilitates the tracking of foreign registration owner details enabling you to collect on these PCN’s.
- Integrates with ANPR systems , Pay by Phone systems and web sites to allow seamless processes .