



ROADSTAR

MOTOR CARRIER TRAINING

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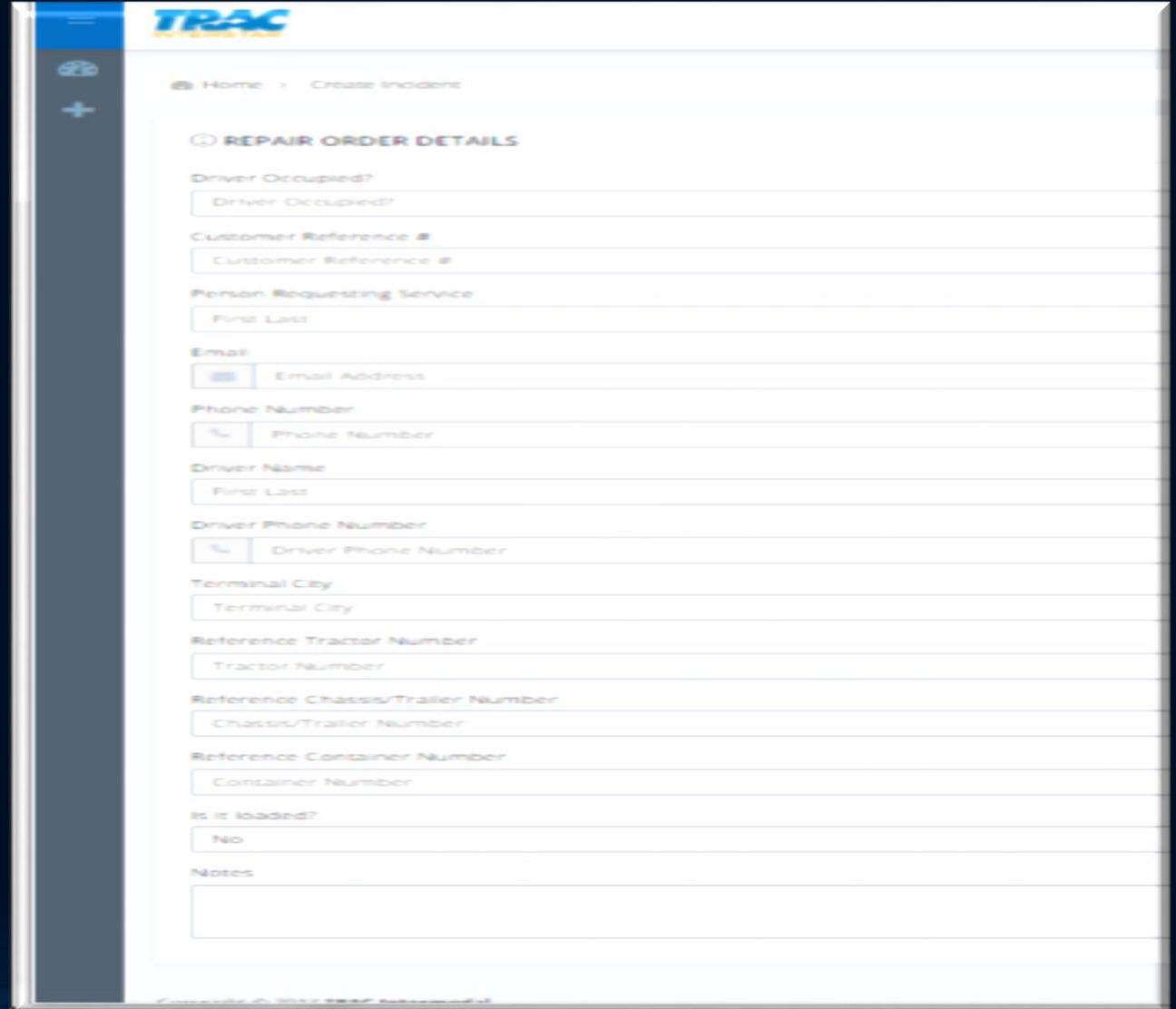
LOGIN

- FROM YOUR PC OR MOBILE DEVICE:
 - CLICK ON THE INTERNET BROWSER
- IN THE ADDRESS BAR:
 - TYPE WWW.ROADSTAR.TRACINTERMODAL.COM
- LOGIN
 - PASSWORDS ARE CASE SENSITIVE

SUBMIT A NEW SERVICE REQUEST

STEP 1 – REPAIR ORDER DETAILS

- Complete each field of the Repair Order Detail from top to bottom.
- Each field is required.
- If the field is not applicable, type NA.



The screenshot displays the TRAC web application interface for creating a new incident. The page title is "Home > Create Incident". The main section is titled "REPAIR ORDER DETAILS" and contains the following fields:

- Driver Occupied? (Text input: Driver Occupied?)
- Customer Reference # (Text input: Customer Reference #)
- Person Requesting Service (Text input: First Last)
- Email (Text input: Email Address)
- Phone Number (Text input: Phone Number)
- Driver Name (Text input: First Last)
- Driver Phone Number (Text input: Driver Phone Number)
- Terminal City (Text input: Terminal City)
- Reference Tractor Number (Text input: Tractor Number)
- Reference Chassis/Trailer Number (Text input: Chassis/Trailer Number)
- Reference Container Number (Text input: Container Number)
- Is it loaded? (Text input: No)
- Notes (Text area)

SUBMIT A NEW SERVICE REQUEST

STEP 2 – BREAKDOWN LOCATION

- Do not type anything in the latitude / longitude field as the GPS coordinates will auto-populate once an address or location is selected.
- Type the address:
 - A drop down list will appear. You must choose the correct address from that list.
- If the breakdown location is roadside :
 - Type the city and state in the address field
 - Click on the Map Icon (small globe icon at the top right corner of the location field)
 - Move the Tractor Icon to that location on the map
 - Type the location details in the Directions Field
 - Zoom in or out on the map by using the (+) and (-) icons at the bottom right of the map field.

Country US Canada

Lat, Lon

Address

Directions

Map Satellite

Meijer

Kohl's Florence

Chuy's

The Home Depot

Boone County High School

Google

SUBMIT A NEW SERVICE REQUEST

STEP 3 – TIRE REPAIR

- Select the type of equipment.
- Type the equipment ID number.
- Select the tire defect, position, size and rim size. (Select N/A if unknown.)
- If repairs are needed on multiple pieces of equipment at the same location:
 - You can submit multiple repairs on any Incident. The Incident number is the parent ticker number.
 - Create a New Repair Card for each piece of equipment
 - Each Repair Card will be assigned a Repair Number.

The screenshot shows a web interface for submitting a service request. At the top right, there are four buttons: '+ TIRE REPAIR', '+ MECHANICAL REPAIR', 'CANCEL', and 'SUBMIT'. A red box with an arrow points to the '+ TIRE REPAIR' button, containing the text 'Add additional tires on other equipment at same breakdown location.' Another red box with an arrow points to the '+ MECHANICAL REPAIR' button, containing the text 'Add a mechanical repair'. A third red box with an arrow points to the 'CANCEL' button, containing the text 'Cancel request for service'. A fourth red box with an arrow points to the 'SUBMIT' button, containing the text 'Submit request for service'. Below the buttons is a 'LOCATION' section with a location pin icon. The main form area is titled 'REPAIR 1 - TIRE' and contains several input fields: 'Equipment' with a dropdown menu showing 'Chassis' and a text field with 'TSXZ123456'; 'Notes' with a large text area; and 'Tire' with four dropdown menus showing 'Seperated Cap - 10', 'LFO', '10.00 X 20', and 'Dayton'. At the bottom left, there is a '+ ADD TIRE' button. A red box with an arrow points to this button, containing the text 'Add additional tires on same equipment'.

SUBMIT A NEW SERVICE REQUEST

STEP 4 – MECHANICAL REPAIR

- A tire repair card will auto populate. Exit the tire repair card if a tire is not needed.
- Click on Mechanical Repair
- Select the type of equipment.
- Type the equipment ID number.
- Select the type of mechanical repair
- Note repair details
- If multiple units need mechanical repairs or one piece of equipment needs multiple mechanical repairs:
 - Complete the first repair card then click on Mechanical Repair at the top right corner

+ TIRE REPAIR + MECHANICAL REPAIR CANCEL SUBMIT

LOCATION Additional Repairs

REPAIR 2 - MECHANICAL Delete the repair card

MAJOR MECHANICAL

Equipment Chassis TSX2123456

Repair Type BRAKES-AIR

Notes AIR LEAK FROM LR BRAKE CHAMBER

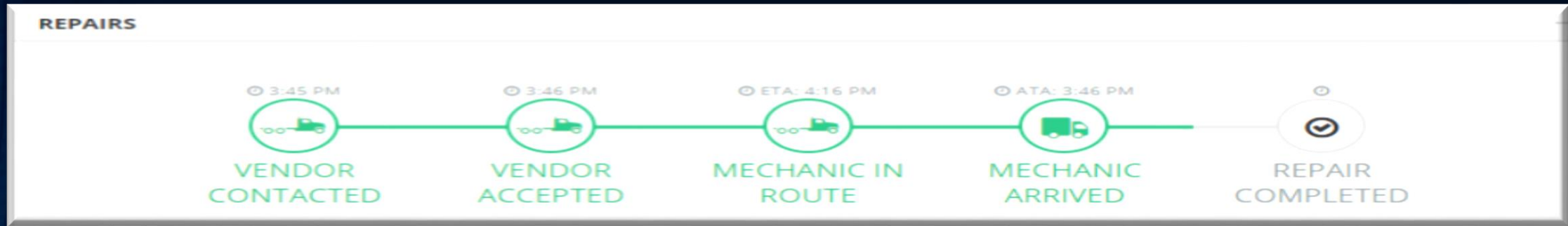
VIEW AN INCIDENT

- The repairs are organized by Repair Stage.
- Search for the Incident by the equipment number, breakdown city or Incident Number.
- Click on the Incident Number to open

The screenshot displays the TRAC Intermodal dashboard. At the top, there is a navigation bar with the TRAC logo and a user profile 'dispatch2'. Below this is a 'Home' section with four cards representing repair stages: 'DISPATCHING' (7), 'VENDOR ENROUTE' (3), 'REPAIR IN PROGRESS' (2), and 'COMPLETED REPAIRS' (35). A red box labeled 'Search for an Incident by Repair Stage' has arrows pointing to each of these cards. Below the repair stages is an 'INCIDENTS' section with a table of incident records. A search bar on the right is labeled 'Search Here' and contains the text 'tsxz 8888'. A red box labeled 'Click on the Incident Number' has an arrow pointing to the incident number '1760' in the table. The table has columns for 'Id', 'Status', 'Repair', 'Elapsed', 'Chassis', and 'Container'. The first row shows '1760', a red status icon, a blue repair icon, '18:40', 'TSXZ688888', and 'UMXU888888'. The table footer indicates 'Showing 1 to 1 of 1 entries (filtered from 12 total entries)'. The bottom left corner of the dashboard shows the copyright notice 'Copyright © 2017 TRAC Intermodal'.

Id	Status	Repair	Elapsed	Chassis	Container
1760			18:40	TSXZ688888	UMXU888888

REPAIR TIME LINE



- Open the Incident
- You can view the time TRAC Interstar received the call and the time we assigned a vendor.
- You can also view the ETA, ATA, and Roll time from here.

CHAT

- YOU CAN CHAT WITH YOUR DRIVER IF THEY ARE USING THE MOBILE APP
- YOU CAN CHAT WITH TRAC INTERSTAR
- TO CHAT:
 - OPEN INCIDENT
 - CLICK ON THE CHAT BUTTON
- TO MAKE CHANGES, ADD REPAIRS, CANCEL, OR REQUEST AN UPDATE – JUST OPEN THE INCIDENT AND SEND US A MESSAGE!

The screenshot displays the TRAC Interstar web interface. At the top right, a red box labeled "CHAT HERE" has an arrow pointing to a "CHAT" button. The main content area is titled "INCIDENT REPAIR PROGRESS" and shows a progress bar for "1 of 1 repairs completed". Below this, there are two columns of information:

- REPAIR ORDER DETAILS:** Includes fields for "Driver Occupied?" (Yes), "Customer Reference #", "Person Requesting Service", "Email", "Phone Number", "Driver Name" (driver1), "Driver Phone Number", "Terminal City", "Reference Tractor Number", and "Reference Chassis/Trailer Number".
- LOCATION:** Shows "# 21706" and a "Status" dropdown.
- REPAIRS:** A timeline showing the following steps: "VENDOR CONTACTED" (2:54 PM), "VENDOR ACCEPTED" (3:02 PM), "MECHANIC IN ROUTE" (ETA: 3:12 PM), "MECHANIC ARRIVED" (ETA: 3:31 PM), and "REPAIR COMPLETED".
- REPAIR 2017:** A section for adding repairs, including fields for "Equipment" (Chassis), "Tire Notes", and "Tire" (Separated Cap - 10, RWD, 11R22.5, Dayton).