Manual
TrackJack PRO Fiscaal

TrackJack Europe B.V.

V2025-1

Table of content

1. Welcome to TrackJack!

Thank you for choosing TrackJack. From now on, your TrackJack PRO Fiscaal 2 provides you with fully automatic trip registration—completely tax-compliant and certified with the official quality mark for trip registration systems.

Before using the PRO Fiscaal 2, please read this manual carefully to ensure you are fully informed.

2. Package Contents

The following items are included in the package:

- TrackJack PRO Fiscaal 2
- Connection cable
- System code for your TrackJack (keep this safe)
- Double-sided adhesive pad for mounting
- Step-by-step guide via QR code

3. Installation

For optimal performance, it is important that the TrackJack PRO Fiscaal 2 is installed correctly. We recommend having the installation carried out by our certified technicians who will come to your location.
Would you like to know when we can schedule your installation? Contact us at +31 (0)10 820 0190 and choose the option for planning.

3.1. Professional Installation

The TrackJack PRO Fiscaal 2 must be installed by an authorized installer. TrackJack has a team of experienced installation professionals who can carry out the installation at a location of your choice.
You can purchase this service directly in our webshop or through a quote from your account manager.
Our planning department will then contact you to discuss your preferences and schedule the appointment.

3.2. Self-Installation

Proper installation is the foundation for the system's functionality and a key requirement of the Certified Trip Registration System quality mark.
Therefore, installation may only be performed by TrackJack technicians, a certified installation station, or an authorized dealer/garage.

3.3. Indicator Light Explanation

There are two indicator lights on the side of the TrackJack PRO Fiscaal 2.

Left LED Light – GPS Signal (Satellite Reception):

- **Solid light:** The system is not receiving a GPS signal.
- **Blinks every second:** Normal status, GPS is working.
- **Off:** The TrackJack is turned off.

Right LED Light – System Status:

- **Blinks every second:** Normal mode.
- **Short, rapid blinking:** System is active.
- **Off:** The TrackJack is turned off.

GPS-signal

Status of the system
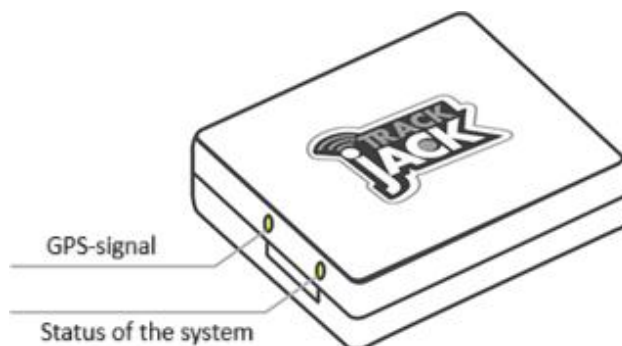
4. Creating an Account

Now that the TrackJack PRO Fiscaal 2 has been correctly installed, you can start using the system.
Below, we explain how to create an online account and activate your system.

4.1. Creating an Account

Inside the package, you'll find a card with a QR code linking to the step-by-step guide. This is required
to get started with your TrackJack PRO Fiscaal 2.
Follow the guide and make sure to complete at least the following steps:

1. Go to the TrackJack login page.
2. Click on "No account yet" and create your own account using a preferred username and
   password.
3. You will receive a verification link by email to confirm your account, so make sure you enter a
   valid email address. Click the link in the email to activate your account.
4. Next, add the TrackJack code for the PRO Fiscaal 2, which you received from the installer.
5. The system is now active. Don't forget to activate your service level on your TrackJack device.
   This enables 1 to 5 years of service, depending on what you have purchased.

Note: If your employer had the system installed in your vehicle, you do not need to create your own
account. You will receive an invitation via email from your employer, after which you can follow the
steps to set up your account.
Are you an employer and want to invite a driver? See Chapter 8.5 *User Management* for instructions.

4.2. App for Your Smartphone

With the TrackJack app, you also have access to your data via your smartphone or tablet.
You can find more information about the app and download options here.

5. Certified and Fully Tax-Compliant

With the TrackJack PRO Fiscaal 2, you are guaranteed a high-quality trip registration system certified with the *Keurmerk Ritregistratiesystemen* (Trip Registration Systems Quality Mark).
This means the trip registration fully complies with the requirements of the Dutch Tax Authority (*Belastingdienst*).

- You are guaranteed a high-quality trip registration system.
- The trip records meet all the requirements of the Tax Authority.
- You are assured that TrackJack Europe has properly organized privacy and service continuity – fully GDPR compliant.
- In the event of an audit by the Tax Authority, you qualify for simplified inspection procedures (*controleverlichting*).

5.1. Quality Mark Certificate

Once you have added the TrackJack PRO Fiscaal 2 to your online account, you can view or link the official Quality Mark Certificate via your system settings.
This certificate includes a unique number which you can use to register the system with the *Stichting Keurmerk RitRegistratieSystemen* (Trip Registration Systems Quality Mark Foundation).
A link will take you to the website of Stichting Keurmerk RitRegistratieSystemen, where you can register the certificate.

You can find more information about the Trip Registration Systems Quality Mark on our website.

6. Operation and Features

The TrackJack PRO Fiscaal 2 includes all the features needed for high-quality trip registration and also offers a wide range of additional functionalities:

- Certified trip registration in accordance with the requirements of the Dutch Tax Authority.
- Export options to Excel, PDF, XML, and Auditfile.
- Hour, trip, and mileage overviews with a 7-year retention period.
- Ability to add multiple drivers.
- Distinction between private and business kilometers (optionally with a physical privacy button).
- GPS Track & Trace for real-time vehicle location.
- Ability to create and configure points of interest.
- Optional integration with Rompslomp, OutSmart, Informer, or via API.
- Tamper alerts. Notifications via email and in the app.
- Configurable office hours.
- Standard coverage throughout Europe.
- Driver identification via ID keys (requires built-in ID reader).

6.1. Certified Trip Registration

The TrackJack PRO Fiscaal 2 provides fully automated trip registration, certified for use with the Dutch Tax Authority. In addition, you gain access to tools for efficient fleet management.

The following data is recorded in the trip registration:

- Number of trips per day, including trip number
- Driver for each trip
- Start and end time
- Start and end address
- Number of kilometers driven
- Total travel duration
- Vehicle odometer reading
- Trip type: business, private, or commuting
- Trip animation including driven speeds

6.2. Private vs. Business Trips

Within the trip registration, the type of trip must be indicated. By default, all trips are marked as business-related. You can distinguish between private and business trips in the following ways:

1. **Automatically – Set Office Hours**
   You can define timeframes during which trips are automatically labeled as business or private. For example, if trips between 07:00 and 18:00 are usually business-related, these will be automatically categorized as such. Trips outside of these hours will be marked as private.

This setting can be configured via:
Management > Devices > Select Settings for the relevant system > Office Hours.

2. **Via the TrackJack App**
   Using the button in the app, you can indicate that the next trip is private before you start driving. If you're in the car and want the next trip to be marked as private, simply click on "Next ride private" in the app and then confirm with "Yes." This trip will automatically be labeled as private.
   You can also change the trip type afterwards at any time within the app.
3. **Privacy Button**
   You can also choose to install a physical privacy button in your vehicle. If you're about to take a private trip, press and hold the button for 10 seconds. That trip will then be registered as private. This privacy switch is available in the TrackJack webshop.
4. **Manually**
   Within the online account, you can always manually adjust the type of a trip. Navigate to the trip overview, find the relevant trip, and click on the business or private icon on the left. The change is applied immediately and is visible in the trip overview.

6.3. Editing Trips

Within the trip registration module, you can edit individual trips. Although it is not possible to change fixed data such as addresses and timestamps, you can:

- Change the trip type (business/private)
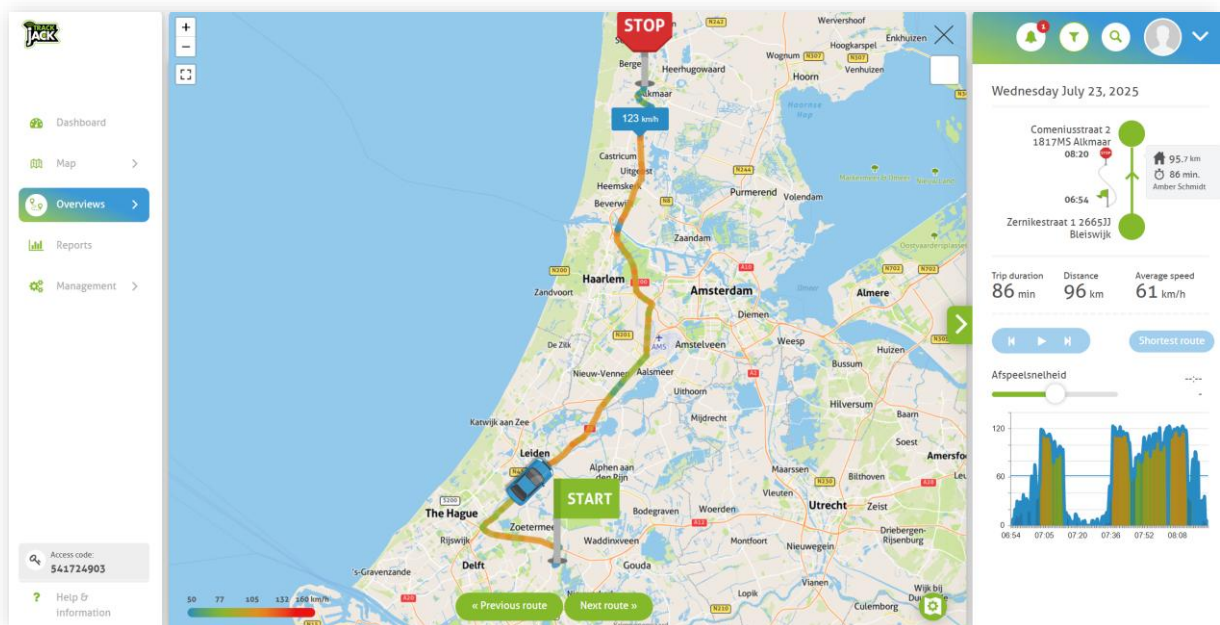- Assign a different driver
- Add a comment

To edit a trip, go to:
Overviews > Routes Overview > Click on the trip > Then click "Edit route"

Manual PRO Fiscaal 2
TrackJack Europe B.V.
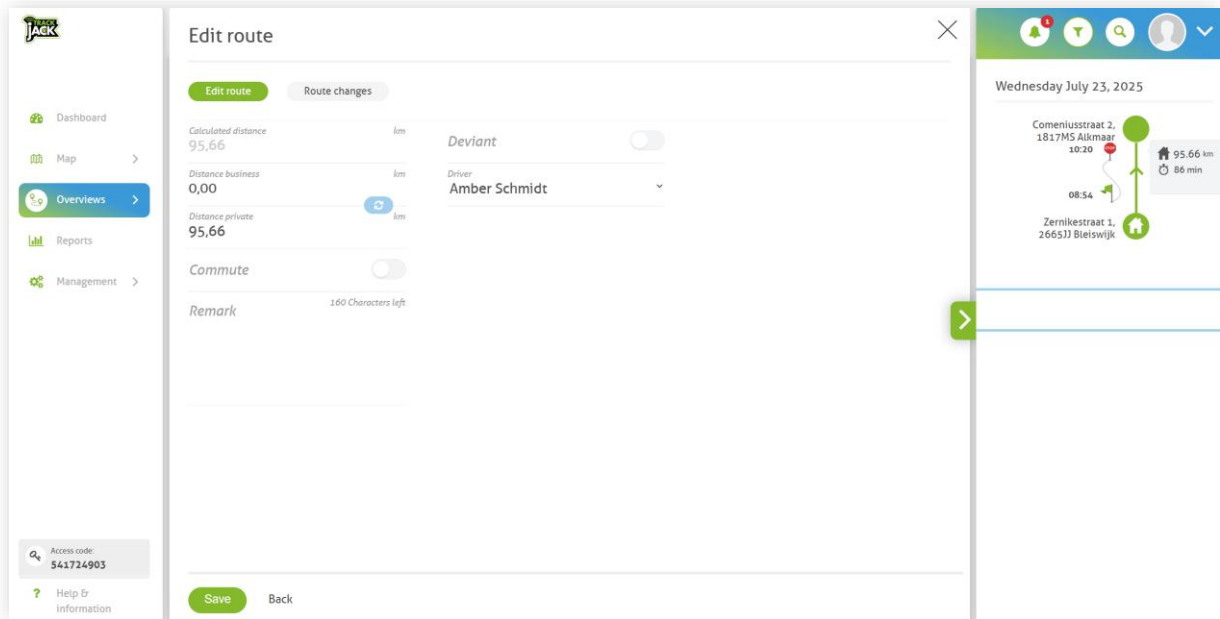
6.4. Animating Trips

Would you like to see how a trip was driven? Then click on the relevant trip in the Routes Overview and then click on "View route on map."

6.5. Exporting Data

The data within the trip registration can be easily exported with just a few clicks. You can export to a Fiscal Report (Auditfile) as well as to Excel or PDF format.

If you want to export the trip registration in accordance with the requirements of the Certified Trip Registration Systems quality mark, download the Fiscal Report under Reports.
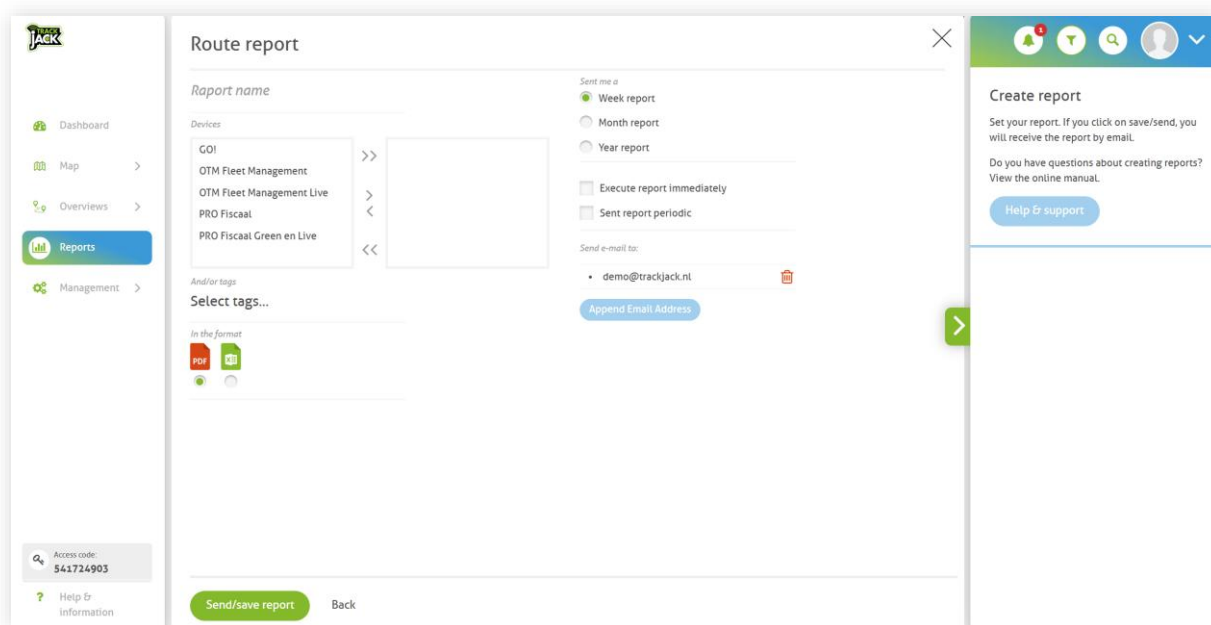
6.6. Receiving Periodic Reports by Email

To make things easier, you can have reports sent to your email periodically. Let's take the trip registration as an example.

Go to **Reports > Route Report** and the following screen will appear.

You give the report a name, indicate which systems you want to receive periodic reports for, choose whether it should be a weekly or monthly report, and whether you'd like it sent immediately or on a schedule.

Finally, you provide the email address where you'd like the report to be delivered. From then on, you will receive the reports periodically by email.

Monthly reports are sent on the 1st of the month, and weekly reports on Monday morning.

6.7. Fiscal Report for the Tax Authorities

Would you like to create a fiscal report/audit file for the Tax Authorities? Then go to Reports and select 'Fiscal Report Tax Office. For a fiscal report, it is important that all required information has been filled in. This includes:

1. The chassis number of the vehicle (to be entered in the TrackJack settings),
2. All driver information such as social security number (BSN), street, postal code, and city (to be filled in under account settings or driver),
3. The name of the employer and the payroll tax number (to be entered under employer information),
4. The assignment of your vehicle (to be entered under 'Assign vehicle').

Once everything is filled in, follow these steps:

1. Select the TrackJack system for which you want to generate the report,
2. Choose the driver for whom you want to create the report,
3. If you have already completed step 5.1, the Keurmerk certificate number is already linked. If this is not yet the case, click 'Resend' and the number will be filled in automatically,
4. Choose the desired year and click 'Generate Report'.

The audit file is now being created and will be made available in the Reports overview.
You will receive an email from us as soon as the report is ready to download.

6.8. Tamper Alerts

If the system is disconnected from the power supply (for any reason), an alert is immediately sent to the online account and via email or optionally SMS.
This is displayed as a tamper alert under Overviews > Alarms, actions, and emails.
The tamper alert is enabled by default.

6.9. Data Retention Period

All data is stored for 7 years in your online account and can be exported at any time. You can also have reports sent to you periodically by email (see section 6.6).

6.10. Standard European Coverage

The TrackJack PRO Fiscaal 2 offers standard coverage throughout Europe at no additional cost. The system uses a roaming SIM card, making it provider-independent. This means the system automatically switches to the best available provider in a given area. As a result, you are guaranteed optimal connection and coverage. For example, if provider A experiences an outage, the system switches to provider B. View the overview of all countries where the TrackJack PRO Fiscaal 2 has coverage here.

6.11. Notifications via Email, Push Notification, or SMS

Notifications are displayed by default on your online account, sent by email, and also sent as push notifications to your phone if you have properly installed the app.
You can also receive alarm notifications via SMS. This works through credits that you can purchase in the webshop. You set up the SMS notification under Management > Systems > select the relevant TrackJack > Settings > Functions and Notifications. Here you specify the phone number to which the SMS messages should be sent.

7. Systems on the Map

7.1. Insight into Current Locations

In the menu, select Map > Devices on the
Map. Here, the current locations of
vehicles are displayed.
By default, while driving, a location is
determined every 30 seconds and shown
on the map every 9 minutes. You will then
receive the last 18 locations.
When stationary, the location is displayed
every hour.
Do you want to see new locations every
minute? With the service level "live
tracking," you receive the last 2 locations every minute.
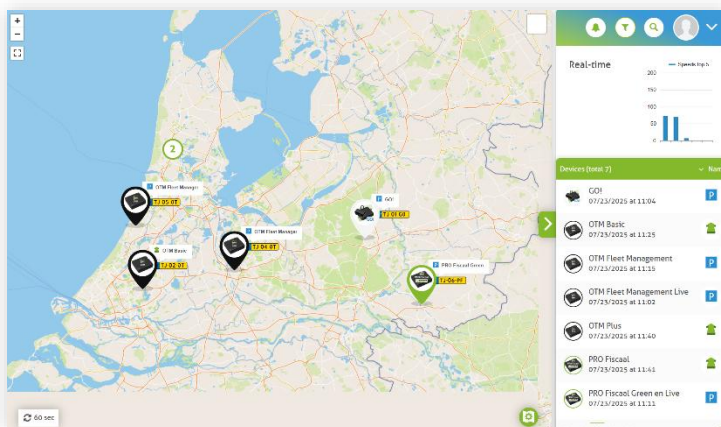
7.2. Options per System

When you click on a vehicle, you can see where in Europe the vehicle is located. Several
functionalities also become available:

1. **View Last Route**
   This lets you view the detailed route of the last driven trip. (See also chapter 6.4).
2. **History**
   Here you can select the desired start and stop time to view the locations of the vehicle within
   that period. By default, the last two hours are selected. For each location, you can see the status
   (driving, stationary, parked, engine started, engine stopped), time, speed, and the quality of the
   location/number of satellites used.
3. **Alarms**
   This page shows the different alarms and notifications, such as sabotage alerts.
4. **Settings**
   You are taken directly to the settings of this TrackJack system. See 8.1.
5. **Request Location Directly**
   This function is not applicable for the TrackJack PRO Fiscaal 2.
6. **View Street**
   This functionality shows you the Google Street View of the location of your TrackJack.
7. **Activate Follow Mode**
   Activate follow mode and receive the location of the object every 30 seconds, displayed directly
   on the map. Follow mode remains active for 24 hours. Note: this function costs 30 credits.
8. **Calculate Route**
   By placing the stop sign on a location on the map, the fastest route and time are calculated from
   the location of your TrackJack. This allows you, for example, to inform your customers how long
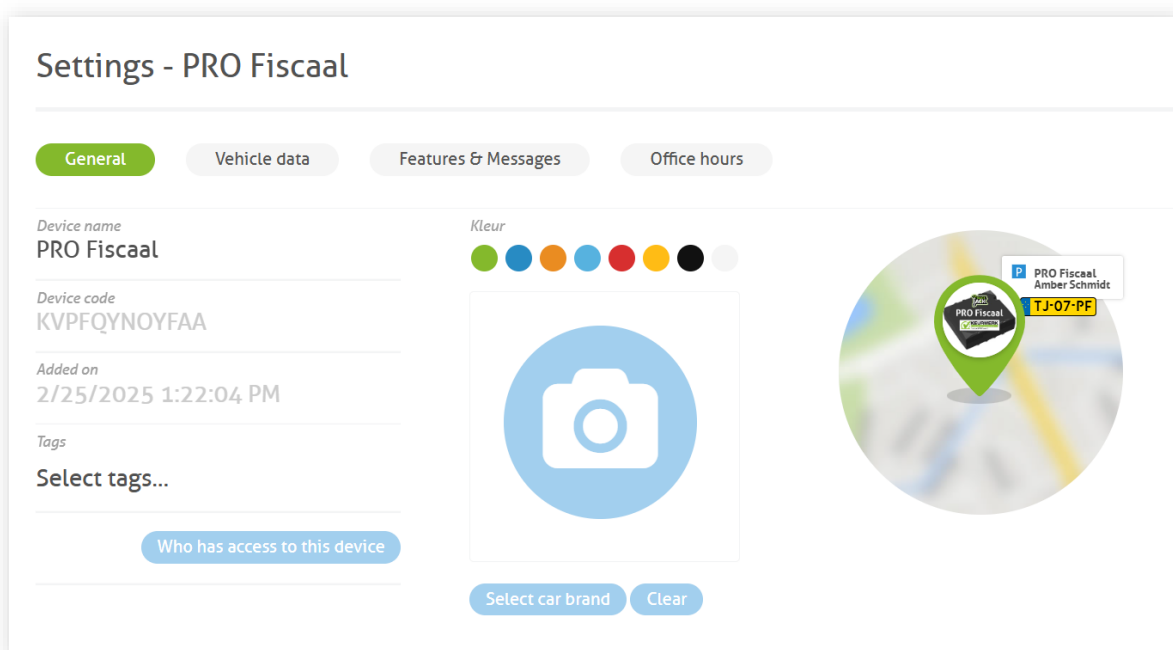   it will take the vehicle to reach its destination.

8. Management

Within the management section of the online account, you can make the following settings/adjustments.

8.1. Systems

Here you see a complete overview of the systems linked to the account, distinguishing between active and expired systems. By clicking on a system in the systems overview, you can view and modify the settings of that system.

Since you have a TrackJack PRO Fiscaal 2 that complies with the requirements of the Dutch Tax Authorities, it is important that all data related to the vehicle and the driver are properly filled in. This is necessary for the fiscal reporting in which these details are included.

8.2. Adding a System

You can also easily add new systems to the account under Management > Devices. To do this, click on "Add device" and enter the TrackJack code provided on the card you received during the on-site installation by the technician.
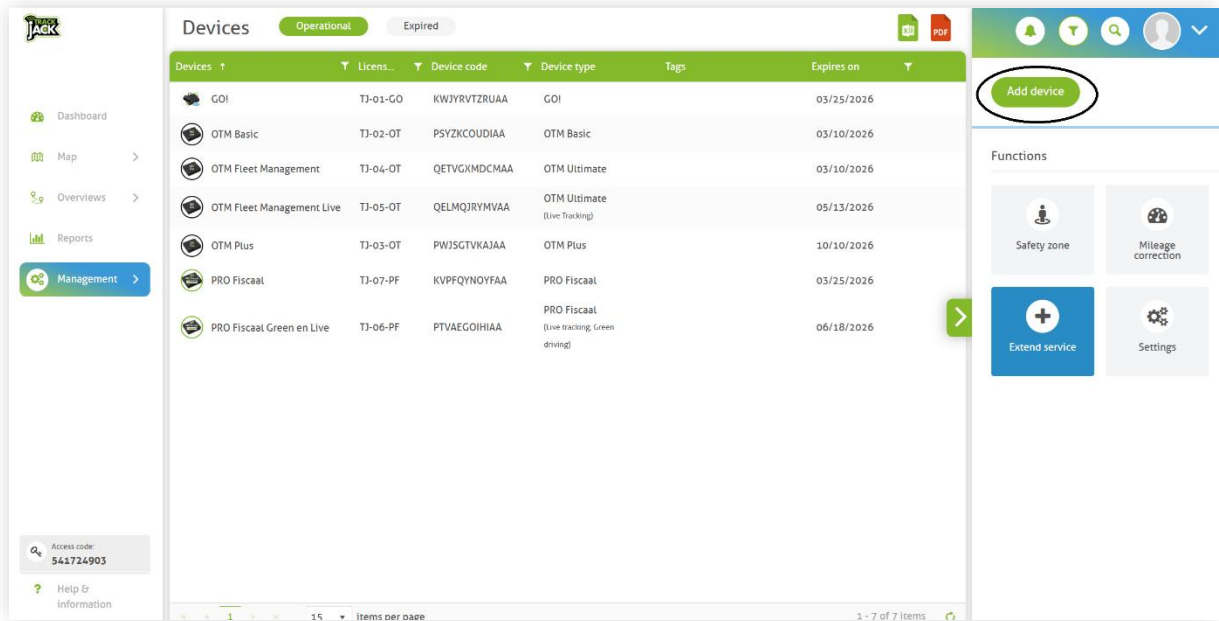
8.3. Account Settings

Here you fill in all the details related to the account itself. For example, you can change the email address and password, and enter personal information.

8.4. Employer Information

If you use the TrackJack PRO Fiscaal 2 for tax-authority-approved trip registration, it is important to correctly enter the employer information so it will be mentioned in your fiscal report (audit file) of the trip registration.
You do this in Account Settings by selecting "Employer Information" in the right-hand panel.

8.5. User Management

Create a user to share a system with this person. This person can then view the system in his/her own account.
Click on "Management > User Management." A screen with an overview of users will open. Then click on "Add User" and fill in the details of the relevant person.
You can now select a vehicle the user is allowed to view. Use the arrows: one arrow (>) for one system, two arrows (>>) for all systems.
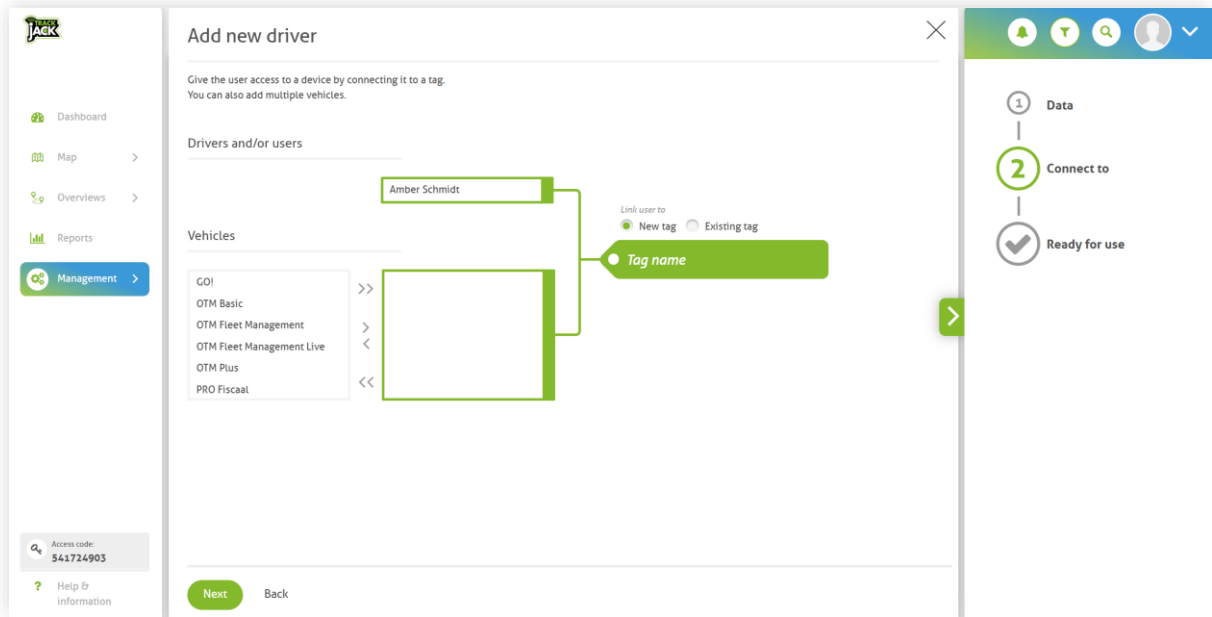
You can now link the user to a label. This way, you can easily add systems to this label later, and they will immediately be visible in the user's account.
Want to remove the sharing? Simply remove the vehicle or user from the label for this user, or delete the label itself.

8.6. Tags

Tags are a useful tool to create sub-selections of systems, users, or drivers. You can use tags, for example, in the filter at the top right of your screen.
Tags are also used to link users or drivers to a vehicle. If you have different project groups with drivers, you create a tag for that and specify which drivers/vehicles belong to it. If the composition of the project group changes, you only need to adjust the tag, and the changes will automatically be applied for everyone included in that tag.
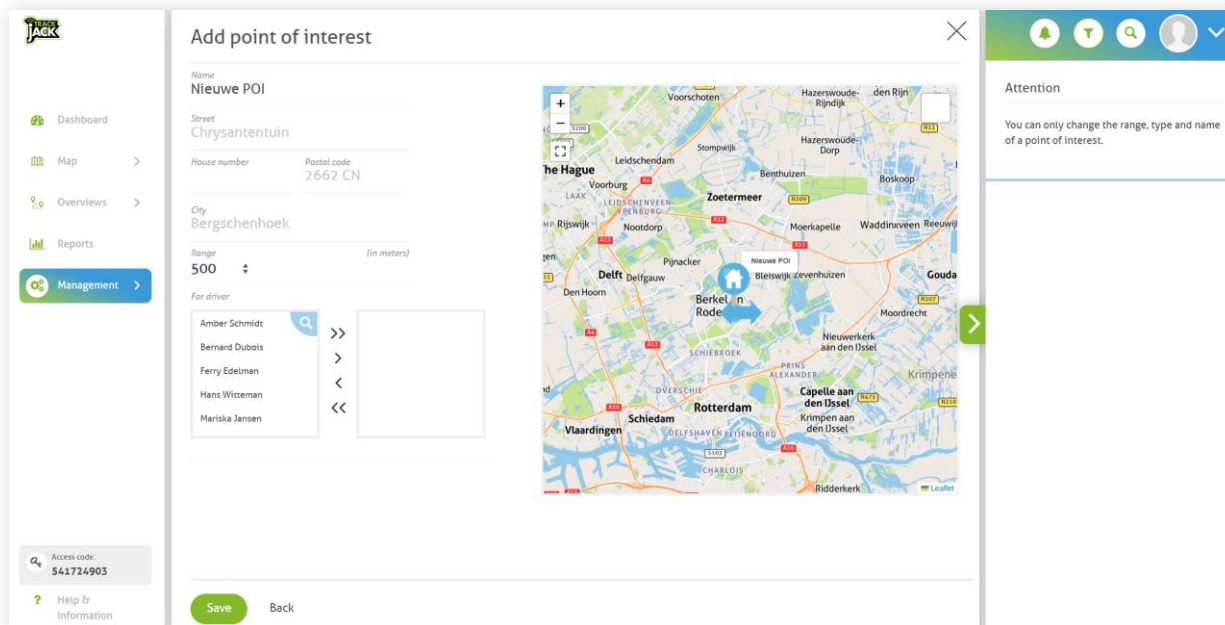
8.7. Points of Interest

Within the trip registration, you can create Points of interest. For example, if you or a driver regularly visit fixed addresses where you want to see the customer name back in the trip registration. This gives you a clear overview of which locations have been visited in the trip overview.
Here you manage the points of interest created within the trip registration. All points of interest are clearly displayed on the map. You can also edit the points of interest here.

You create a point of interest by following these steps:
Go to Management > Points of interest > Add point of interest. Here you can type in an address, after which you will arrive at the next screen:

Here, in addition to the exact address, you can also specify a radius. All starts and stops of your vehicles within this area will be assigned the address of this point of interest. Click 'Save' to add this point of interest.

Note: If you create multiple Points of interest with overlapping areas, your trip registration may display incorrect addresses. Therefore, do not make the radius unnecessarily large.

8.8. Drivers Management

If you have multiple TrackJack systems with different drivers, or multiple drivers on one vehicle, it is important to create multiple drivers. You can choose to give a driver their own account so they can also view the vehicle data. If you do not want this, you can create a driver without their own login account.
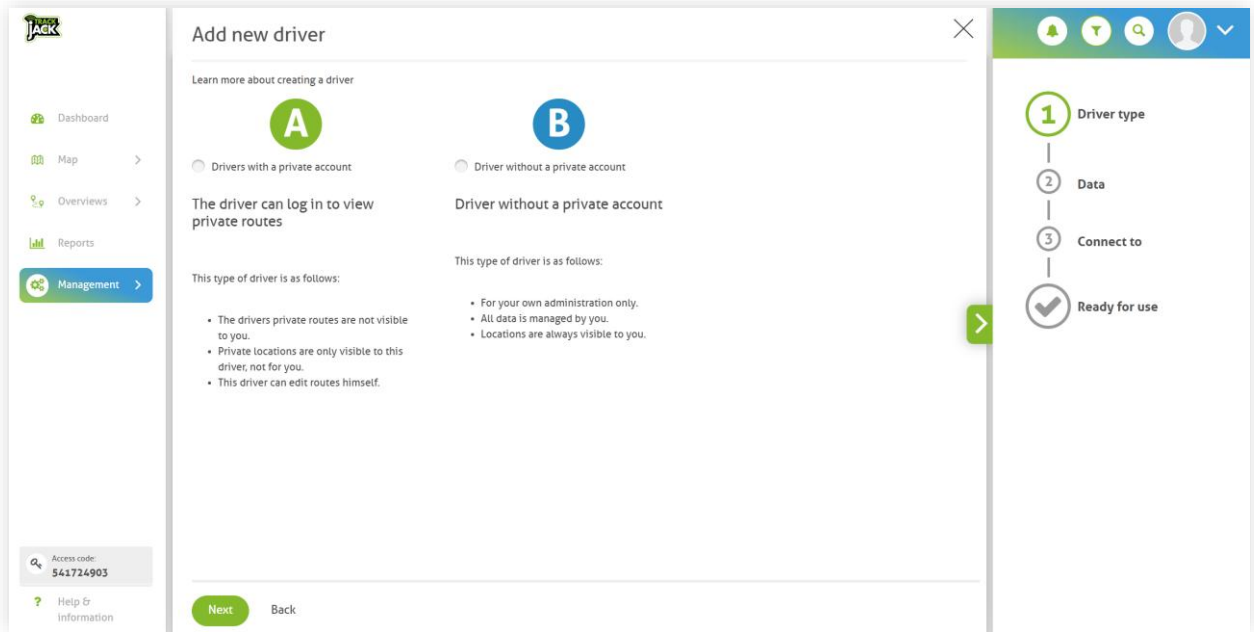
If you link a driver to a vehicle, you also need to create a tag. If you no longer want to link the driver, simply remove the tag from the driver or delete the tag itself. The driver can choose whether their private trips and locations are visible to the employer.

8.9. Driver Identification

Driver identification is ideal if one vehicle has multiple drivers. Each driver receives their own ID key and scans it in the car before starting to drive. The driver is then recorded in the trip registration as the driver of that trip.
Note: The installation of an ID Reader in your vehicle is required to use ID keys.

9. Extending Service

To use the TrackJack PRO Fiscaal 2, you need an active service level on the system. You can extend the service online by following the steps below:

1. Go to Management > Devices
2. Click on the system you want to extend and click 'Extend Service'
3. You can extend multiple TrackJack systems at once if you have more than one.
4. Choose the desired service period. You can order service for 6 months or from 1 up to 5 years.
5. Fill in your address details if not already completed and click 'Proceed to order'.
6. Pay for your order here. The service code will be automatically extended after the order.

10. Technical Specifications

Power supply voltage	10 – 30V
Average power consumption	65 mA
Dimensions	65 x 56 x 20,6mm (l x b x h)
Weight	62 gram
Sealing	IP41 – beschermd tegen druppelend water.
Connectable to alarm	Yes
Internal battery	Li-Polymer 170 mAh (for triggering sabotage alert when power is disconnected)
Operating temperature	-24 to 70°C

11. Customer Service

If you have any questions during use, we are available five working days a week between 08:30 – 12:00 and 13:00 – 16:30. You can also submit your questions via Management – Report a problem. We strive to respond to your inquiry within 48 hours.

Our customer service can view your TrackJack system remotely. For this, you must give permission in accordance with GDPR regulations. To allow remote viewing, we need your viewing code. We will never ask for your password, so do not share it.
You can enable the viewing code via Management > Report a problem. If enabled, the viewing code is always visible at the bottom left of your screen in your online account. If the viewing code is not yet enabled, the text "grant access" will appear at the bottom left.

12. Warranty Policy

You have a 2-year warranty on the TrackJack PRO Fiscaal 2. Would you like to review the warranty policy of TrackJack Europe? You can find it on our website.