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TollTally™ Product Guide

Revolutionising Fleet Toll Management with Real-Time GPS-Based Toll Tracking

- Audience: Geotab admins, resellers, and fleet operators
- Owner: TollTally Support (tolltally@mapup.ai)
- Version: v2.1 | Date: 2025-09-20

1. Overview & Benefits

What is TollTally?

TollTally is a GPS-based, real-time toll management solution that integrates with Geotab. It gives fleets instant visibility into toll costs, replacing weeks-long waits for invoices with immediate, accurate reporting.

Traditional toll management creates delays, disputes, and lost revenue:

- Toll invoices arrive 2-8 weeks late, hurting cash flow
- No way to charge customers or reimburse drivers promptly
- Limited visibility into unauthorized toll road use
- Inability to enforce policies or forecast toll spend

How TollTally Helps

- Real-Time Toll Tracking: Trip-level toll costs visible within hours, with plaza-level detail and GPS mapping
- Customer Billing: Instantly pass through tolls with automated PDF receipts and detailed documentation
- Driver Reimbursements: Pay exact amounts backed by receipts, eliminating disputes and admin overhead
- Financial Control: Fleet-wide dashboards, per-vehicle tracking, trend reports, and cost analysis

Proven Impact

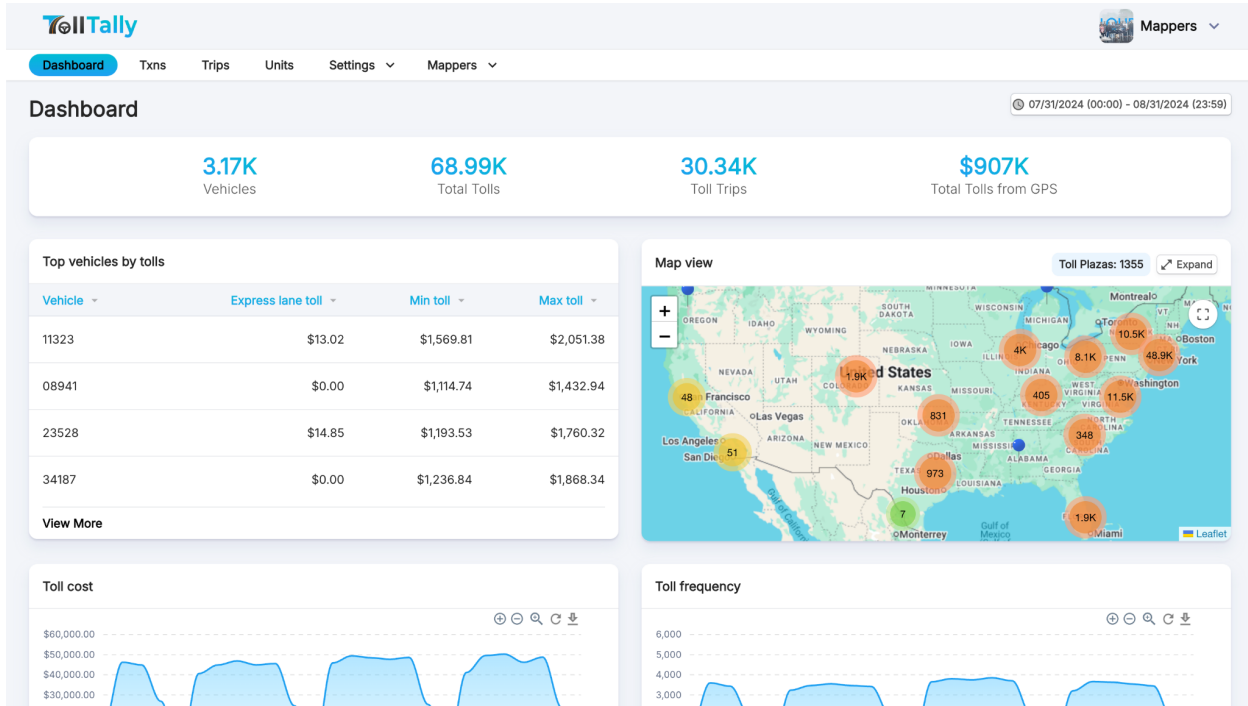
- Recover lost revenue by billing customers immediately
- Cut reimbursement costs by 20-25%
- Save 15-30 admin hours per week

TollTally Dashboard Overview

See tolls directly through your Geotab interface.

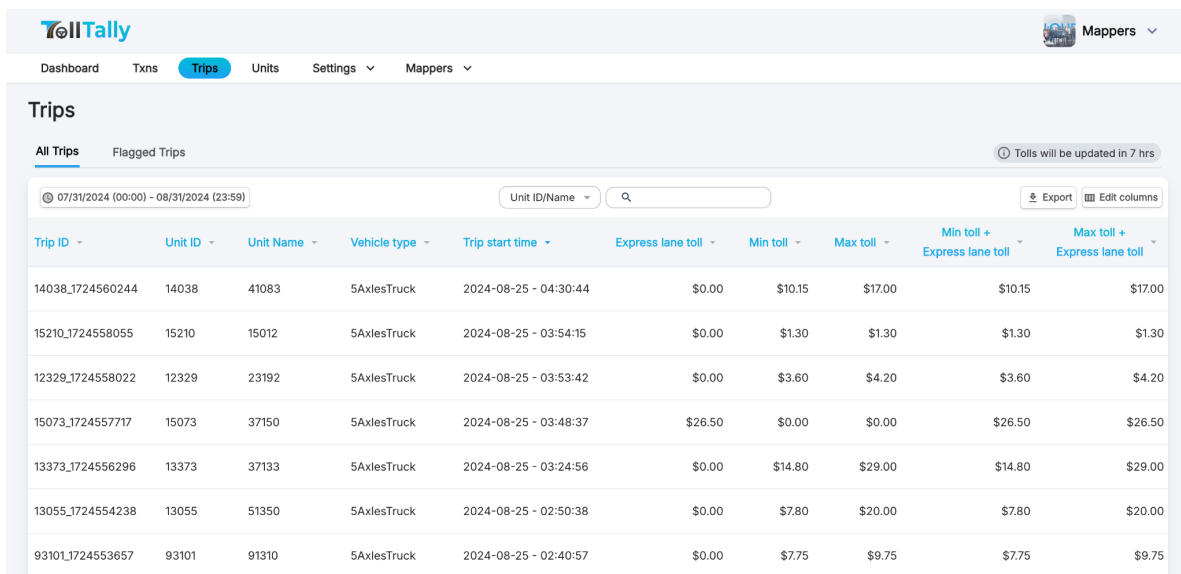
Fleet Summary Dashboard:

- Total Fleet Statistics: See toll spend across all vehicles
- Monthly Trends: Track toll expenses over time
- Policy Violations: Monitor unauthorised toll usage
- Regional Cost Breakdown: Toll expenses by operating region or corridor



Trip-Level Analysis:

- Individual Trip Breakdowns: See toll costs per delivery
- Toll Plaza Details: Exact locations and costs for each toll
- Route Visualisation: GPS-based route mapping with toll points
- Cost Scenarios: min vs. max pricing
- Express Lane Usage: Separate tracking for express vs. standard lanes



TollTally Mappers

Dashboard Txns **Trips** Units Settings Mappers

All Trips Flagged Trips

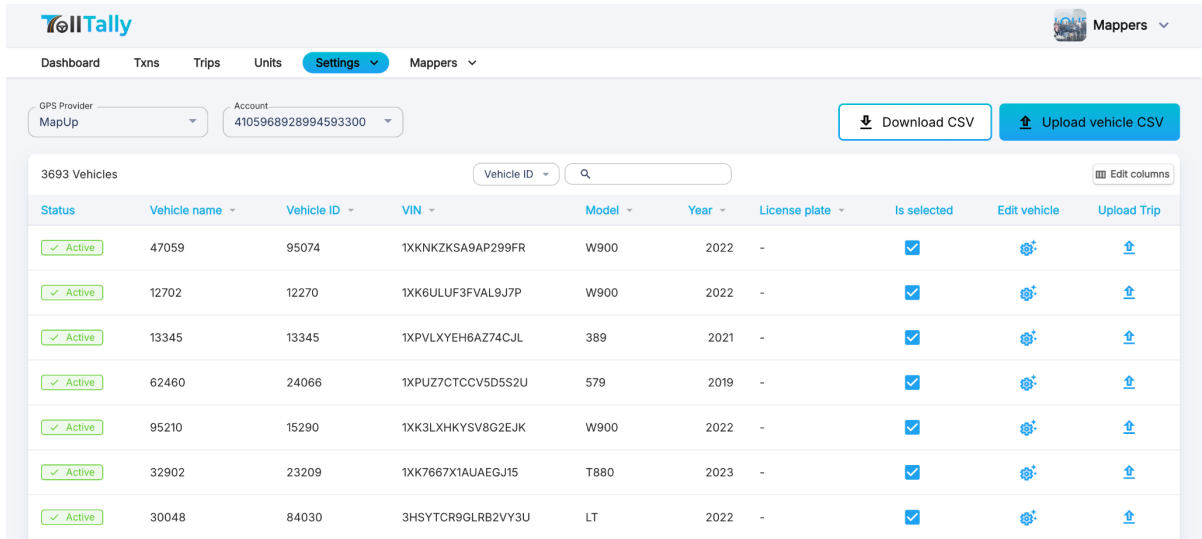
07/31/2024 (00:00) - 08/31/2024 (23:59) Unit ID(Name) Search Export Edit columns

Tolls will be updated in 7 hrs

Trip ID	Unit ID	Unit Name	Vehicle type	Trip start time	Express lane toll	Min toll	Max toll	Min toll + Express lane toll	Max toll + Express lane toll
14038_1724560244	14038	41083	5AxlesTruck	2024-08-25 - 04:30:44	\$0.00	\$10.15	\$17.00	\$10.15	\$17.00
15210_1724558055	15210	15012	5AxlesTruck	2024-08-25 - 03:54:15	\$0.00	\$1.30	\$1.30	\$1.30	\$1.30
12329_1724558022	12329	23192	5AxlesTruck	2024-08-25 - 03:53:42	\$0.00	\$3.60	\$4.20	\$3.60	\$4.20
15073_1724557717	15073	37150	5AxlesTruck	2024-08-25 - 03:48:37	\$26.50	\$0.00	\$0.00	\$26.50	\$26.50
13373_1724556296	13373	37133	5AxlesTruck	2024-08-25 - 03:24:56	\$0.00	\$14.80	\$29.00	\$14.80	\$29.00
13055_1724554238	13055	51350	5AxlesTruck	2024-08-25 - 02:50:38	\$0.00	\$7.80	\$20.00	\$7.80	\$20.00
93101_1724553657	93101	91310	5AxlesTruck	2024-08-25 - 02:40:57	\$0.00	\$7.75	\$9.75	\$7.75	\$9.75

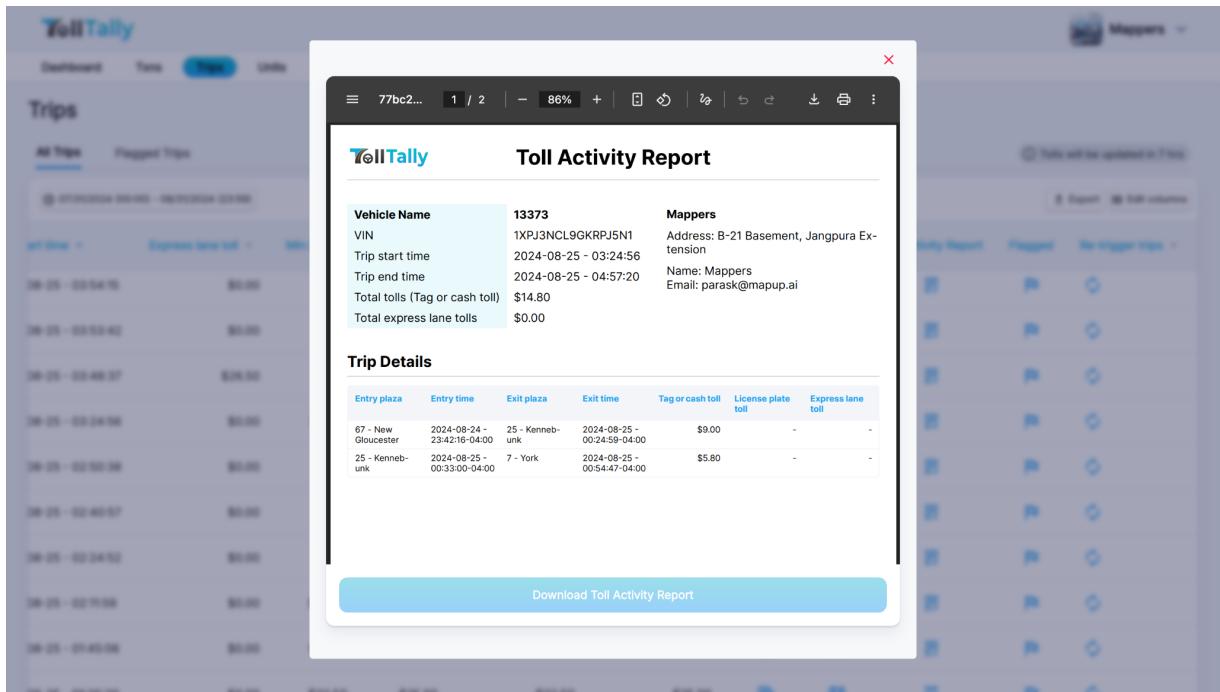
Vehicle Management:

- Per-Vehicle Tracking: Monitor toll costs by truck
- Monthly Toll Costs Per Vehicle: Individual vehicle toll expense tracking



Reporting & Documentation:

- Automated PDF Reports: Professional toll activity reports
- Export Capabilities: CSV and Excel export for accounting
- Historical Analysis: Trend reporting and cost optimization insights



2. Prerequisites

Technical Requirements

Before beginning integration, ensure you have:

- Administrator access to your Geotab account
- Valid Geotab service account credentials
- Fleet data is properly configured in Geotab
- Decision on which vehicles to include in toll tracking

Access Requirements

Essential administrative access and configuration needed for successful integration:

- Administrator access to your Geotab MyGeotab account
- Ability to create and manage service accounts
- Authority to install Add-Ins in your Geotab environment
- Access to System Settings and Administration panels

Fleet Configuration

Your fleet data must be properly configured in Geotab for optimal TollTally performance:

- Active Geotab devices installed and reporting from all vehicles
- Vehicle information properly configured (make, model, classification)
- GPS tracking is enabled and functioning across your fleet
- Service account permissions aligned with data access needs

Decision Points

Key business decisions to finalise before integration begins:

- Vehicle Selection: Determine which vehicles to include in toll tracking initially
- Regional Settings: Confirm fleet operating regions (US/EU) for proper toll calculations
- User Access: Identify which team members need access to TollTally data

3. Integration Steps

Complete integration process from initial setup to full operational capability.

Step 1: Geotab Service Account Setup (First step - prepare credentials)

Create a service account in Geotab first and generate credentials needed for integration.

Service Account Creation Process:

- Log into MyGeotab → Administration → Users → Add
- Create a Service Account (use format:
ServiceAccount+{DatabaseName}@yourdomain.com)
- Set Authentication Type to 'Service Account'
- Assign appropriate security clearance (typically 'View Only')
- Generate and securely store credentials

Security Configuration:

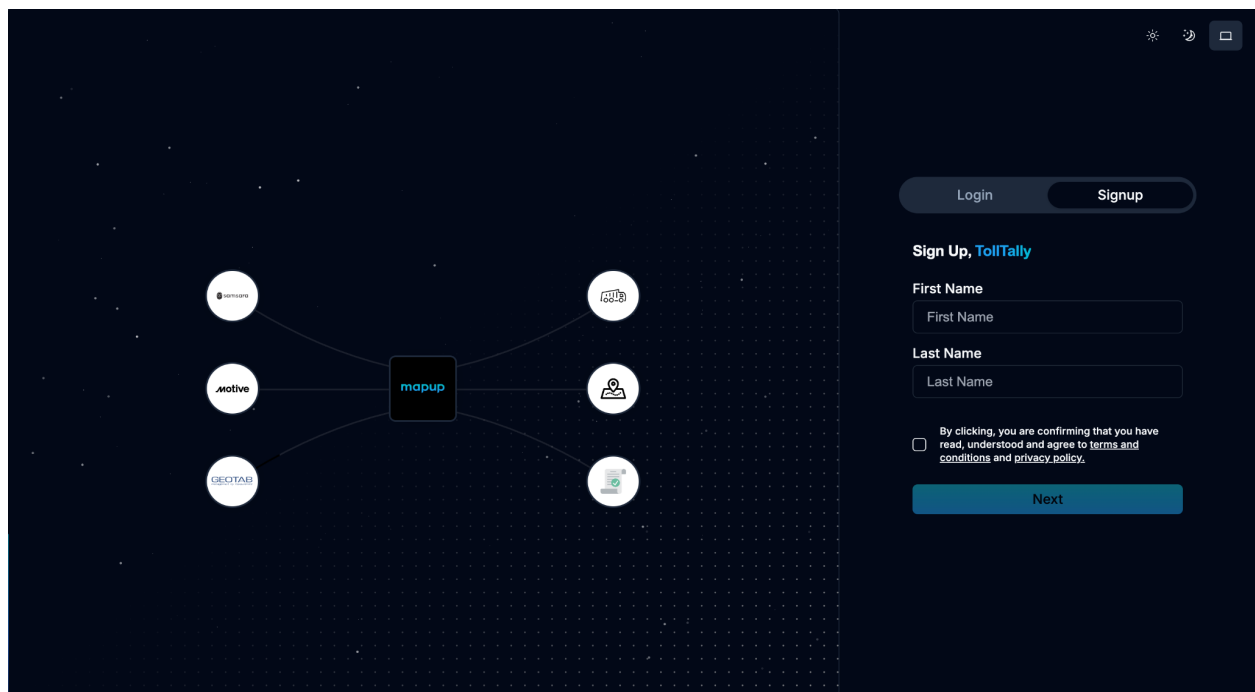
- Store credentials securely and limit access to the integration team only
- Verify database name matches exactly with your Geotab environment

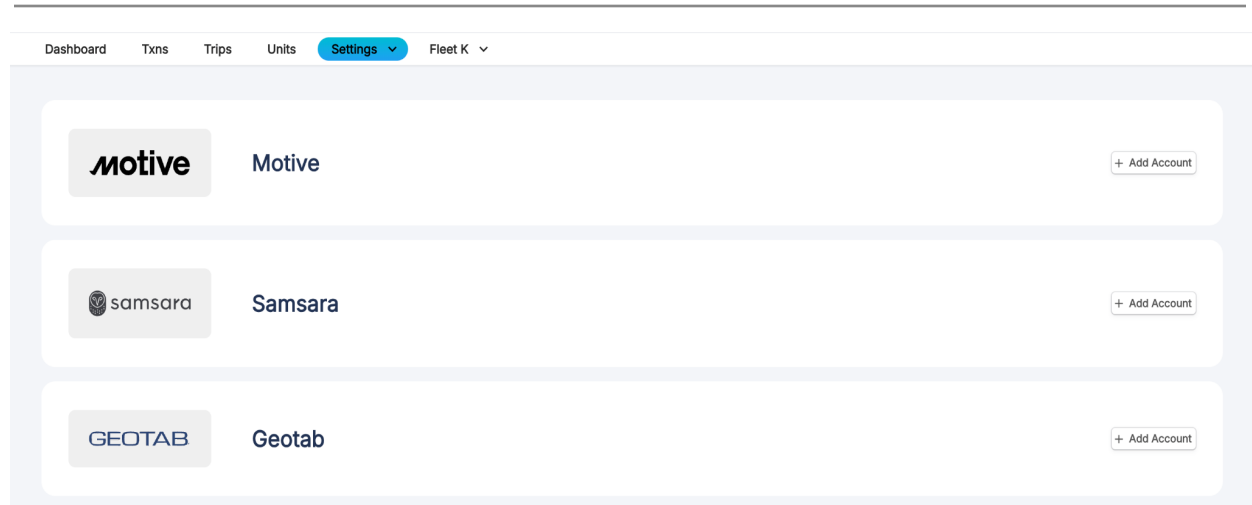
Step 2: TollTally Account Setup & Integration (Then go to TollTally)

Sign up on tolltally.mapup.ai, configure regional and vehicle settings, and set up the integration parameters on the My Integrations page.

Account Registration Process:

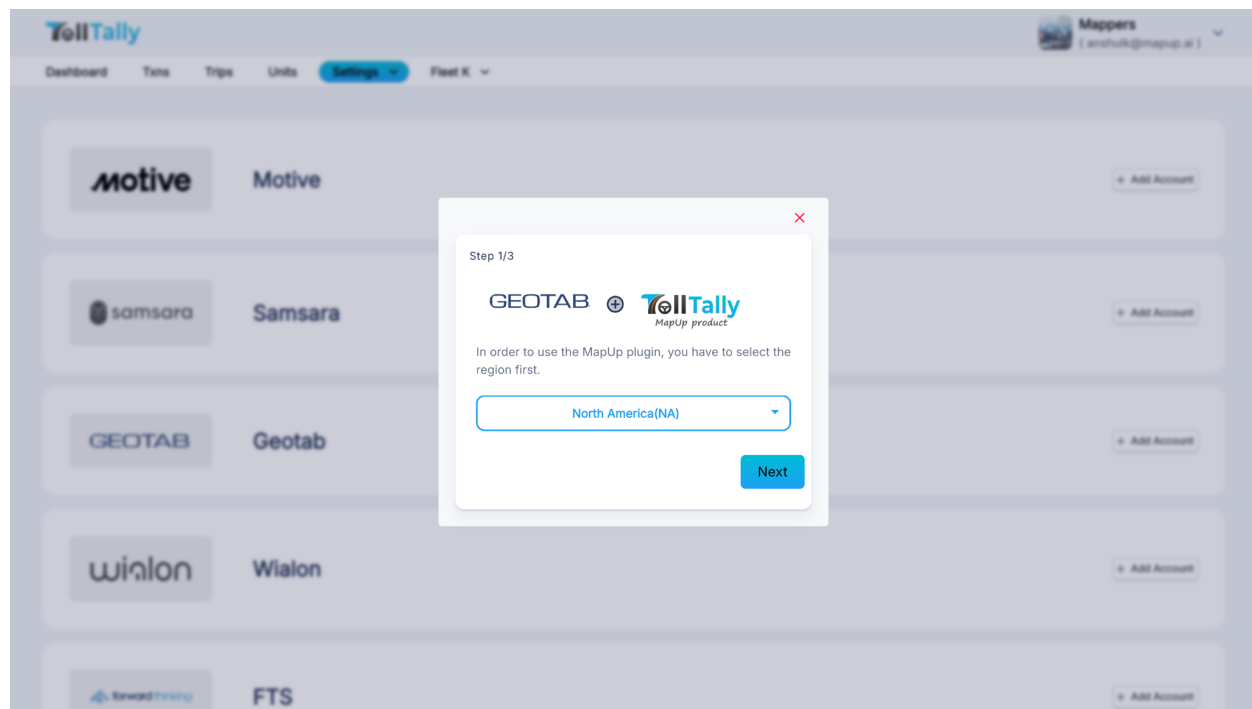
- Go to tolltally.mapup.ai and sign up for an account
- Configure your regional and vehicle settings
- Navigate to the 'My Integrations' page
- Select Geotab and prepare for authentication

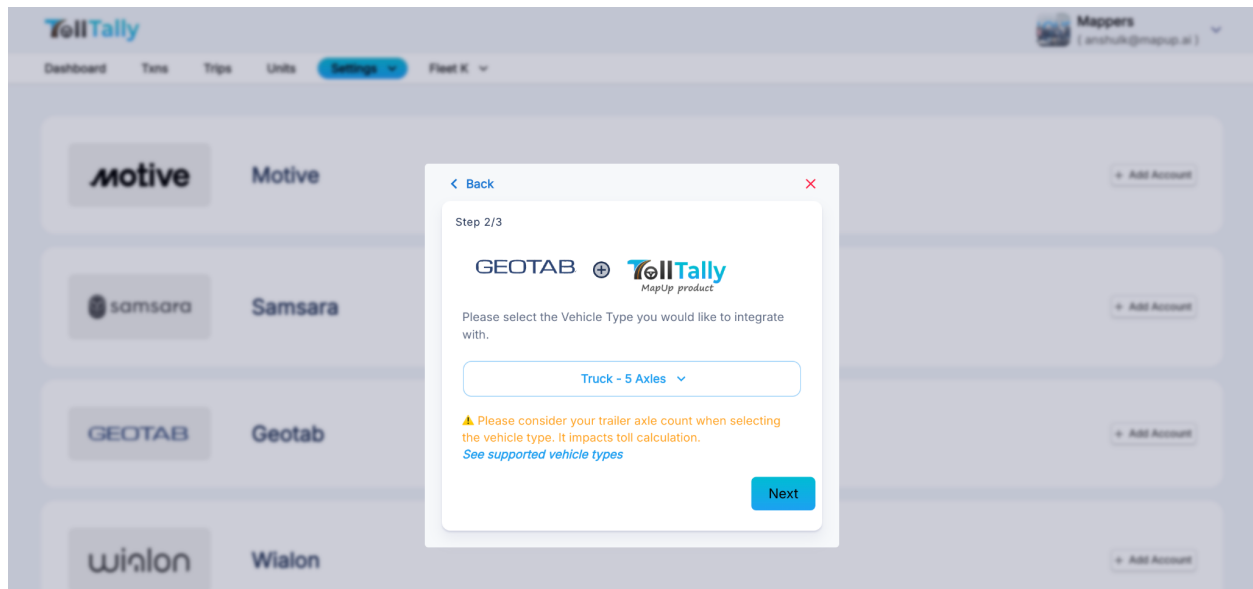




Integration Parameter Configuration:

- Fleet Region: Select NA, EU, or multi-region operations
- Vehicle Classifications: Configure truck types, trailer configurations
- Emission Standards: Set CO2 class and emission classifications for EU operations



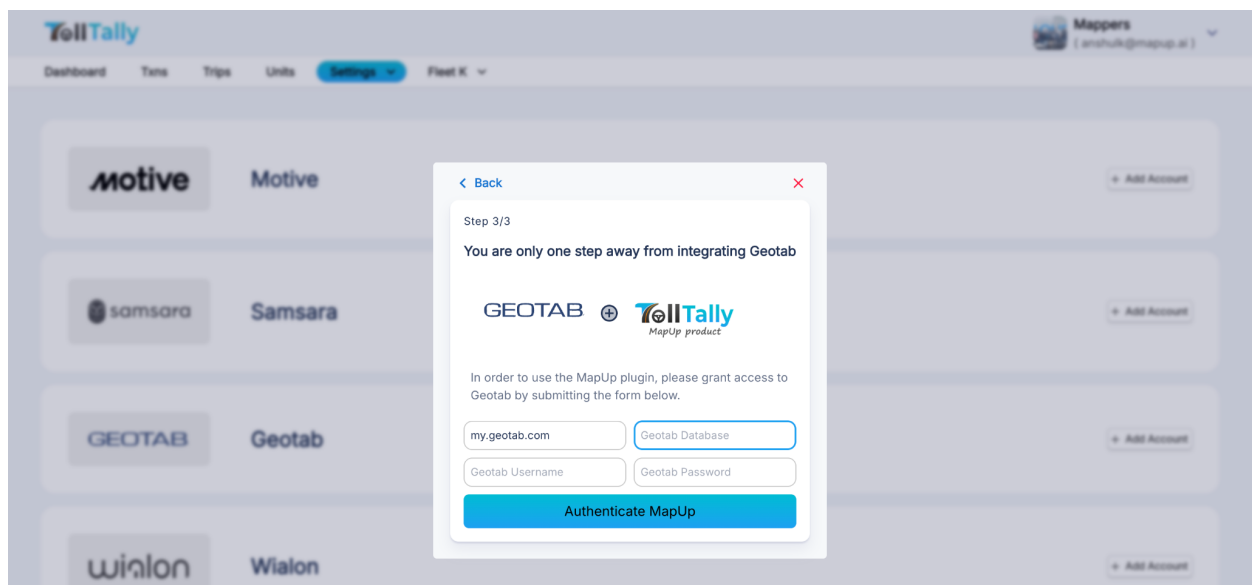


Step 3: Geotab Authentication & Download (Connect and get Add-In)

Authenticate using the service account credentials and download the personalised .zip file.

Authentication Process:

- Enter your Geotab service account credentials
- Complete the authentication process and confirm a successful connection



Add-In Package Generation:

- Download the personalised .zip Add-In package
- Personalised .zip file containing your specific integration configuration



Geotab

Add-In Zip: 

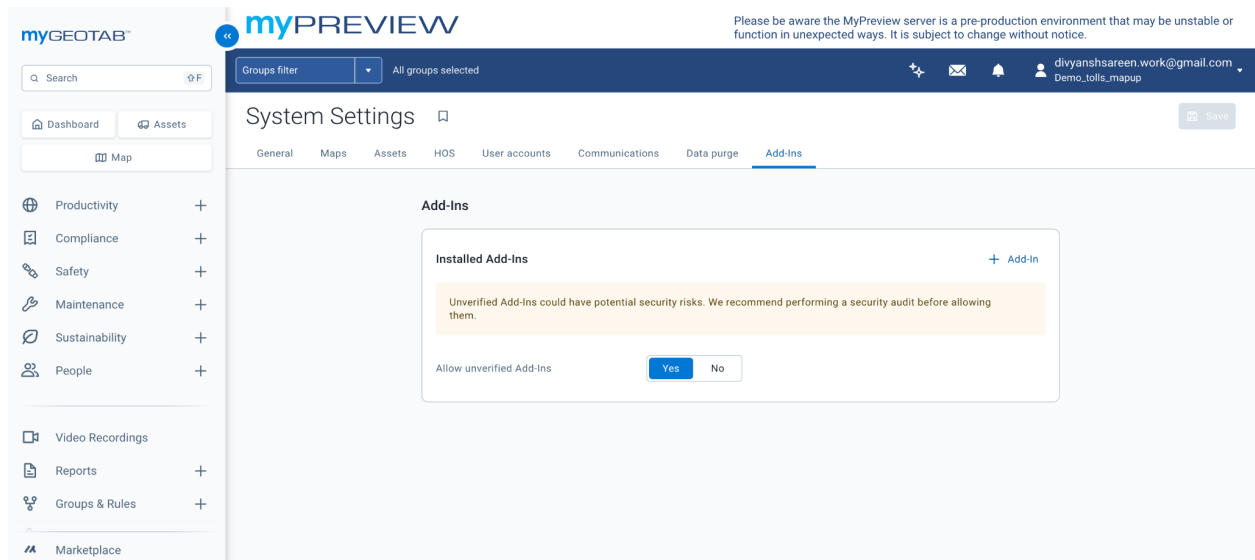
User ID: 995208474365603100

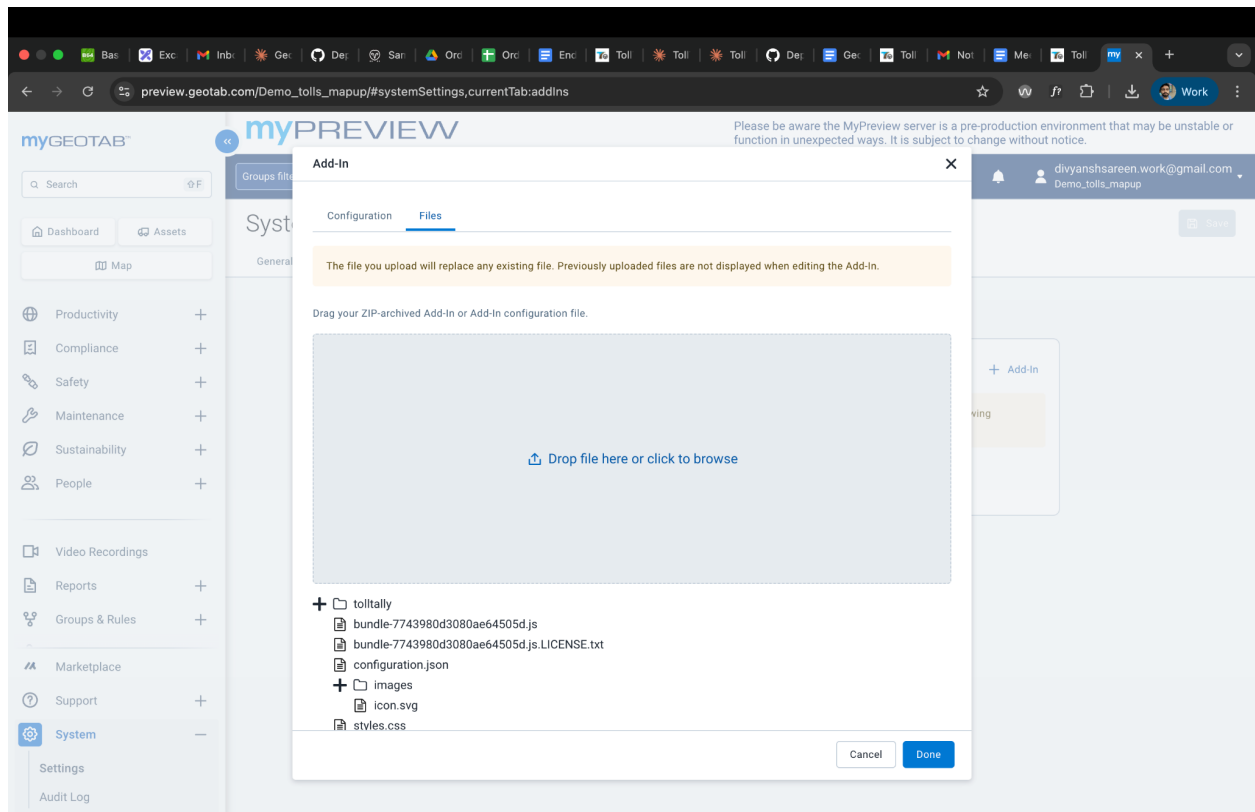
Step 4: Install Add-In in Geotab (Upload the zip file)

Go back to Geotab and upload the downloaded .zip file.

Installation Steps:

- Go back to Geotab
- Navigate to Administration → System Settings → Add-Ins tab
- Click the + (Plus) button to add a new Add-In
- Click Choose Files or drag and drop
- Upload the TollTally Add-In .zip file downloaded in Step 3
- Click Done to complete installation





Verification Steps:

- Confirm the TollTally Add-In appears in your Add-Ins list
- Check that Add-In permissions align with service account settings

Step 5: Access TollTally Dashboard in Geotab (Finally use the Add-In)

Access TollTally through Geotab's Add-Ins menu and see toll data within the Geotab interface. Dashboard Access:

- Access TollTally via Geotab's Add-Ins menu
- View toll costs, dashboards, and reports directly within Geotab

4. Troubleshooting

Comprehensive support resources and systematic troubleshooting approaches for common integration challenges.

Common Issues

Systematic approach to resolving typical integration challenges.

Add-In Not Loading

Multiple potential causes require systematic diagnosis and resolution.

Diagnostic Steps:

- Installation Verification: Confirm Add-In appears in System Settings Add-Ins list
- User Permissions Check: Verify user has appropriate security clearance
- Service Account Integration: Confirm service account is properly integrated
- Browser Compatibility: Test with different browsers or clear the cache

Resolution Approaches:

- Re-install the Add-In if the installation appears incomplete
- Adjust user security clearances to match service account permissions
- Re-authenticate service account integration through the TollTally dashboard
- Contact support if the issue persists after basic troubleshooting

Integration Not Available Message

Service account integration issues require re-authentication.

Common Causes:

- Service Account Not Integrated: Initial integration was not completed properly
- Authentication Expired: Service account credentials have expired or changed
- Database Mismatch: Service account database doesn't match the current environment

Resolution Steps:

- Return to the TollTally dashboard and navigate to the integrations page
- Re-authenticate using the current Geotab service account credentials
- Verify the database name matches exactly between Geotab and TollTally
- Generate a new Add-In package if the authentication was previously corrupted

Vehicle Data Not Syncing

Data synchronisation issues prevent proper toll tracking functionality.

Synchronisation Troubleshooting:

- Service Account Permissions: Verify account has access to vehicle and GPS data
- Device Status: Confirm vehicles have active, reporting Geotab devices
- Data Refresh: Allow 24-48 hours for initial data synchronisation
- Integration Health Check: Verify service account integration remains active

5. Support

Comprehensive support resources and contact information for TollTally assistance.

TollTally Support Team

Direct access to technical support and implementation assistance.

Contact Methods:

- Email: tolltally@mapup.ai for technical questions and integration assistance
- Phone: (510) 766-0570 for urgent integration issues
- Support Portal: <https://mapup.ai/contact-us> for documentation and resources
- Response SLA: First response within 24 hours on business days