digiTICKET Product Catalog

### About Saltus Technologies, LLC

Saltus Technologies, LLC (Saltus) is solely focused on developing and marketing our electronic ticketing solution digiTICKET®. Founded in 2010, Saltus has grown its customer base to over 300 agencies in 20 states. Customers range from the 500 Kansas Highway Patrol Troopers using digiTICKET on laptop computers to rural Police Departments sharing 2 handheld mobile devices. Overall, Saltus customers now issue over 100,000 citations per month combined.

digiTICKET is a mobile software application that automates the process of writing and processing citations for law enforcement agencies. digiTICKET mobile software can run on laptops or tablets. Tablets are ruggedized and can be shared among officers. digiTICKET has been used to issue over 6 million citations over the past 10 years.

How digiTICKET Works

The digiTICKET solution utilizes a barcode scanner to scan violator driver licenses, capture vehicle information and assign violations to the offender. Saltus also offers the option of interfacing with RMS mobile applications to share NCIC/NLETS query data and use it to populate person and vehicle fields in digiTICKET. Once tickets have been completed, they are printed on a mobile thermal printer and given to the offender. Handhelds and tablets offer the ability to capture an electronic signature, photograph, GPS coordinates and voice notes. Tickets are then synchronized to the digiTICKET server via a network data connection. Once on the digiTICKET server, tickets can be managed and reproduced in PDF format, reports can be generated, and ticket data can be electronically moved to Court and Records Management System(s) eliminating manual, redundant data entry. The server application is web based and can be accessed from any PC with an internet/network connection.
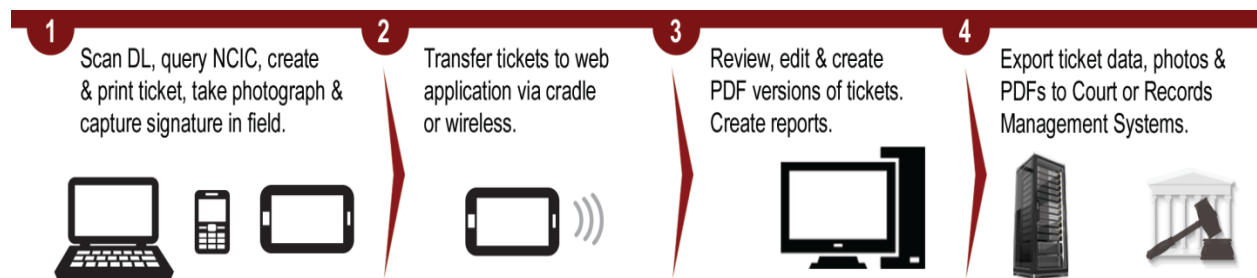
Benefits of digiTICKET

Improved Officer Safety - More law enforcement officers die in traffic-related incidents than from any other single cause of death. digiTICKET can reduce the amount of time required to issue tickets by more than 50% reducing officer exposure to roadside hazards.

Higher Productivity - Officers who utilize electronic ticketing can "free up" more than 50% of the time they would spend writing tickets by hand. This means more patrol time and improved public safety.

Increased Revenue by Reducing Ticket Errors - An estimated 5-10% of all tickets are dismissed due to errors in the ticket writing process. digiTICKET can reduce or eliminate illegible and uncollectable citations.

Automate the Ticketing Processes - Agency and court ticket processes rely on officers submitting fully completed tickets within required time frames. digiTICKET helps agencies automate problem areas.

Software Overview:

Mobile Client Software

- Configured to match the agency's requirements/process
- Extremely easy to use, runs on laptops or tablets
- Tickets can be issued in a disconnected state – no data connection is required
- Capable of printing tickets in multiple ticket formats within the same deployment – traffic, parking, code enforcement, city, state, etc.
- All officer, court and violation information automatically updated upon secure login by officer, allowing for the sharing of devices between officers
- Includes an electronic book of tickets that are issued to the officer's profile
- Includes an up-to-date electronic list of charges – including a "favorites" list for fast data entry
- Provides a "Lookup" tool for charges not included in favorites list
- Can issue as many as 8 charges on one screen – configurable to meet the agency's guidelines
- Ticket numbering can be handled multiple ways to meet the agency's guidelines
- Designate individual violations as warnings or flag as other types of violations such as "Grant" tickets
- Optional database of street addresses to ensure uniform locations on tickets
- Easy to use step-by-step procedure to create tickets
- Drop down lists ensure accurate data entry
- Scan barcodes on driver licenses and military IDs from across the United States, Mexico, and Canada
- Captures photo and electronic signature of violator
- Save in-process tickets and finish later
- Copy information from a previous ticket to start another
- Ability to change to and from "night mode"; reversing contrast to limit nighttime brightness
- Automatic notification of repeat offenders (scofflaw)
- Captures GPS coordinates of each stop
- Provides officers with ability to capture demographics information and make notes after a traffic stop – available to, or hidden from, court personnel
- Ticket information can be customized to meet each agency's needs and processes
- Printed ticket is easily customized to exactly match agency's requirements
- Includes software for remote diagnostics and updates
- Training typically takes less than 2 hours for novice computer users
- Optional capabilities include interfaces to RMS mobile software field reporting applications (M2M)
  - This interface allows digiTICKET to pull person and vehicle query data from RMS/CAD returns to populate tickets

Figure 1 - digiTICKET on an NS6 Windows tablet.

Figure 2 - digiTICKET on a Panasonic CF31

Server Software

- Web based software that can be accessed from any PC with Internet/network access
- Secure login and data transfer and multiple levels of user authorizations
- Dashboard reporting of ticketing activity
- Review, edit, approve, void, or decline tickets
- Search for tickets or warnings by officer, shift, squad, violator, court date, ticket date and many more.
- Reproduce exact copies of tickets in PDF format with signatures, court disposition information, and photos
- Print PDFs on standard office printers or store and send electronically
- View a map of stop locations (captured using GPS capable devices)
- Edit, create, or inactivate municipal ordinances and state statutes
- Issue tickets to officers or run audit reports of assigned ticket numbers
- View, print or export reports of specific ticket data (custom reports available)
- Export citation data to Records Management or Court systems through web-based utility – optionally include PDF copies of tickets, pictures, etc.
- Automatically export data and deliver to the RMS in a predefined location, or interface to 3rd party systems through web services – optional capability
- Manage court dates for multiple court types
- Set court date rules such as docket size or lead time – for all or individual court dates/types
- Create an unlimited number of user types with a very detailed user-based permissions system – based on user type (i.e. officer, supervisor, prosecutor, court clerk, etc.)
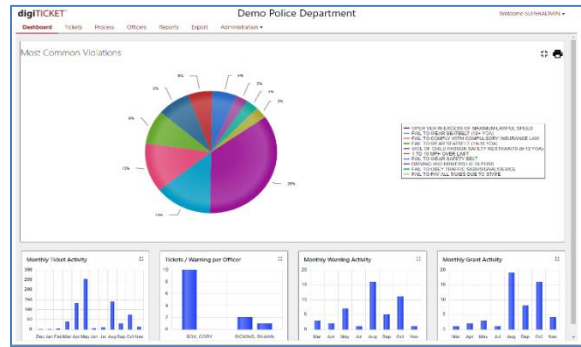- Group users by troop, shift, squad, division, etc.
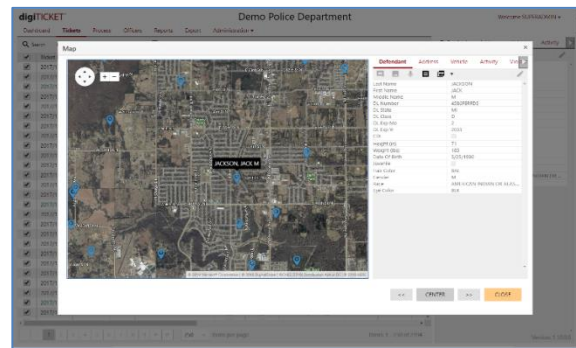

Figure 3 – digiTICKET Dashboard
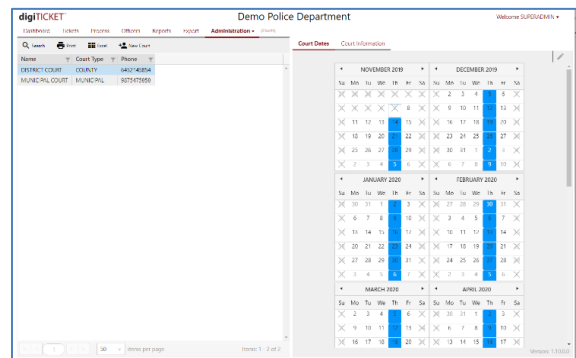

Figure 4 – digiTICKET Ticket Mapping

Figure 5 – digiTICKET Court Calendars

![digiTICKET electronic ticketing solution]

Software Licenses Fees

digiTICKET software includes the following:
- digiTICKET Server Software – 1 license is required regardless of the number of client licenses
  - This license includes one RMS or Court System Export license
- digiTICKET Mobile Client Software – 1 license is required for each device running digiTICKET in the field
- digiTICKET Mobile Client Interface (M2M) – 1 license is required for each device using the interface

> **NOTE**: This interface enables digiTICKET to access person/vehicle query data from RMS mobile software applications. ***This capability is highly dependent on the quality and consistency of data being provided by the RMS mobile software***.
>
> To configure this interface, Saltus developers use actual return datasets ***provided by the customer*** for each state being configured. A minimum of 5 person and vehicle returns must be provided by the customer to allow developers to create parsing algorithms for each state being parsed. The standard interface includes in-state returns and 2 additional states of your choosing. Additional states can be added for an additional cost.

- Additional Exports – 1 export license is required for each additional data export (per instance of the 3rd party software)

> **NOTE**: Potential import fees charged by RMS or Court system vendors are not included and should be negotiated separately with each respective vendor.

Software License MSRP

SOFTWARE LICENSE FEES		
Server License Fees	**MSRP**	**Comments**
Up to 10 client licenses	$ 5,000	
11 to 25	$ 6,000	
26 to 50	$ 7,500	
51 to 100	$ 9,000	
101 to 500	$ 15,000	
> 500	*Quoted*	
Mobile Client License Fees	**Unit MSRP**	**Comments**
Up to 10 devices	$ 700	per device license
11 to 25	$ 650	per device license
26 to 50	$ 600	per device license
51 to 100	$ 550	per device license
101 to 500	$ 500	per device license
> 500	*Quoted*	
Mobile Client Interface (M2M) License Fee	**Unit MSRP**	**Comments**
Up to 10	$ 200	per computer w/ interface
11 to 25	$ 175	per computer w/ interface
26 to 50	$ 150	per computer w/ interface
51 to 100	$ 100	per computer w/ interface
101 to 500	$ 75	per computer w/ interface
> 500	*Quoted*	
Other Software License Fees	**MSRP**	**Comments**
Backend Interfaces		
1st RMS/Court EXPORT	*Included*	
Additional EXPORT (per export) License Fee	$ 2,000	
Web Services Interfaces	*Quoted*	*Not an "export". Real time interface.*

digiTICKET Implementation and Training Services

The Saltus Solution Delivery Methodology is used for all solution deployments. This is a structured process that ensures that all possible issues and all requirements are jointly identified by Saltus and customer resources and all system configuration changes are approved by the customer prior to any work being performed by Saltus engineers. This process ensures that Saltus and the customer are always on the same page and that expectations are being met throughout the entire process.

The activities contained within this methodology are as follows:

- **Requirements Definition**: Saltus will facilitate a workshop with subject matter experts from various customer departments to ensure that the solution is configured specifically the way the customer wants it.
- **System Configuration**: Once all requirements are documented, digiTICKET is then configured to meet the customer's specific needs. This includes the setup of all ordinances, user roles and permissions, printed ticket formatting, mobile client configuration, report development, interface creation and testing, etc.
- **User Acceptance Testing**: Once configured, Saltus will then facilitate a User Acceptance Testing session with key customer personnel. This session is conducted to ensure that the system is configured as requested by the customer.
- **Training Programs**
  Saltus offers complete training services, documentation, and on-going training support.
    - Customized User Guides (printed and on-line)
    - Training sessions are customized to meet each customer's needs
    - digiTICKET Trainers have extensive experience working in the field with users of mobile software, hardware, and web-based applications
    - Standard training services is a "Train-the-Trainer" approach
    - Personal Web-based video training is also available
    - Travel and living expense for onsite training is pre-approved by the customer invoiced separately, as actual
    - Satisfaction with training is guaranteed for each customer
- **Deployment**
    - After training, the solution is deployed and Saltus then provides end user support and system maintenance and updates for the life of the Maintenance and Support Agreement.

Available Professional Services:

- Standard Implementation and Training Services. Includes project management, requirements gathering, basic system configuration, quality assurance testing, user acceptance software testing, Train-the-Trainer training and the deployment of digiTICKET.
- Other services. Non-standard configuration tasks are included based on each agency's specific needs. They may include:
    - Configuration of mobile client interface with 3rd party mobile software (M2M)
    - Configuration and deployment of automated data exports
    - On-premises deployment of web application and server
    - Configuration of multiple agencies, courts, and tickets
    - Custom development of 3rd party interfaces

Implementation Services MSRP

IMPLEMENTATION SERVICES FEES			
Standard Implementation and Training Services Fees		**MSRP**	**Comments**
Up to 25 client licenses	$	10,000	PM, configuration, onsite train-the-trainer
26 to 50	$	12,500	PM, configuration, onsite train-the-trainer
51 to 100	$	15,000	PM, configuration, onsite train-the-trainer
101 to 500	$	17,500	PM, configuration, onsite train-the-trainer
> 500		*Quoted*	
Other Services Fees		**MSRP**	**Comments**
Setup of multiple printed ticket formats (per additional format)	$	1,000	i.e. parking ticket, code enforcement, etc.
Setup of multiple moblie environments (per additional format)	$	2,000	i.e. laptop, tablet, etc.
Configuration of Groups Functionality	$	1,500	i.e. shifts, multiple agencies, etc.
Configuration of Process Tab	$	1,000	ability to aprove/void tickets prior to export
Custom Reports - 1st REPORT IS FREE (per report)	$	750	
Implementation of Auto-Exporter (per exporter)	$	1,500	
Pre-printed Paper Back Setup Fee	$	500	custom paper back; 4" ticket only
M2M Interface Configuration Fee - local state plus 2 additional states	$	5,000	
M2M Interface - additional state parsing (per state)	$	500	
Additional On-Site Training (2 trainers, per day, including T&L)	$	1,500	
Onsite Server Install	$	5,000	
Illinois - Configuration of Ordinance Violations (per agency)	$	1,500	
Wyoming - WYCite Interface Configuration	$	1,500	
Missouri - ShowMe Interface Configuration	$	1,500	

digiTICKET Hardware Configurations – Laptop and Tablet

Saltus has designed digiTICKET to be "device agnostic" – meaning that we purchase "off the shelf" hardware and load the digiTICKET software on those devices. The software can be configured to utilize any number of computers and printers. Typically, digiTICKET is deployed on a Windows 10 laptop or tablet with the proper data capture capabilities (barcode/magnetic stripe scanner, Bluetooth communication, touchscreen, etc.). Tickets can be printed on any type of mobile printer – thermal or otherwise.

Saltus is an authorized reseller of all equipment recommended below.

Recommended Hardware

Printers

4" Thermal Printer Brother RuggedJet 4230 – Used with both Laptop and Tablet Configuration

- Fast print speed of up to 5 inches per second
- Tough Construction - IP54 certification and 6 ft. drop protection mean that water, dust, or drops won't affect the printer's operation under normal conditions
- Versatile Functionality - Prints on labels and receipts from 2 inches wide to 4 inches wide
- Two year, "bumper-to-bumper" warranty * – Brother will fix the problem or provide a replacement printer
- Ergonomic design – Easy to load media and intuitive interface controls
- Low maintenance costs – Highly reliable direct thermal technology uses fewer moving parts than other printing technologies
- Low consumable costs – There are no ink or ribbons to replace
- Wide range of connectivity options – USB, Serial, and Bluetooth®
- 203 dpi resolution
- Support for 1D and 2D barcodes

Full Page Thermal Brother PocketJet 7 Printer - Used with both Laptop and Tablet Configuration

- Fast, full-page mobile printing - up to 6 ppm.
- Free 1-year warranty and unlimited tech support.
- Prints on a variety of 8.5" wide thermal media.
- Low maintenance costs - no ink or ribbons to replace
- Compact size – fits in places where space is limited
- Ultra-lightweight…only 1.3 lbs. including the battery
- High reliability due to fewer moving parts
- NiMH battery and longer-life Li-Ion batteries are available
- Variety of options for flush, pedestal, or arm rest mounting.

4" Thermal Zebra ZQ520 – Used with both Laptop and Tablet Configuration

- Connectivity for Windows, Android, Apple iOS
- 203 dpi resolution
- Prints up to 5 inches per second
- USB on-to-go ports with optional strain relief cable
- 2600 mAH removable Li-Ion smart battery
- Built in battery charger
- Dual sided tear bear for cleaner tears
- Can be used in any orientation
- Easy to read LCD with icons for battery and wireless status
- Tolerates multiple 6' drops to concrete
- IP54 dust/water resistance. (IP65 with exoskeleton)
- Wide range of connectivity options – USB, Serial, and Bluetooth® and WiFi technology

Barcode Scanner

L-Tron 4910LR Imaging Scanner - Used with Laptop Configuration

- Image capture, signature capture, and omnidirectional reading of linear, AAMVA PDF-417 and MicroPDF417 barcodes.
- Features highly visible green LED aimer and red LED backlight.
- Class-leading image quality and image transfer speed provide crisp images in less than one second.
- Built to last in a compact, durable form factor with sealed membrane switch, hard pinned cable connection and no moving parts.
- Custom imaging firmware compatible with e-citation and accident reporting packages via COM port emulation, keyboard emulation or HID communication mode.
- Safe and secure mounting with spring-retained microphone mounting clip and hanger.

Printer Storage/Mounts

There are many options for storing or mounting printers. Several standard options are offered below.

Taylor Made Custom Work Boards/Holsters

- Custom made for Saltus to hold the MC67 handheld computer and Bluetooth thermal printers
- Work boards enable officers to easily store and transport ticket writers and printers – includes multiple mounting options
- Taylor Made provides custom work boards and holsters made from durable ballistic materials and stainless-steel clips and D-rings.
- These cases can be custom designed to meet specific vehicle requirements.

Brother RJ4230 PA-CR-002 Active Docking Mounting Station

- Provides USB host interface connectivity
- Docking Station provides for active charging for the printer
- Shown with optional RAM 101-U mounting clamp

PJ7 Ram Printer Caddy   *Lund Printer Mount*

digiTICKET®
electronic ticketing solution

Hardware MSPR (purchased through Saltus)

HARDWARE MSRP - PURCHASED THROUGH SALTUS	
Item Name	**Saltus MSRP**
Rugged Mobile Computers	
CONKER NS6	
CONKER NS6 (includes only the unit, a handstrap w/o stylus holder, and an AC charger)	$ 1,614.10
CONKER Service Contract NS6, Full Comprehensive, 7 day turn, 3 years from day one	$ 384.62
CONKER Desktop power adapter / cradle	$ 123.08
CONKER Vehicle Power adapter (USB)	$ 38.46
CONKER SX6/NS6 Screen Protector SX6 Screen Protector	$ 8.47
CONKER NS6 Hand Strap NS6 2-point hand strap (includes Taylormade fees for sewing stylus holder)	$ 11.54
Stylus - capacitive 2100-21 Black m-Stylus with Coil and terminal ring (not provided by Conker)	$ 18.91
Thermal Ticket Printers	
Brother RuggedJet 4230 Bluetooth Thermal Printer	
RuggedJet 4230BL Kit: 4" DT Printer w/USB, Serial & Bluetooth MiFi - Includes Printer, Li-ion battery, 2 Year Premier Warranty, belt clip & CPCL	$ 726.92
RuggedJet 4 - 3 year warranty; 1-Year Premium Service (initial service plus 1 additional year)	$ 51.23
RuggedJet 4 - 4 year warranty; 2-Year Premium Service (initial service plus 2 additional year)	$ 103.85
RuggedJet 4 - 5 year warranty; 3-Year Premium Service (initial service plus 3 additional year)	$ 155.08
Vehicle Power Adapter (cigarette lighter) 3' length	$ 24.53
Vehicle Power Adapter (cigarette lighter) 10' length	$ 28.04
Car Adapter - Wired - 14 ' Length for RJ 4 & PJ7	$ 24.54
USB Cable - 6'	$ 10.54
USB Cable, 90° Male Mini-B to Female Mini-B, 6" Long	$ 14.55
Active Docking/Mounting Station with Power and USB Connectivity, BRM,ACTIVE DOCKING/MOUNTING STATION WITH POWER AND USB CONNECTIVITY (FOR USE WITH RJ4200 SERIES AND THE OPTIONAL BATTERY ELIMINATOR)	$ 185.54
Zebra ZQ520 4" printer	
52-AUE0000-00 4" PRINTER, BLUETOOTH 4.0, GROUP O	$ 756.03
52-AUE0010-00 4" PRINTER, BLUETOOTH 4.0, NO BATTERY,GROUP O	$ 686.65
ZQ520 SOFT CASE WITH SHOULDER STRAP	$ 66.22
ZEBRA AIT, ACCESSORY, KIT, ACC VEHICLE CRADLE WITH USB LOCK	$ 115.10
ZEBRA AIT, ACCESSORY, DC VEHICLE ADAPTOR,CIG ADAPTOR,12-24V(FOR USE WITH OR WITHOUT VEHICLE CRADLE)	$ 38.63
ZEBRA AIT, ACCESSORY, ZQ500,DC VEHICLE ADAPTOR,OPEN ENDED,12-24V(FOR USE WITH OR WITHOUT VEHICLE CRADLE)	$ 38.63
Zebra OneCare Essential with Comprehensive - 3 year extended service agreement	$ 160.59

digiTICKET
electronic ticketing solution

HARDWARE MSRP - PURCHASED THROUGH SALTUS	
Item Name	**Saltus MSRP**
Thermal Ticket Printers	
Brother PocketJet 7 Thermal Printer	
PJ7, 200dpi Thermal printer with USB (only includes printer. Requires power, USB cable, and printing supplies)	$ 344.62
PJ7 300dpi thermal printer with USB (only includes printer, requires power, USB cable, and printing supplies)	$ 423.59
PJ7 200dpi thermal printer with Bluetooth & USB (only includes the printer. Requires power, USB cable, and printing supplies)	$ 393.97
PJ7 300dpi thermal printer with Bluetooth & USB (only includes the printer. Requires power, USB cable, and printing supplies)	$ 472.95
1-Year Select Service (initial service plus 1 additional year)	$ 29.08
2-Year Select Service (initial service plus 2 additional year)	$ 49.85
3-Year Select Service (initial service plus 3 additional year)	$ 70.62
4-Year Select Service (initial service plus 4 additional year)	$ 91.38
USB Cable - 4ft length for PJ6 (Plus) and RJ4	$ 7.04
USB Cable - 6ft length for PJ6 (Plus) and RJ4	$ 10.54
USB Cable - 10ft length for PJ6 (Plus) and RJ4	$ 12.28
AC Adapter for PocketJet 6 & 7 (Plus) and RuggedJet 4 "includes AC Cable LB3781	$ 55.47
Car Adapter - Cig Plug - 3ft length for PJ6 (Plus) , PJ7 and RJ4	$ 24.53
Car Adapter - Cig Plug - 10ft length for PJ6 (Plus) , PJ7 and RJ5	$ 28.04
Car Adapter - Wired - 14ft length for PJ6 (Plus), PJ7 and RJ4	$ 24.54
PJ7 Rugged Roll Case & Shoulder Strap; requires dongle	$ 72.00
PJ7 Rugged Roll Case dongle	$ 6.41
DC Power Extension Cable 5" for PJ3,6, and 7. Allows users to disconnect from the vehicle power to remove printer	$ 10.10
Brother OEM Mount (4 bolt flat mounting to standard arms (RAM-VPR-101). Mount with Pipe Mount Arm (RAM-VPR-101-1) or Flat Surface Mount Arm (RAM-VPR-101-240)	$ 173.08
Lund flip up armrest with latching roll fed printer mount, VP is vertical mount, WF is base plate	$ 259.86
Scanners	
L-Tron 2D License scanner/imager with curled cord and microphone clip mount	$ 370.51
L-Tron 2D License scanner/imager with curled cord and Magnetic Mounting Kit	$ 397.44
Carrying Case	
Taylor Made carrying cases for RJ4230	$ 50.96
Taylor Made work board carrying cases for NS6 Case/RW4230	$ 129.68

Web Application Server Hosting Fees

Data Synchronization

The digiTICKET solution requires an internet/network data connection to synchronize tickets from the computer in the field to the server. This is typically a full-time connection located where the units are maintained. The units do not require a connection when they are in use in the field.

Server Configuration

The digiTICKET web application runs on a Microsoft Server with an SQL Server database. digiTICKET is typically hosted by Saltus (through a 3rd party hosting provider – Rackspace) who provides maintenance, storage, back-ups, and SQL licensing.

However, the web application server can also be hosted by the agency. Specific server and connectivity requirements can be supplied upon request.

digiTICKET Hosting Infrastructure

Saltus partners with one of the largest managed hosting providers in the world: Rackspace. By partnering with Rackspace, Saltus has elevated our expertise and support well beyond those of other providers. With more than 6,000 servers currently running Microsoft SQL, Rackspace has established itself as the expert in database servers. Being awarded the Microsoft Hosting Provider of the Year three times reaffirms their standing. Your entire hosting environment—from hardware, to network, OS and databases are monitored and supported by the leaders in IT hosting. Hosted services ensure that users can access digiTICKET and eliminate the costs associated with maintaining a server.

In over five years of hosting digiTICKET production environments, Rackspace has never had an unscheduled outage. In partnership with Rackspace, Saltus offers the highest level of security and dependability:

Server Access and Security:

- Tier 1 datacenter/Physical Security: Data center access limited to data center technicians; Biometric scanning for controlled data center access; Security camera monitoring at all data center locations; 24x7 onsite staff provides additional protection against unauthorized entry; Unmarked facilities to help maintain low profile; Physical security audited by an independent firm
- System Security: System installation using hardened, patched OS; System patching configured to provide ongoing protection from exploits; Dedicated firewall and VPN services to help block unauthorized system access; Data protection with managed backup ; Dedicated intrusion detection devices to provide an additional layer of protection against unauthorized system access; Distributed Denial of Service (DDoS) mitigation services; ISO17799-based policies and procedures, regularly reviewed as part of SAS70 Type II audit process; Systems access logged and tracked for auditing purposes; Secure document-destruction policies for all sensitive information; Fully documented change-management procedures; Independently audited disaster recovery and business continuity plans in place

Data Maintenance & Integrity

- FIPS compliant data encryption is used throughout the digiTICKET system. SSL 128-bit encryption is used for all communication between mobile devices such as handheld and laptops and the servers. It is also used between the browser and the servers.
- Select data elements are encrypted on the server with AES 128-bit encryption.
- Data Logging: The digiTICKET web application logs all activity as it occurs within the system. digiTICKET logs what was changed, when it was changed and who changed it (based on user id). This information can be used to generate reports and can be accessed by Saltus support resources as necessary.
- Backups:
  - digiTICKET's standard database backup plans provide a full daily backup which can be upgraded to hourly, incremental backups.
  - digiTICKET is built on Windows 2008 Server Standard 64-bit and SQL Server 2008 R2. It supports all RAID levels supported by these technologies. Windows 2008 Server provides RAID levels 0, 1, and 5 implemented within the operating system software itself.

Monthly Hosting Fees

MONTHLY HOSTING FEES	MSRP	
Up to 10 Client Licenses	$ 100	per month
11 to 25 Client Licenses	$ 150	per month
26 to 100 Client Licenses	$ 200	per month
Over 100 Client Licenses	$ 300	per month