



# User Manual

Complete guide to the 10Tacle Parking Management Platform

VERSION 2.4.0 — MARCH 2026

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Navigate through each module of the 10Tacle platform

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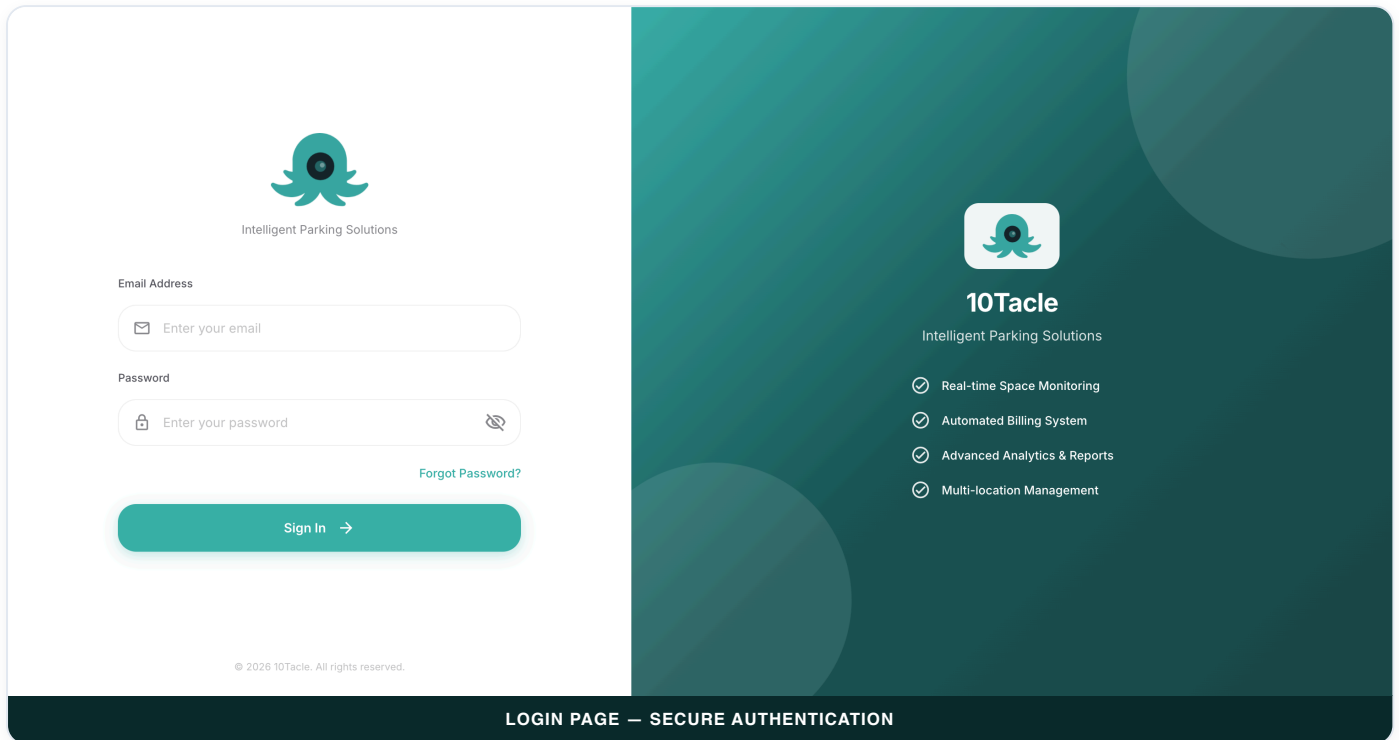
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# Login

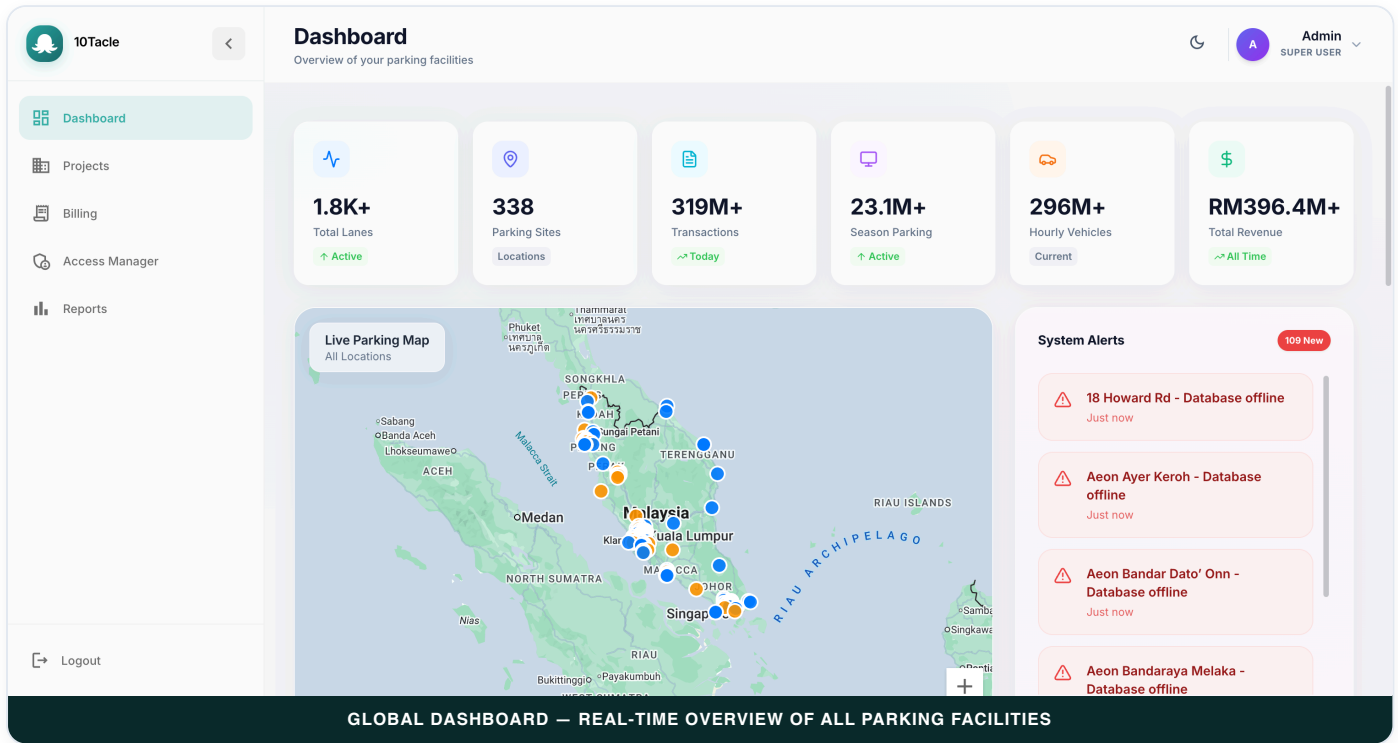
Access the 10Tacle platform through the secure login page. Enter your registered email address and password. If you've forgotten your password, click "Forgot Password?" to receive a reset link via email.



- ✓ Email & password authentication with secure JWT tokens
- ✓ Optional two-factor authentication (TOTP) for enhanced security
- ✓ Forgot password with email-based reset link (SendGrid)
- ✓ Role-based access: Master admin and Operator accounts

# Dashboard

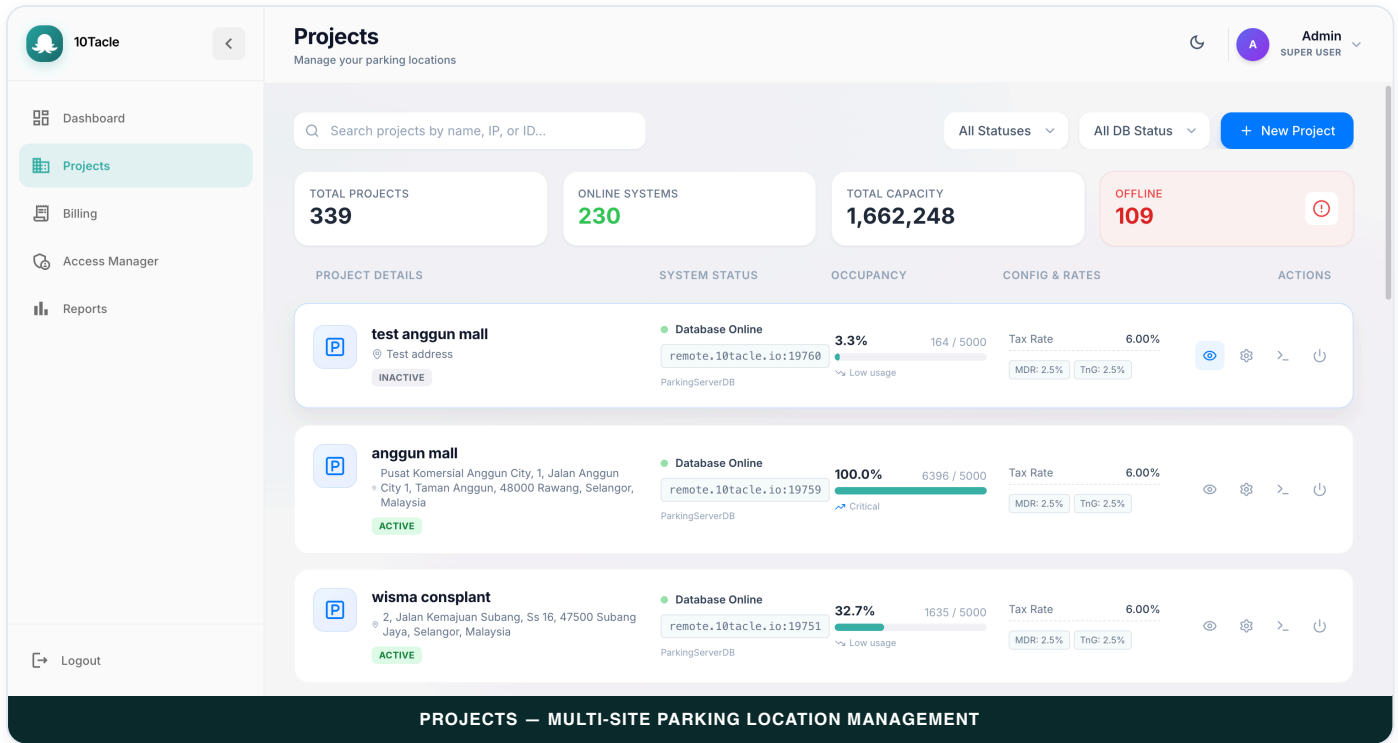
The main dashboard provides a comprehensive overview of all parking operations across your entire portfolio. View real-time KPIs, a live interactive map of all locations, system alerts, user breakdowns, payment method distribution, and movement trends.



- ✓ 6 KPI cards: Total Lanes, Parking Sites, Transactions, Season Parking, Hourly Vehicles, Total Revenue
- ✓ System alerts panel showing offline sites and connectivity issues
- ✓ Live Google Maps with 338+ location pins — click to navigate
- ✓ Charts: User breakdown, parking duration, collection ranking, payment methods, movement trending

# Projects

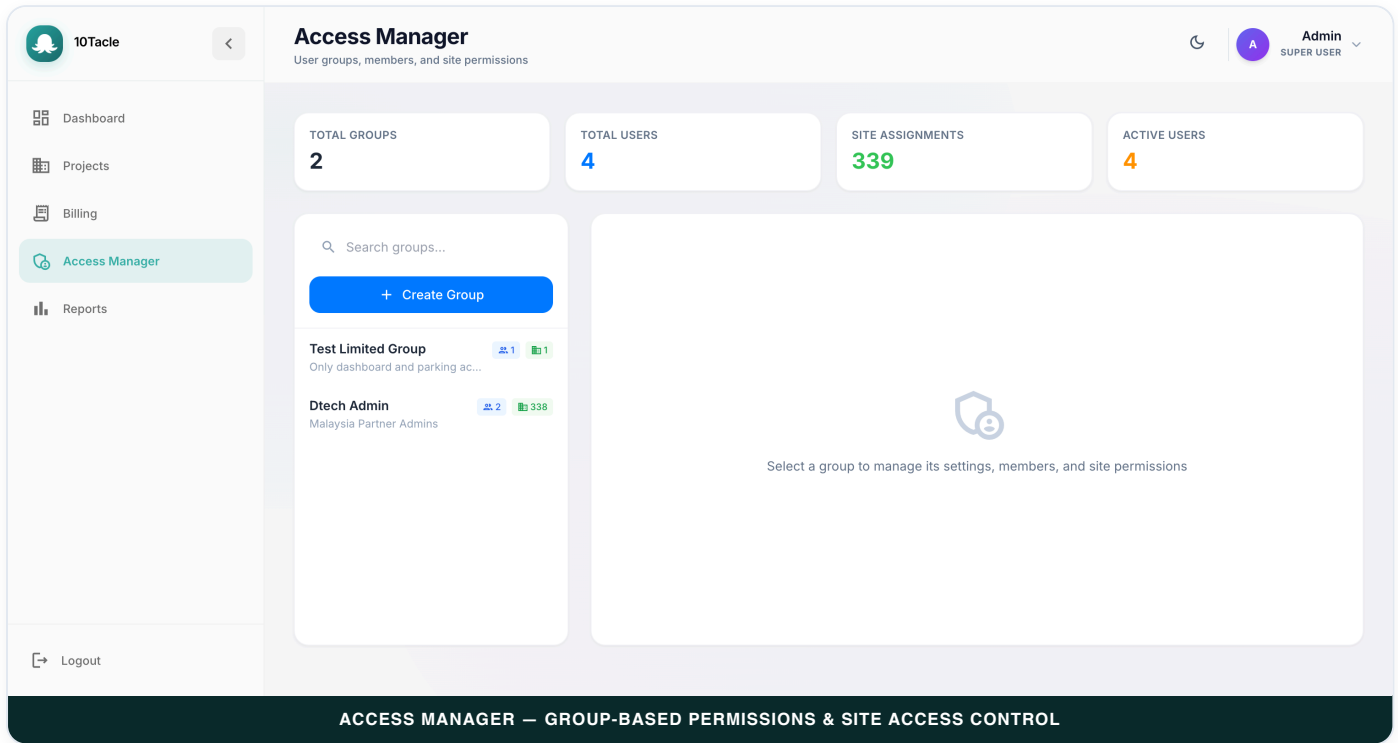
The Projects page lists all parking sites managed by the platform. Each project card shows the site name, address, system status, database connectivity, real-time occupancy, and configuration details including tax rates and MDR percentages.



- ✓ Search and filter by name, IP address, project ID, status, and database connectivity
- ✓ Summary stats: Total Projects, Online Systems, Total Capacity, Offline count
- ✓ Actions: View Details, Edit Configuration, Maintenance Console, Activate/Deactivate
- ✓ Create new projects with full database and rate configuration

# Users & Access Control

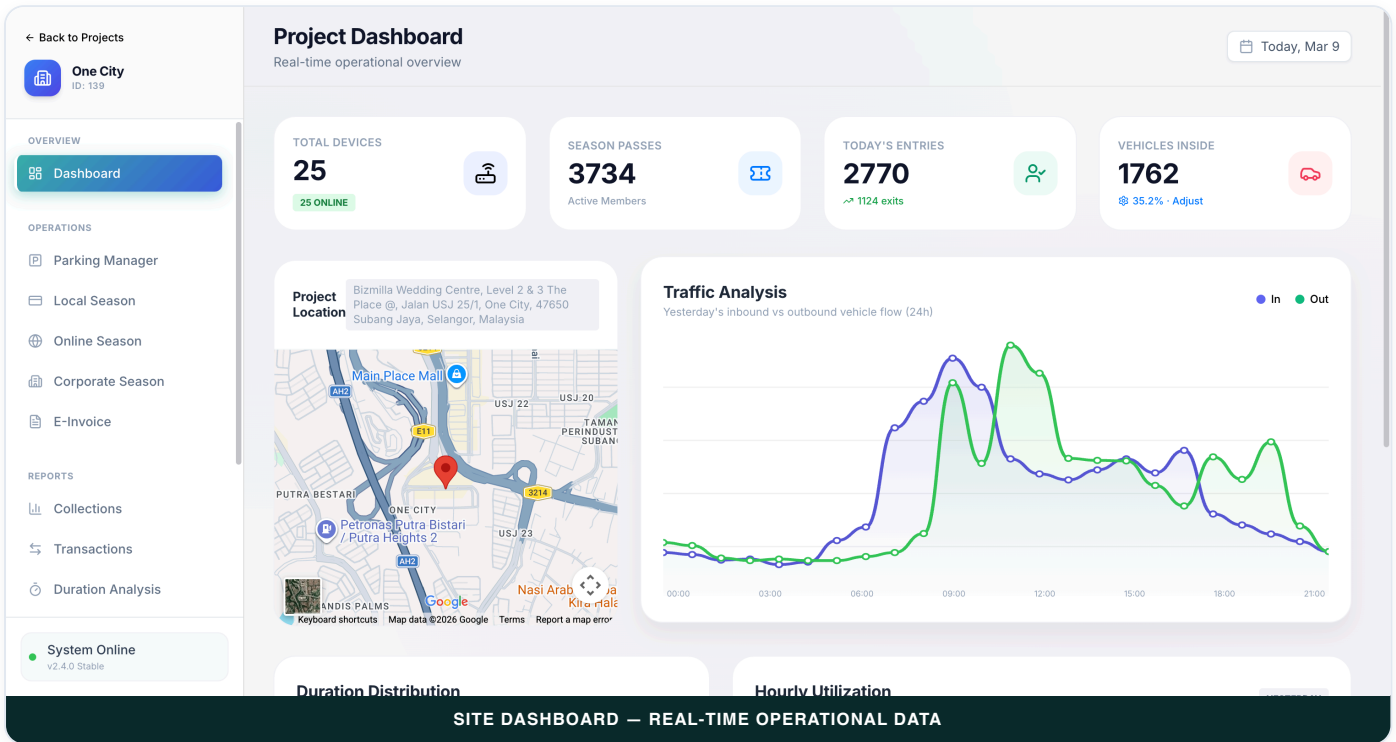
Manage platform users and their permissions. Create user accounts, assign roles (Master or Operator), configure per-site module access, enable/disable two-factor authentication, and control which features each user can access.



- ✓ Add, edit, and deactivate user accounts with role assignment
- ✓ Master accounts get full access; Operator accounts get granular permissions
- ✓ Per-user permissions editor: control sidebar items, site access, and module visibility
- ✓ Two-factor authentication (TOTP) toggle per user for enhanced security

# Project Dashboard

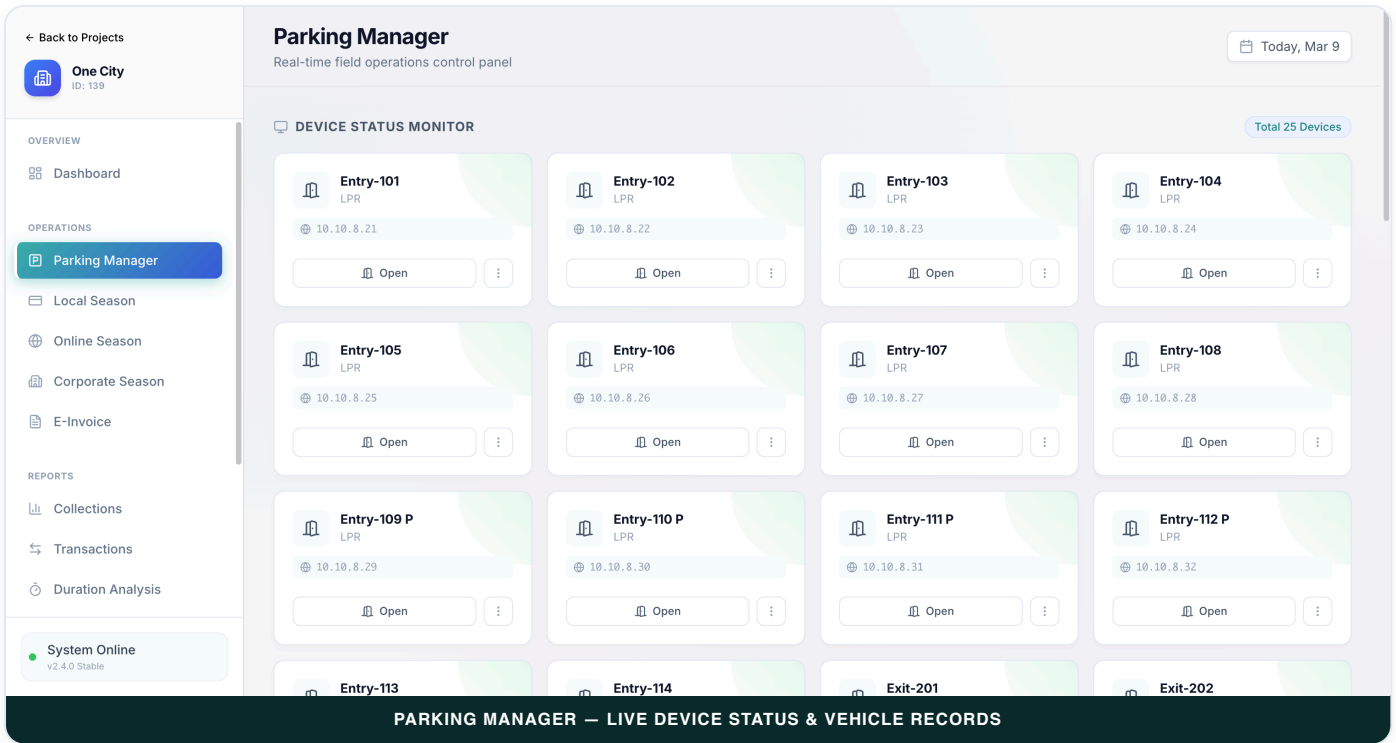
Each parking site has its own dedicated dashboard showing real-time operational data. View device counts, active season passes, today's entries/exits, current vehicles inside, an embedded Google Map with the site location, traffic flow analysis, duration distribution, and hourly utilization charts.



- ✓ 4 KPI cards: Total Devices, Season Passes, Today's Entries, Vehicles Inside
- ✓ Embedded Google Map showing exact project location
- ✓ 24-hour traffic analysis chart with inbound vs outbound vehicle flow
- ✓ Duration distribution and hourly utilization rate visualizations

# Parking Manager

The Parking Manager is a real-time field operations control panel. Monitor all entry and exit devices, remotely open barriers, view live vehicle records, and track occupancy in real time. Each device shows its connection status, IP address, and provides remote control actions.



- ✓ Device status monitor showing all entry/exit gates with IP addresses
- ✓ Remote barrier open, device reboot, and time-sync controls
- ✓ Real-time vehicle records with plate number, type, fee, duration, and status
- ✓ Manual entry function, search by plate number, filter by gate and action

# Local Season

Manage on-site season parking passes. View all issued passes with holder name, card number, validity period, registered vehicles, and group assignment. Perform actions like renew, edit, or delete passes. Filter by active, expired, or disabled status.

The screenshot displays the 'Local Season' management interface. At the top, there are four summary cards: Total Passes Issued (9,266), Active Passes (3,734), Expired Passes (289), and Disabled Passes (5,243). Below these is a search bar and a filter dropdown set to 'All Status'. A table lists active passes with columns for User Profile, Card No., Validity Period, Vehicles, Group, Status, and Actions. The table contains four entries, all with a status of 'Active'.

USER PROFILE	CARD NO.	VALIDITY PERIOD	VEHICLES	GROUP	STATUS	ACTIONS
WZ WONG ZHEN YAU	VMG1236	01 Apr 2026 - 30 Apr 2026	VMG1236	-	Active	[Refresh] [Edit] [Delete]
KY KAY YEE YUAN QI	W6898H	01 Apr 2026 - 30 Apr 2026	W6898H	-	Active	[Refresh] [Edit] [Delete]
I( ISHII (HOKTO)	VNY9935	01 Apr 2026 - 30 Apr 2026	VNY9935	-	Active	[Refresh] [Edit] [Delete]
GT GEMINI TAN SOON SAN	BPP6690	01 Apr 2026 - 30 Apr 2026	BPP6690	-	Active	[Refresh] [Edit] [Delete]

- ✓ Summary: Total passes issued, active, expired, and disabled counts
- ✓ Full CRUD: Add, edit, renew, and delete season passes
- ✓ Search by name or plate number, filter by status, sync and export
- ✓ Multi-vehicle support per pass with expiry tracking

# Online Season

Cloud-based personal season pass management. This module shows orders purchased through the online portal, with 4 tabs: Season Types (configuration), Orders (all purchases), Invoices, and Applications (approve/reject). Each order shows vehicle, type, validity, fee breakdown with SST, and invoice number.

**Online Season**  
Cloud-based personal season passes

Today, Mar 9

Season Types | **Orders** | Invoices | Applications

726 Total Orders | 476 Active | 250 Expired | RM 93,986.60 Total Amount

Search vehicle, card, type...

VEHICLE NO	CARD NO	SEASON TYPE	START DATE	END DATE	FEE	TAX	AMOUNT	INVOICE	STATUS
SJ866	—	SEASON PARKING - NORMAL	1 Mar 2026	31 Mar 2026	120.75	7.25	128.00	SP202603091023536552	Active
BSM6728	—	SEASON PARKING - NORMAL	1 Mar 2026	31 Mar 2026	120.75	7.25	128.00	SP202603091017187583	Active
VEA6902	122546057		28 Feb 2026	31 Mar 2026	120.75	7.25	128.00	SP0000062217	Active

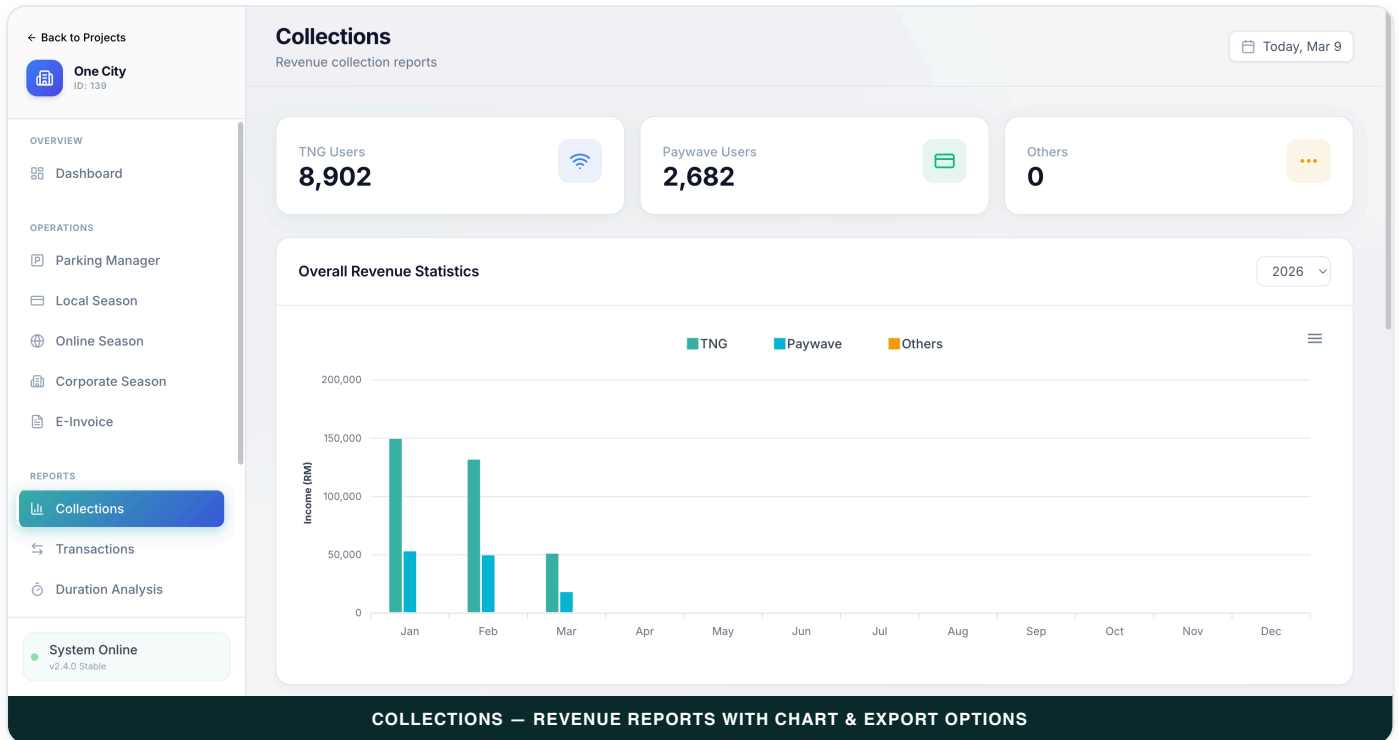
System Online v2.4.0 Stable

**ONLINE SEASON — CLOUD-BASED SEASON PASS ORDERS & MANAGEMENT**

- ✓ 4 tabs: Season Types, Orders, Invoices, Applications
- ✓ Order summary: total, active, expired counts and total revenue
- ✓ Fee breakdown with base amount, SST tax, and total per order
- ✓ Application approval workflow for new season pass requests

# Collections

Revenue collection reports with daily, monthly, and yearly aggregation. View TNG, Paywave, and other payment method breakdowns. The interactive bar chart visualizes revenue trends over time. Filter by date range, generate reports, and export to Excel or PDF.



- ✓ Payment summary cards: TNG Users, Paywave Users, Others
- ✓ Interactive bar chart with yearly revenue data by payment method
- ✓ Configurable date range and grouping (by day, month, or year)
- ✓ Export to Excel and PDF with grand totals and transaction counts

# Transactions

Detailed transaction history showing every entry and exit event. Each record includes the transaction ID, vehicle plate/card number, payment type, entry/exit gates and times, amount charged, and parking duration. Filter by payment method, search by plate, and export data.

The screenshot displays the 'Transactions' dashboard for 'One City' (ID: 139). The dashboard includes a sidebar with navigation options like 'Dashboard', 'Parking Manager', and 'Transactions'. The main content area features four summary KPI cards: Total Transactions (3,907), Total Revenue (RM 1,640.50), Avg. Transaction (RM 4.69), and Avg. Duration (2h 10m). Below these is a filter bar with options for 'All', 'TNG', 'Paywave', 'eWallet', 'Season', and 'Others', along with a search box and 'Filters' and 'Excel' buttons. The main table lists transaction details with columns for Transaction #, Card / Vehicle, Type, Entry, Exit, Amount, and Duration.

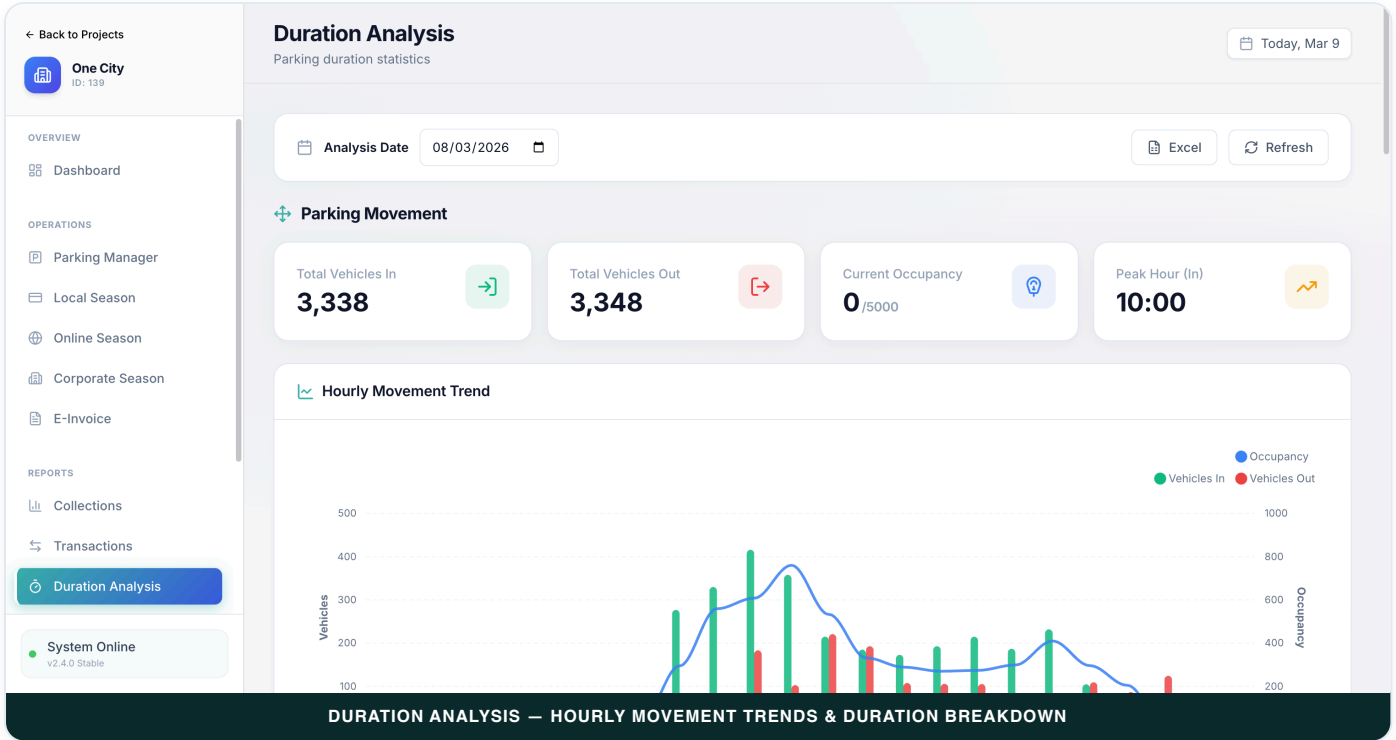
TRANSACTION #	CARD / VEHICLE	TYPE	ENTRY	EXIT	AMOUNT	DURATION
2421674	SAB8890H SAB8890H	EWALLET	Entry-109 P 09/03/2026, 03:23 pm	Entry-109 P 09/03/2026, 03:23 pm	RM 0.00	0m
2421673	VLN5882 VLN5882	EWALLET	Entry-110 P 09/03/2026, 03:23 pm	Entry-110 P 09/03/2026, 03:23 pm	RM 0.00	0m
2421672	ALK3611 ALK3611	EWALLET	Entry-112 P 09/03/2026, 03:22 pm	Entry-112 P 09/03/2026, 03:22 pm	RM 0.00	0m
2421671	BNW610 BNW610	EWALLET	Entry-114 09/03/2026, 03:22 pm	Entry-114 09/03/2026, 03:22 pm	RM 0.00	0m
2421670	UU9989 UU9989	EWALLET	Entry-101 09/03/2026, 03:22 pm	Entry-101 09/03/2026, 03:22 pm	RM 0.00	0m

**TRANSACTIONS – DETAILED HISTORY WITH FILTERING & EXPORT**

- ✓ Summary KPIs: Total Transactions, Total Revenue, Avg Transaction, Avg Duration
- ✓ Search by plate number or card with advanced date filters
- ✓ Filter by payment type: All, TNG, Paywave, eWallet, Season, Others
- ✓ Export to Excel for external analysis and reporting

# Duration Analysis

Parking duration statistics with hourly movement trends and duration distribution. View vehicles in/out, net movement, cumulative counts, and occupancy rate for each hour. The duration summary breaks down sessions by time period from under 5 minutes to over 24 hours.



- ✓ Movement KPIs: Vehicles In/Out, Current Occupancy, Peak Hour
- ✓ Line chart showing vehicles in, vehicles out, and occupancy over 24 hours
- ✓ Hourly breakdown table: in/out counts, net movement, cumulative, occupancy %
- ✓ Duration summary: 8 time brackets from <5 min to >24 hours with percentages

# Device Manager

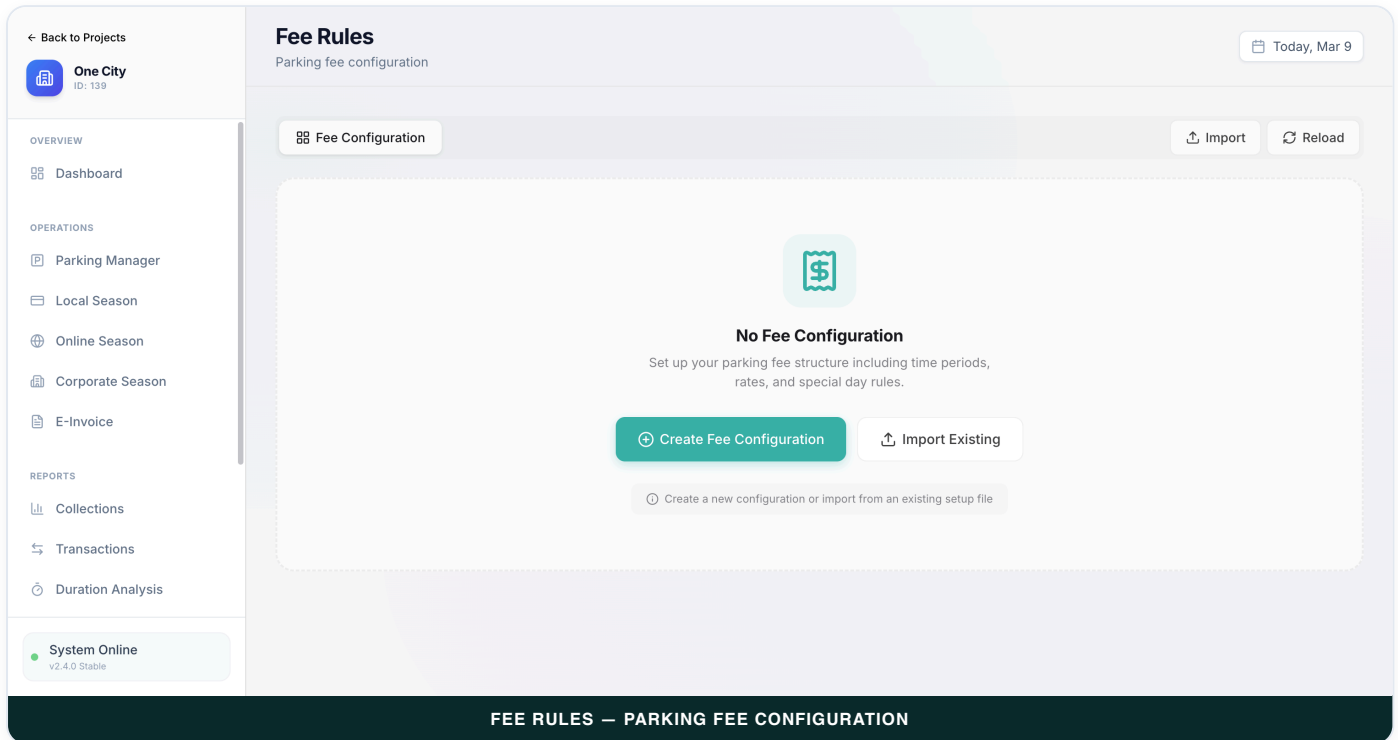
Monitor and manage all entry/exit devices at a parking site. View device station name, terminal ID, IP address, connection status, and last connection time. Add new devices, edit existing ones, filter by type (entry/exit) and status (online/offline), and export device lists.

The screenshot displays the 'Device Manager' interface for 'One City' (ID: 139). The main heading is 'Device Manager' with a subtitle 'Entry/exit device monitoring'. A date indicator shows 'Today, Mar 9'. The dashboard features four summary cards: 'Total Devices' (25), 'Online' (25), 'Offline' (0), and 'Entry / Exit' (14 / 11). Below these is a filter bar with tabs for 'All' (25), 'Entry' (14), and 'Exit' (11), along with sub-filters for 'Online' (25) and 'Offline' (0). A search bar and buttons for 'Refresh', 'Export', and '+ Add Device' are also present. The main content is a table with columns: STATION, TERMINAL ID, IP ADDRESS, TYPE, CONNECTION, CONNECT TIME, REMARKS, and ACTIONS. The table lists five 'Entry' devices (Entry-101 to Entry-105) with their respective IDs, terminal IDs, IP addresses, and connection timestamps. A footer bar reads 'DEVICE MANAGER — ENTRY/EXIT DEVICE MONITORING & CONTROL'. On the left, a sidebar menu includes sections for 'OVERVIEW' (Dashboard), 'OPERATIONS' (Parking Manager, Local Season, Online Season, Corporate Season, E-Invoice), and 'REPORTS' (Collections, Transactions, Duration Analysis). A 'System Online' indicator shows 'v2.4.0 Stable'.

- ✓ Summary: Total Devices, Online count, Offline count, Entry/Exit split
- ✓ Add, edit, and deactivate devices with IP address and terminal configuration
- ✓ Filter by device type (Entry/Exit) and connection status (Online/Offline)
- ✓ Real-time connection status with last connected timestamp

# Fee Rules

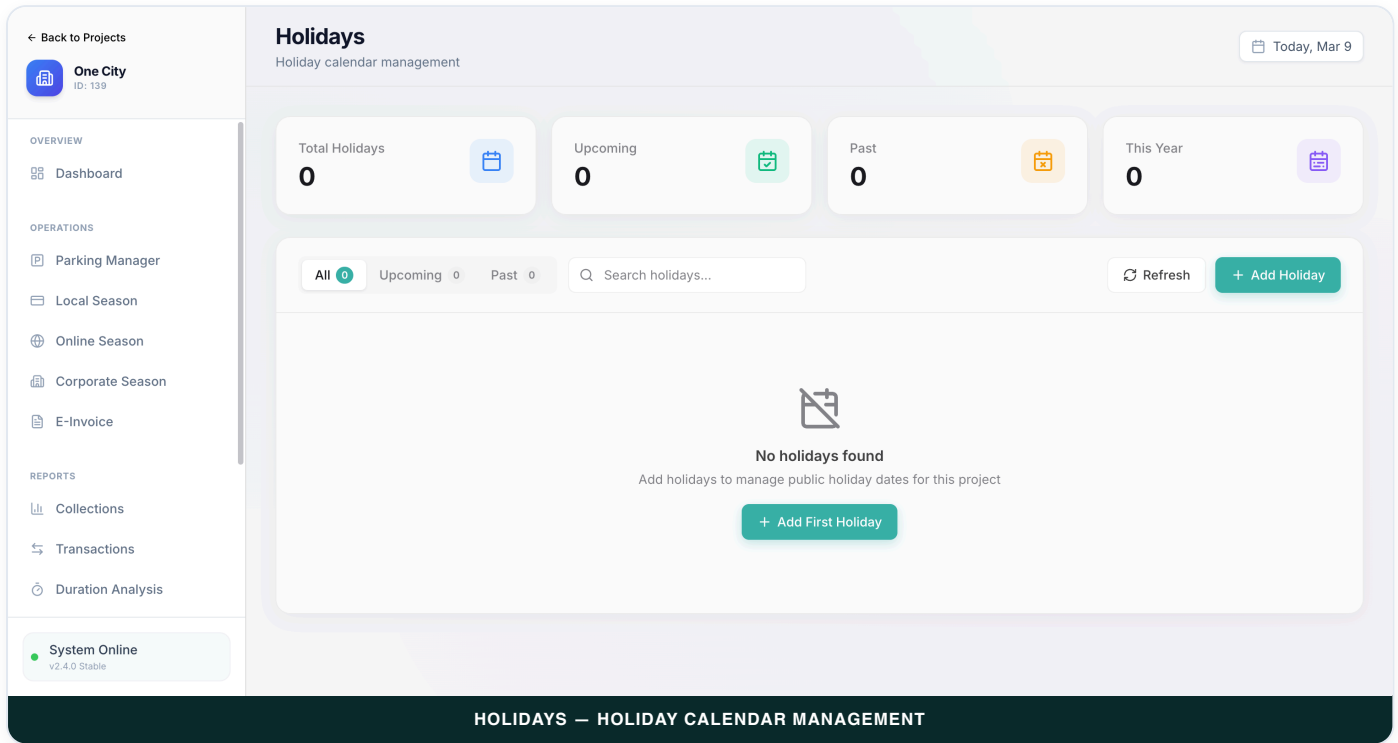
Configure parking fee structures for each site. Set up time-based rate periods, flat rates, and special day rules (weekends, holidays). Import fee configurations from other sites or create new ones from scratch. The system supports flexible pricing with customizable time brackets.



- ✓ Create new fee configurations with time-based rate periods
- ✓ Support for weekday, weekend, and holiday pricing rules
- ✓ Import existing fee configurations from other sites
- ✓ Flexible time brackets: first hour, subsequent hours, max daily cap

# Holidays

Manage public holiday dates for each parking site. Holidays affect fee calculations when special holiday rates are configured in Fee Rules. Add holidays individually or import a bulk holiday list. View upcoming and past holidays with filtering and search capabilities.



- ✓ Add individual holidays with name and date
- ✓ Filter by Upcoming or Past holidays with summary counts
- ✓ Holidays integrate with Fee Rules for special pricing on public holidays
- ✓ Search and manage holiday entries per site

# Redemption Rules

Configure parking fee redemption and promotional rules. Rules can be "By Amount" (flat fee override) or "By Time" (free parking hours). Each rule can be fixed or variable rate, with optional grace periods and maximum fee caps. Toggle rules active/inactive as needed.

**Redemption Rules**  
Parking fee redemption and promotional rules

Today, Mar 9

Redemption Config | Vouchers | + Add Rule | Refresh

Total Rules: 4 | Active: 4 | Inactive: 0 | Fixed Rate: 3

All 4 | Active 4 | Inactive 0 | Fixed 3

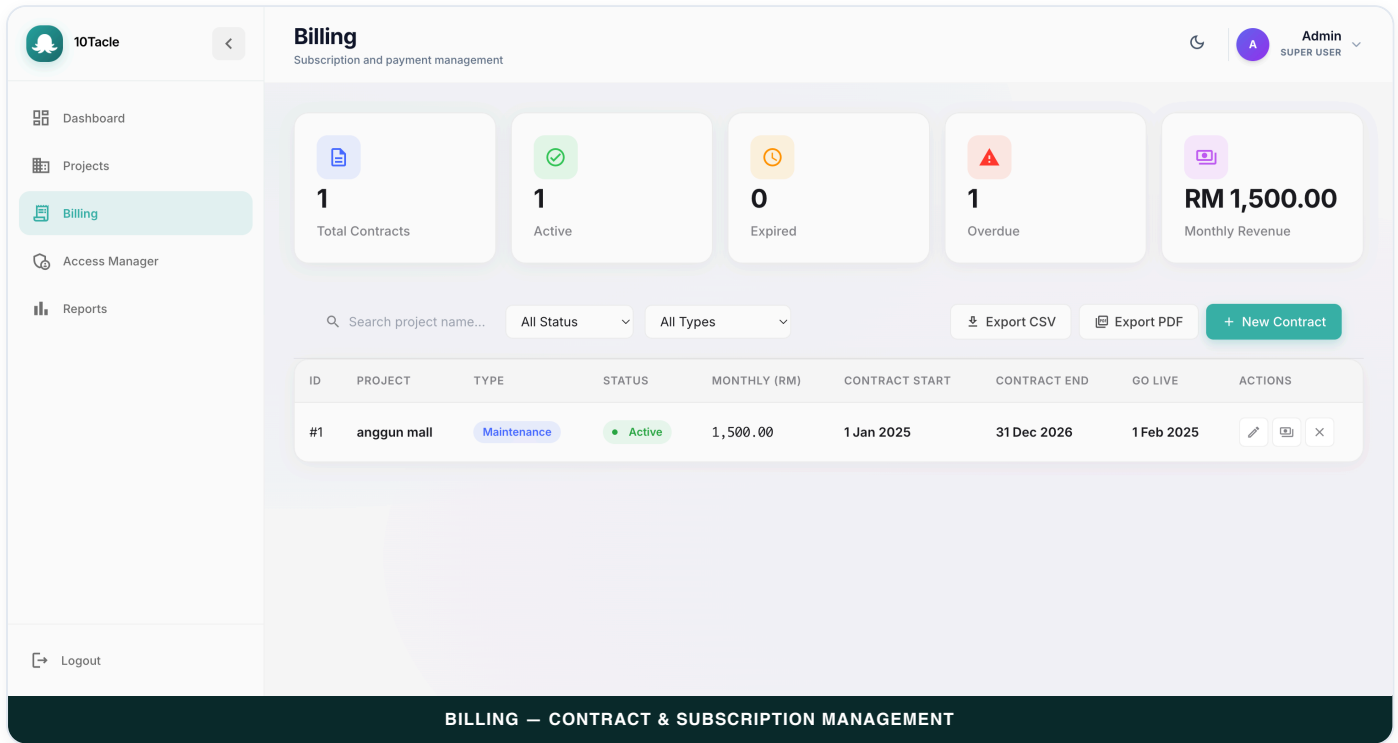
ID	TYPE	DESCRIPTION	VALUE	STATUS	FIXED	GRACE PERIOD	MAX FEE	VALIDITY	ACTIONS
21	By Amount	HOTEL FOC	RM 0.00	Active	Fixed	—	No limit	Unlimited	[Edit] [View] [Delete]
22	By Time	NSK 2 Hr FOC	2h	Active	Variable	—	No limit	Unlimited	[Edit] [View] [Delete]
24	By Amount	HOTEL FLAT RATE RM3	RM 3.00	Active	Fixed	—	No limit	Unlimited	[Edit] [View] [Delete]
25	By Amount	BIG BOSS CLUB	RM 0.00	Active	Fixed	—	No limit	Unlimited	[Edit] [View] [Delete]

REDEMPTION RULES — FEE REDEMPTION & PROMOTIONAL CONFIGURATION

- ✓ Two rule types: "By Amount" (flat rate) and "By Time" (free hours)
- ✓ Fixed or variable rate rules with grace period and max fee options
- ✓ Toggle active/inactive status and manage voucher configurations
- ✓ Supports hotel FOC, tenant discounts, and promotional campaigns

# Billing & Contracts

Manage subscription contracts, maintenance agreements, and billing for all parking sites. Track contract status (active, expired, pending, cancelled), monthly revenue, and go-live dates. Create new contracts, record payments, and export billing data.



- ✓ Summary cards: Total Contracts, Active, Expired, Overdue, Monthly Revenue
- ✓ Search, filter by status and type, export to CSV and PDF
- ✓ Contract types: Maintenance, Subscription, License agreements
- ✓ Contract lifecycle: create, edit, record payments, cancel

# E-Invoice (LHDN)

LHDN MyInvois electronic invoicing compliance module. Manage monthly invoices, season invoices, corporate season invoices, submissions, personal e-invoices, credit notes, reports, and settings. Prepare documents, submit to LHDN, and download PDF/Excel copies of each invoice.

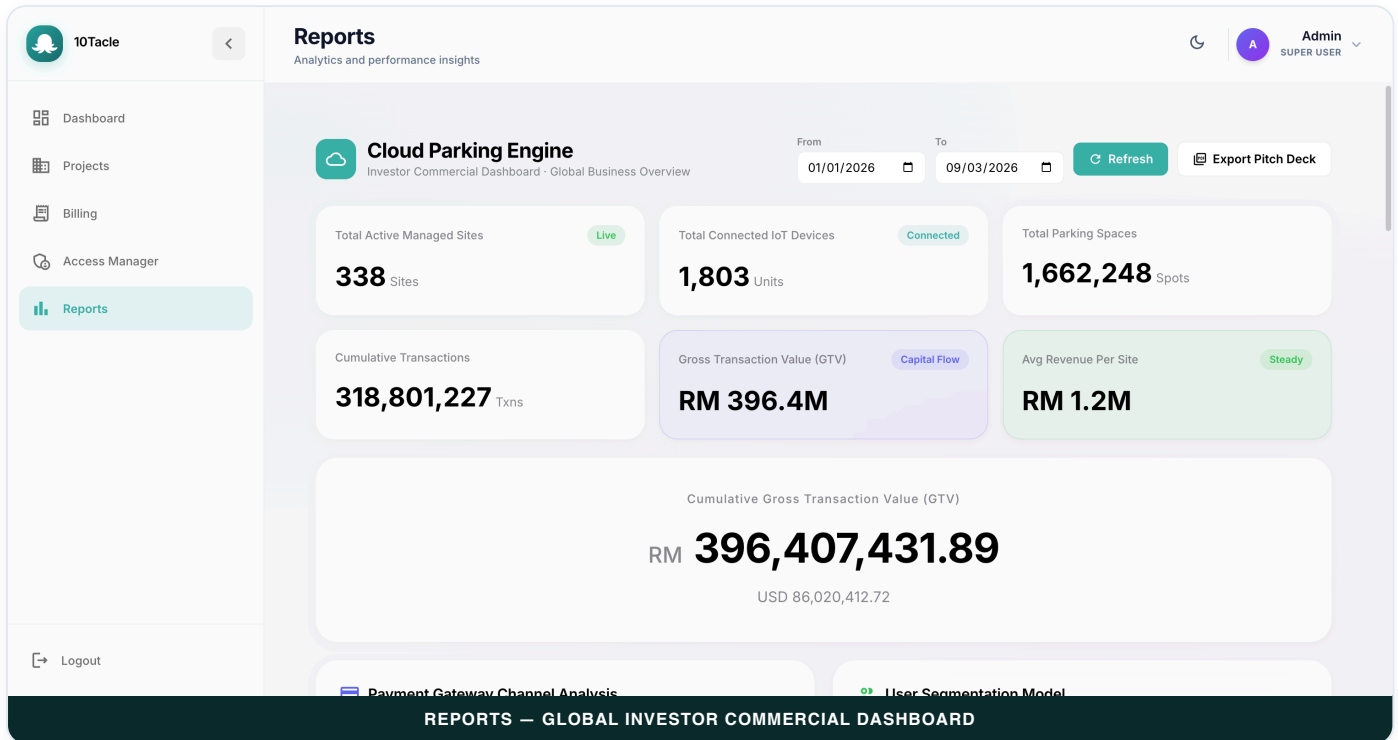
The screenshot displays the 'E-Invoice' dashboard for 'One City' (ID: 139) on 'Today, Mar 9'. The interface includes a sidebar with navigation options like 'Dashboard', 'Parking Manager', and 'E-Invoice'. The main content area features a top navigation bar with tabs for 'Monthly Invoice', 'Season Invoice', 'Corporate Season', 'Submissions', 'Personal', 'Credit Notes', and 'Reports'. Below this are summary cards for 'Monthly Transactions' (31), 'Base Amount' (66,314.15), 'SST Amount' (3,978.83), and 'LHDN Status'. A filter section allows selection of 'YEAR' (2026) and 'MONTH' (March), with buttons for 'Refresh', 'Export Excel', 'Prepare Document', and 'Quick Generate'. A 'Prepared Documents' table lists invoices for March 2026, including columns for invoice number, period, line items, base amount, SST, total RM, status, and actions.

INVOICE NO	PERIOD	LINE ITEMS	BASE AMOUNT	SST	TOTAL (RM)	STATUS	ACTIONS
INV-202602-00456	2026-02-01	5	34.43	2.07	36.50	Submitted	[Refresh] [PDF] [Excel]
INV-202602-00455	2026-02-01	150	1,053.44	63.06	1,116.50	Submitted	[Refresh] [PDF] [Excel]
INV-202602-00454	2026-02-01	150	819.10	48.90	868.00	Submitted	[Refresh] [PDF] [Excel]

- ✓ 8 tabs: Monthly, Season, Corporate Season, Submissions, Personal, Credit Notes, Reports, Settings
- ✓ Prepare, generate, and submit invoices to LHDN with real-time status tracking
- ✓ Download individual invoices as PDF or Excel, cancel submitted invoices
- ✓ SST tax calculation with base amount and tax breakdown per invoice

# Reports & Investor Dashboard

The Reports page serves as a global investor-grade commercial dashboard. View aggregated KPIs across all 338+ managed sites including total transactions, gross transaction value (GTV), payment channel analysis, user segmentation, top revenue sites, revenue concentration metrics, and platform traffic overview.



- ✓ Global KPIs: Active Sites, IoT Devices, Parking Spaces, Cumulative Transactions, GTV
- ✓ Top 20 revenue sites with transaction count, revenue, avg ticket, and contribution %
- ✓ Payment channel analysis: TNG, Paywave, E-Wallets breakdown with percentages
- ✓ Revenue concentration analysis, IoT stability score, and export to Pitch Deck PDF