



Visibility Troubleshooting Guide



In order to provide your Customer with visibility on their loads, you will need to provide them with the specific VehicleID for that shipment exactly as it is listed within the Omnitracs portal. This will vary depending on what Omnitracs product you are using.

Fleetview

Within your Fleetview portal for Omnitracs, the VehicleID is located directly on the overview screen, per the below screenshot:

The screenshot shows the Omnitracs Fleetview interface. At the top, there are navigation tabs: HOME, FLEETVIEW, MESSAGING, TOOLS, REPORTS, ADMIN, and HELP. Below the navigation is a breadcrumb trail: XRS – Regional Demo Pool > FleetView. The main interface includes a filter section with 'Organization', 'Resource Group', and 'Quick Filter' all set to 'All'. There are also options for 'View' (Default), 'Column View', and 'Show Labels'. A search bar is present with the text 'Search for Drivers/Vehicles' and a 'Go' button. Below the search bar is a table of vehicles. The table has columns for Vehicle ID, Moti, Driver Name, Driver ID, HC, and Actions. The row for Vehicle ID 188 is circled in red. To the right of the table is a map of North America with several vehicle location markers. At the bottom of the screenshot, there is a footer with 'Page 1 of 7' and '1 to 30 of 199 Items'.

Vehicle ID	Moti	Driver Name	Driver ID	HC	Actions
1820	(none)	(none)			Select
1821	(none)	(none)			Select
188	(none)	Keith Howard	HOWA	D	Select
1909	(none)	(none)			Select
1965	(none)	(none)			Select
2053	(none)	(none)			Select
2073	(none)	(none)			Select
2083	(none)	(none)			Select
215	(none)	Lonnie Arthur	la1	ON	Select
2929	(none)	(none)			Select
310	(none)	(none)			Select
3472	(none)	(none)			Select

Roadnet

If using a the Roadnet system, you will need to retrieve your EquipmentID from the equipment section, per the below screenshot:

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Equipment Current Past Filter

Created In Region

Equipment	Created In Region	ID
DEFAULT - 1	R1 - PM Test	1
DEFAULT - 1_ 122	R1 - PM Test	1- 122
BIGTRUCK1 - 123	R1 - PM Test	123
DEFAULT - 2	R1 - PM Test	2
DEFAULT - 8675309	R1 - PM Test	8675309
DEFAULT - ARCHI0012	R1 - PM Test	ARCHI0012
DEFAULT - ARCHI01	R1 - PM Test	ARCHI01
DEFAULT - ARCHI02	R1 - PM Test	ARCHI02
BIGTRUCK1 - DALOPEZ	R1 - PM Test	DALOPEZ
DEFAULT - ERICK1	R1 - PM Test	ERICK1
DEFAULT - IMRAN	R1 - PM Test	IMRAN
DEFAULT - KARTIK	R1 - PM Test	KARTIK
DEFAULT - MIKESCAR	R1 - PM Test	MIKESCAR
DEFAULT - PHIL_CAR	R1 - PM Test	PHIL_CAR
DEFAULT - PHIL_TEST_2	R1 - PM Test	PHIL_TEST_2
DEFAULT - RED002	R1 - PM Test	RED002
DEFAULT - TRK1	R1 - PM Test	TRK1
DEFAULT - VAN1	R1 - PM Test	VAN1

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Enterprise Services – QTRACS

If you are using the enterprise hub QTRACS, you will need to retrieve the VehicleID from the Vehicles tab per the below screenshot:

The screenshot displays the QTRACS portal interface. At the top, there is a navigation bar with 'omnitracs Services Portal' and 'QTRACS@ Select Other'. Below this is a secondary navigation bar with tabs for 'Dashboard', 'Alerts', 'Messages', 'Vehicles', 'Drivers', 'Reports', 'Landmarks', 'Fleet Map', and 'Setup'. The 'Vehicles' tab is active. Underneath, there are sub-tabs for 'Vehicle Directory', 'Vehicle Position History', and 'Bulk Import'. A search bar is present with the text 'Vehicles near or at' and a search button. The search results list 12 vehicles, with 'APSTK1 - American Pavement Sys 1' highlighted. To the right of the list is a satellite map showing the location of the selected vehicle. Below the map is an 'Overview' section for 'APSTK1 - American Pavement Sys 1 (0108054865)'. This section includes a 'General' tab and an 'Identification' tab. The 'Identification' tab shows the 'Vehicle ID' as 'APSTK1' and the 'Vehicle name' as 'American Pavement Sys 1'. The 'VIN' is listed as 'Unknown'.

Results: 1 - 44 of 44	Default vehicle ?	Add new vehicle
1 ALL1 - All Star Truck 1 At All Star Yard / Shop in Lawrenceville, GA 8/9/18 at 9:10am	IVG	ALLSTAR
2 ALL2 - All Star Truck 2 At All Star Yard / Shop in Lawrenceville, GA 7/21/18 at 9:20am	IVG	ALLSTAR
3 APSTK1 - American Pavement Sys 1 1.01 miles SSW of Broadway, CA 1/8/19 at 2:53am	IVG	APSUSER
4 APSTK2 - American Pavement Sys 2 1.01 miles SSW of Broadway, CA 7/24/18 at 4:35pm	IVG	APSUSER
5 BECKERTR1 - Becker Truck 1 1.15 miles WNW of Skyway, WA 5/28/18 at 4:53pm	IVG	BECKERT
6 BERNIVG - Default Vehicle 1.45 miles NNW of Leawood, KS 3/29/19 at 8:09am 0 mph	IVG	BERNIETEST
7 BE4 - Eval Unit 4 1.01 miles SSW of Broadway, CA 1/8/19 at 8:16pm	IVG	BILL-E-AL
8 BE5 - Default Vehicle At McClellan AFB, CA 1/31/19 at 1:07pm	IVG	DEADLETTER
9 BILLEVANS - 108033901 1.01 miles SSW of Broadway, CA 1/5/19 at 9:53am	IVG	BILL-E-AL
10 CHRIS-IVG - Chris Chaconas IVG 2.40 miles SE of Adams City, CO 9/8/18 at 4:02pm	IVG	CHRISC
11 DAY-N-NITE - Default Vehicle 1.93 miles NE of Coronado, CA 10/4/17 at 10:06pm	IVG	DAYNITE
12 DL1 - Dave Lempke	IVG	

Overview
APSTK1 - American Pavement Sys 1 (0108054865)
1.01 miles SSW of Broadway, CA (38.536805, -121.506296) 1/8/19 2:53:07 AM

General	Identification
Status	Vehicle ID: APSTK1 Change ID
Device Config	Vehicle name: American Pavement Sys 1
About Device	VIN: Unknown

If you need help, please contract Omnitracs support at +1 (866) 439-9282 or follow the direction available here:

<https://www.omnitracs.com/omnitracs-customer-support>