project44 Visibility Troubleshooting



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 T-Mobile portal.

To locate your VehicleID's, please follow the below steps:

- 1. Login to T-Mobile at https://mysyncupfleet.com/
- 2. On the left-hand menu, select "Vehicles"
- You will now find all of your VehicleID's listed on this page ("geotab_2" is an example of a VehicleID in the below screenshot). Please provide this VehicleID <u>exactly as it is</u> <u>listed in your T-Mobile portal INCLUDING any leading</u> <u>or trailing spaces</u> to your Customer to ensure tracking during shipments can commence

	Name, VIN, or serial num	Show 🔻	L트 Sort by: Name	•	Add 🔻	M
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If you need help, please contact Geotab support at support@geotab.com or by phone at +1 (416) 434-4309.