



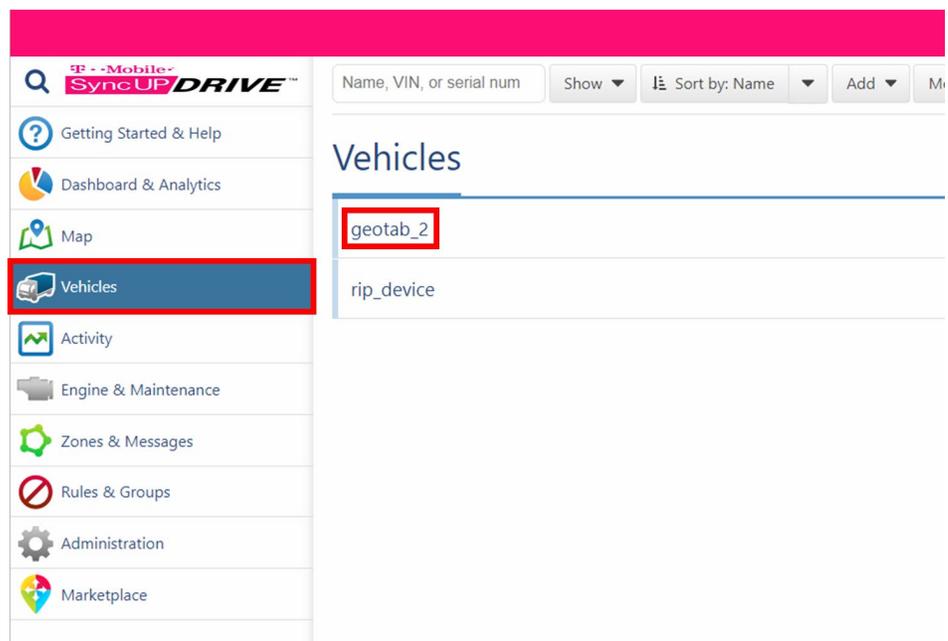
# Visibility Troubleshooting Guide



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**"
3. 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 **exactly as it is listed in your T-Mobile portal INCLUDING any leading or trailing spaces** to your Customer to ensure tracking during shipments can commence



If you need help, please contact Geotab support at [support@geotab.com](mailto:support@geotab.com) or by phone at +1 (416) 434-4309.