

## Tracking Accounts - How to Use Them

Modified on: Fri, 13 Jul, 2018 at 8:23 AM

If you have a V-LMS tracking account you can log in to view delivery receipts for VINs you are tracking, look at current loads, confirm vehicle availability, manage your notifications, as well as other related tasks.

### Logging In

1. Log in to your account by entering your **Username** and **Password**.
2. Click **Login**.

V-LMS SST Results Delivered

WebServer: WIN-GIR1H5MGH2N

Welcome. Please use your account information to login below.

Username: tracking.user@vtvsoluti>

Password: \*\*\*\*\*

Remember my login

Login

Forgot your password?

© Copyright VTV Solutions 2018

### Tracking

You can track a VIN to see the current status and access the delivery receipt.

1. Click on the **Tracking** tab.
2. Enter the VIN number you would like to track.
3. Click **Track**.



## Customer Vehicle Tracking

-select a customer-

Tracking Place Order Current Confirm Pipeline History My Account

Enter the VIN you wish to track

3N1BC1AP2BL432146

Track

- The tracking details for the chosen VIN should appear.
- To view the delivery receipt, click on the **Delivery Receipt** link.

## Customer Vehicle Tracking

-select a customer-

Tracking Place Order Current Confirm Pipeline History My Account

Enter the VIN you wish to track

3N1BC1AP2BL432146

Track

Vehicle Tracking Details		3N1BC1AP2BL432146	
<b>Information</b>		<b>Route/Estimates</b>	
Make	NISSAN	Color	
Model	VERSA	Weight	2671
Year	2011	Category	
<b>Progress</b>		<b>Transported By</b>	
Available	2/8/2018 1:23:49 PM	Truck	
Loaded		Current Location of Truck	
In Route		Latitude	
Delivered		Longitude	
Delivery Receipt	<a href="#">59944</a>		

Delivery receipt link

## Place Order (if configured)

If configured, you can place orders through your tracking account.

- Click on the **Place Order** tab.
- Select a consignor from the dropdown menu. Click **Next**.
- Search for and select the origin. You may also enter any of the optional information. Click **Next**.
- Search for and select the destination. You may also enter any of the optional information. Click **Next**.
- Enter the VIN for the vehicle. The vehicle information should auto-populate. You may also enter any of the optional information. Click **Next**.
- Enter any additional information you have for this order. Click **Next**.
- Select the shipper from the dropdown menu. Click **Next**.
- Review your order for accuracy on the **Order Summary** screen. You can go back and change any section.
- Click **Place Order**.



## Customer Vehicle Tracking

-select a customer-

Tracking Place Order Current Confirm Pipeline History My Account

Consignor ▶ Origin ▶ Destination ▶ Vehicle ▶ More ▶ Shipper ▶ Finish

✕ Consignor

-select-

Next ▶

Click Next to continue to each section.

## Customer Vehicle Tracking

-select a customer-

Tracking Place Order Current Confirm Pipeline History My Account

Consignor ▶ Origin ▶ Destination ▶ Vehicle ▶ More ▶ Shipper ▶ Finish

### Order Summary

Please review your order

Place Order

■ Consignor  
**SST TRANSPORT - 94317**

■ Origin  
**Sample Origin, TX 78731 - 101**  
6615 Valley Circle Austin, TX 78731  
5122913967

■ Destination  
**Sample Destination, TX 78758 - 103**  
12001 Burnet Road Austin, TX 78758  
5122913969

■ Vehicle  
**3C6UR5ML6EG199459 - VIN**

Vehicle has Keys

■ Additional Information

**This Vehicle requires an ENCLOSED truck**

■ Shipper  
**New VTV Customer - 94316**

### Current

You can view vehicles that have been dispatched, are in transit or have been delivered in the last week.



1. Click on the **Current** tab.
2. Select a customer from the dropdown window above the tabs.
3. Click **Retrieve**.
4. Click on the VIN numbers to view tracking information for that VIN.



## Customer Vehicle Tracking

--select a customer--

Tracking Place Order **Current** Confirm Pipeline History My Account

Vehicles that have been Dispatched, are In Transit, or have been Delivered in the last week.

**QRetrieve**

## Confirm

Confirm vehicle availability here.

1. Click on the **Confirm** tab.
2. Select a customer from the dropdown window above the tabs.
3. Click **Send Confirmations**.
4. Click **Available** on all applicable vehicles. After marking a vehicle available you can then mark it **Inoperable**, if needed.
5. After all vehicles are marked properly, click **Send Confirmations** again.



## Customer Vehicle Tracking

SST CARLETON TERMINAL

Tracking Place Order Current **Confirm** Pipeline History My Account

Vehicles that are awaiting Confirmation of Availability.

**Send Confirmations**

VIN	Make	Model	Year	Color	Available?	Inoperable?	Reason for Inoperability/Other Comment
JTDKDTB32D1044118	Toyota	Prius c	2013	GRY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WAUJBFAPL8FN004868	Audi	A4	2015	SIL	<input type="checkbox"/>	<input type="checkbox"/>	
3FA6POPU5ER185268	Ford	Fusion Energi	2014	Orange	<input type="checkbox"/>	<input type="checkbox"/>	
KMHDH4AE2EU038711	Hyundai	Elantra	2014	BLK	<input type="checkbox"/>	<input type="checkbox"/>	
4JGDF7CE4EA340958	Mercedes-Benz	GL-Class	2014	Gray	<input type="checkbox"/>	<input type="checkbox"/>	
1N4AL3AP4EN359635	Nissan	Altima	2014	Silver	<input type="checkbox"/>	<input type="checkbox"/>	
5GAKRCKD9EJ132094	Buick	Enclave	2014	BRO	<input type="checkbox"/>	<input type="checkbox"/>	
3C4PDCB9SDT618809	Dodge	Journey	2013	SIL	<input type="checkbox"/>	<input type="checkbox"/>	

You may enter Inoperable and comment only after clicking the "Available" checkbox

## Pipeline

See vehicles here that have not yet been released or that have not physically arrived.

1. Click on the **Pipeline** tab.
2. Select a customer from the dropdown window above the tabs.



3. Enter a VIN or VIN pattern.
4. Click **Preview**.

The screenshot shows the 'Customer Vehicle Tracking' page. At the top, there is a navigation bar with 'LMS' and user information. Below the title, there is a dropdown menu for selecting a customer. A horizontal menu contains tabs for 'Tracking', 'Place Order', 'Current', 'Confirm', 'Pipeline', 'History', and 'My Account'. A 'VIN' input field is present, with a note: 'Enter a VIN or VIN pattern. Vehicles that we have received information about but have not yet been released to us or have not yet physically arrived. You may enter a partial VIN (vin pattern) to search for a specific make and model.' A 'Preview' button is highlighted with a red box and a mouse cursor.

## History

See historical information about delivered vehicles.

1. Click on the **History** tab.
2. Select a customer from the dropdown window above the tabs.
3. Select the time period you would like to search from the dropdown menu OR specify a number of days.
4. Click **Retrieve**.
5. Click on the VIN numbers to view tracking information for that VIN.
6. Click on the delivery receipt link to view the delivery receipt.
7. To export the data as an Excel or CSV file, click either the **Export XLS** button or the **Export CSV** button

The screenshot shows the 'Customer Vehicle Tracking' page with the 'History' tab selected. A dropdown menu shows 'Vehicles Delivered in the Last Week' and 'OR the last' followed by a 'Days' input field. A 'Retrieve' button is highlighted. Below the table, there are 'Export Xls' and 'Export Csv' buttons. A table lists delivered vehicles with columns for VIN, Make, Model, Year, Color, Origin, Destination, Delivered Date, and Delivery Receipt. Red arrows point to the VIN 'JH123456' and the '59963' delivery receipt link.

VIN	Make	Model	Year	Color	Origin	Destination	Delivered Date	Delivery Receipt
JH123455	CHEVROLET	CAMARO	2012		Austin, TX	Huntington, IN	3/19/2018 6:30:48 PM	59963
JH123456	FORD	C-MAX ENERGI	2014		Austin, TX	Huntington, IN	3/19/2018 6:30:48 PM	59963

## My Account

You can change your account information here.

1. Click on the **My Account** tab.
2. Change any necessary account information.
3. Click **Save**.



Customer Vehicle Tracking

-select a customer-

Tracking Place Order Current Confirm Pipeline History My Account

Account Information

First Name Tracking Last Name User

Email @vtsolutions.com

Phone Provider -select your SMS Provider

Save your account information

Save

## Notifications

You can manage all of your tracking notifications here.

1. Click on the **My Account** tab.
2. Select the customer you would like to set notifications for.
3. Check the boxes for each type of delivery notification you would like to receive and in what form (email/text). You can select as many as you'd like.
4. When you are done click **Save Notifications**.
5. Notifications will be sent to the email addresses and phone numbers listed under **Account Information**. You can add to or change these fields. When you are done making changes click **Save**.
6. To change your notification settings for another customer select that customer from the list and repeat steps 3-4.



## Customer Vehicle Tracking

**-select a customer-** ← Select customer

Tracking Place Order Current Confirm Pipeline History **My Account**

### Account Information

<b>First Name</b>	Tracking	<b>Last Name</b>	Jaeger
<b>Email</b>	tracking.user@vtvsolutions.com	<b>Provider</b>	-select your SMS Provider -
<b>Phone</b>			

Save your account information

**Save**

Notifications will be sent to these emails and phone numbers (text)

### Notifications

<b>Shipments To My Location</b>	
When Delivered	Email <input checked="" type="checkbox"/> Text <input type="checkbox"/>
When In Transit	Email <input type="checkbox"/> Text <input type="checkbox"/>
Delivery Receipt	Email <input checked="" type="checkbox"/>
<b>Shipments From My Location</b>	
When Delivered	Email <input checked="" type="checkbox"/> Text <input type="checkbox"/>
When In Transit	Email <input type="checkbox"/> Text <input type="checkbox"/>
Delivery Receipt	Email <input checked="" type="checkbox"/>
<b>My Shipments</b>	
When Delivered	Email <input checked="" type="checkbox"/> Text <input type="checkbox"/>
When In Transit	Email <input type="checkbox"/> Text <input type="checkbox"/>
Delivery Receipt	Email <input checked="" type="checkbox"/>

Notifications will be sent to the numbers and addresses displayed under Account Information

**Save Notifications**

### Remembered Locations

### Origins

### Destinations

