

My Vehicles/Client VIN Search

Once the My Logistics Hub Homepage has been accessed, you are able to use the Quick Link at the top right to go directly to a VIN Search or you can access the dashboard via the Pages links on the left rail. The VIN Search, also called 'My Vehicles', mirrors the VIN details page from the Homepage. It allows you to search for single or multiple VINs to find out more information about the order(s) and to use links to access documentation or resolve any escalations that require action.



Overview of My Vehicles:

Adjust vehicles viewed by date range

View vehicle details from dashboard chosen or from VIN(s) searched

Quick links to eBOL, OMP, and resolving escalations

Export Data from the VIN List

Search a single or multiple VINs by using the entry field and filter icon

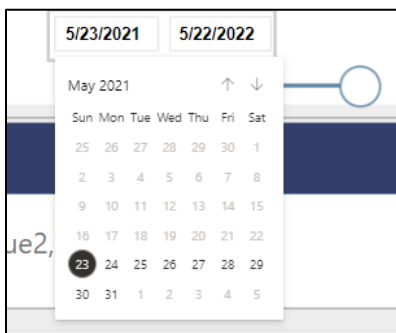
View event details for VIN specified in Vehicle List

Data Source	VIN	Resolve Escalation	OMP	EBOL	Vin Status	Order Create Date	Estimated Pickup Date	Actual Pickup Date	Estimated Dropoff Date
Legacy					Delivered	5/4/2022 1:06:51 PM	5/10/2022 12:00:00 AM	5/10/2022 12:26:00 PM	5/10/2022 12:00:00 AM
Legacy					Transportation Order Cancelled	5/2/2022 7:14:19 PM			
Legacy					Transportation Order Cancelled	5/2/2022 4:04:32 PM	5/3/2022 7:04:00 AM		5/4/2022 7:04:00 AM
OTM		Resolve Escalation			Unit Confirmed Not Ready for Pickup	4/29/2022 10:02:25 AM			
Legacy					Delivered	4/19/2022 7:13:24 PM	4/29/2022 12:00:00 AM	4/29/2022 2:14:00 PM	4/29/2022 12:00:00 AM
Legacy					Delivered	4/6/2022 1:09:00 PM	4/12/2022 3:59:00 PM	4/11/2022 4:12:00 PM	4/13/2022 3:59:00 PM

VIN	Event	Sub Event	Event Date	Operation Comment

Filtering Information in My Vehicles/VIN Search

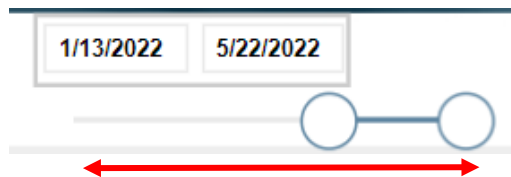
In order to narrow down the information seen in the My Vehicles page you can use the date range filter at the top of the page or the filter selections on the right-side bar. Any filter chosen will update the My Vehicles listed vehicles, for the metric(s) filtered.

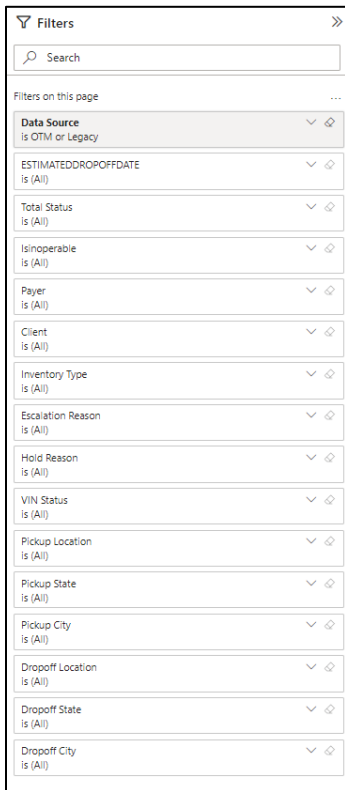


To Filter by Date Range:

1. Click on the date box and choose the start date from the calendar that appears.
2. Do the same for the end date to adjust the range for the Vehicle List.

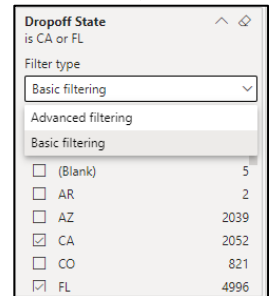
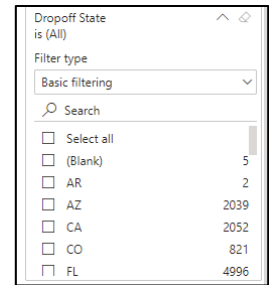
You can also use the slider to move the dates.



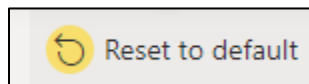


To Filter using the Filter Bar:

1. Choose which filter option you'd like to use from the Filter Bar on the right side of the page. More than one filter can be applied to the data set.
2. Choose the filter details you would like to narrow by.
 - a. There are basic filtering options, a search option within each filter and an advanced filtering option.
3. Once filters are selected the information within the dashboard should auto-filter from the choices made.



To reset filters all filters added to the dashboards use the Reset to default icon at the top left of the page.



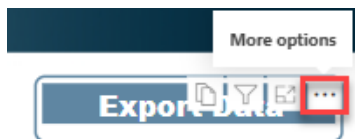
Exporting Data

To Export the Vehicle List, follow the instructions below after filtering down information to the desired metrics.

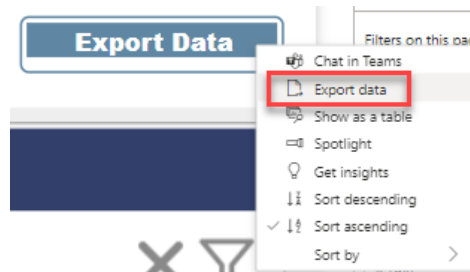
1. Hover over the 'Export Data' button



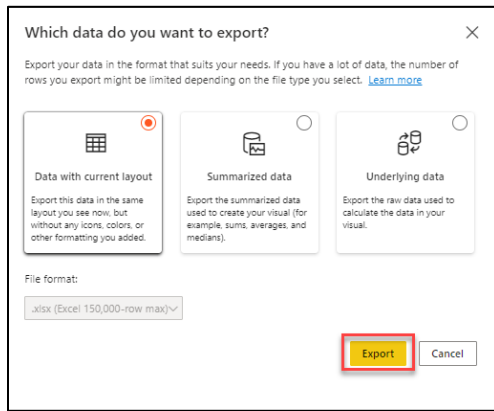
2. Hover over the 'More Options' icon (...)



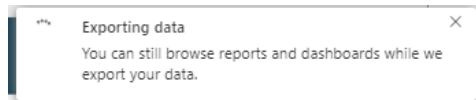
3. Choose 'Export Data' from the list



4. In the pop-up that appears, leave the option with current layout and select 'Export'



When data is exporting this message will appear:



5. Once data is ready the exported information includes:

- VIN
- Vehicle Status
- Order Create Date
- Estimated Pickup Date
- Actual Pickup Date
- Estimated Drop Off Date
- Actual Drop Off Date
- Vehicle Make
- Vehicle Model
- Vehicle Size
- Vehicle Sub Model
- Distance
- On Hold
- Hold Reason
- Transportation Hold Time
- Pickup Location
- Pickup State
- Pickup City
- Pickup Zip
- Drop Off Location
- Drop Off State
- Drop Off City
- Drop Off Zip
- Transport Rate
- Days Past SLA
- Days Past SLA HOLD (with holds removed)
- Escalated
- Escalation Reason
- Days Past SLA Hold (holds removed)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	VINXXXXXXXXXXXXXXXX	VEHICLESTATUS	ORDERCREATEDATE	ESTIMATEDPICKUPDATE	ACTUALPICKUPDATE	ESTIMATEDDROPOFFDATE	ACTUALDROPOFFDATE	VEHICLEMAKE	VEHICLEMODEL	VEHICLESIZE	VEHICLESUBMODEL	Pickup Location Name Here	Pickup State	Pickup City
2	XXXXXXXXXXXXXXXXXXXX	Complete	8/3/2021 1:07:00 PM	8/5/2021 12:00:00 AM	8/10/2021 9:46:00 AM	8/10/2021 12:00:00 AM	8/10/2021 10:42:00 AM	Acura	ILX	Small	Base	Pickup Location Name Here	MA	West Bridgewater
3	XXXXXXXXXXXXXXXXXXXX	Complete	12/22/2021 1:01:25 AM	1/5/2022 7:00:00 AM	1/5/2022 2:00:00 PM	1/6/2022 7:00:00 AM	1/5/2022 3:27:00 PM	Acura	ILX	Unknown	Base	Pickup Location Name Here	MD	Clinton
4	XXXXXXXXXXXXXXXXXXXX	Complete	7/20/2021 12:38:08 PM	8/4/2021 12:00:00 AM		8/4/2021 12:00:00 AM	8/4/2021 12:00:00 AM	Acura	ILX	Small	Base	Pickup Location Name Here	GA	Oxford
5	XXXXXXXXXXXXXXXXXXXX	Complete	3/4/2022 4:08:50 AM	3/8/2022 12:00:00 AM	3/8/2022 12:04:00 PM	3/8/2022 6:40:00 AM	3/8/2022 2:23:00 PM	Acura	ILX	Small	Base	Pickup Location Name Here	NC	Pineville
6	XXXXXXXXXXXXXXXXXXXX	Staging	5/20/2022 11:08:34 AM					Acura	ILX	Small	Base	Pickup Location Name Here	WI	Milwaukee
7	XXXXXXXXXXXXXXXXXXXX	Complete	4/27/2022 1:02:18 AM	5/18/2022 7:00:00 AM	5/18/2022 3:48:00 PM	5/18/2022 7:00:00 AM	5/18/2022 4:42:00 PM	Acura	ILX	Small	Base	Pickup Location Name Here	GA	Jonesboro
8	XXXXXXXXXXXXXXXXXXXX	Complete	9/17/2021 10:08:13 AM	9/28/2021 12:00:00 AM	9/28/2021 10:46:00 AM	9/28/2021 6:37:00 PM	9/28/2021 11:53:00 AM	Acura	ILX	Small	Base	Pickup Location Name Here	FL	Tampa
9	XXXXXXXXXXXXXXXXXXXX	Complete	10/7/2021 12:22:05 AM	10/14/2021 9:06:00 AM	10/15/2021 1:35:00 PM	10/15/2021 9:06:00 AM	10/15/2021 6:44:00 PM	Acura	ILX	Small	Base		TX	Fort Worth

Checking Additional Vehicle Details

Select a vehicle from the Vehicle List and additional vehicle event details will populate in the bottom section, Vehicle Event Details. NOTE: only inventory with Data Source = OTM will display event details.

- Event Details can include:
- Order Created Information
- Verification Statuses
- Order Notes
- Hold Information (reason, placed date, released date)
- Carrier Assignment status pre-dispatch

Vehicle List									
Data Source	VIN	Resolve Escalation	OMP	EBOL	Vin Status	Order Create Date	Estimated Pickup Date	Actual Pickup Date	Estimated Dropoff Date
Legacy	XXXXXXXXXXXXXXXXXXXX				Transportation Order Cancelled	5/2/2022 7:14:19 PM			
Legacy	XXXXXXXXXXXXXXXXXXXX				Transportation Order Cancelled	5/2/2022 4:04:32 PM	5/3/2022 7:04:00 AM		5/4/2022 7:04:00 AM
OTM	XXXXXXXXXXXXXXXXXXXX	Resolve Escalation			Unit Confirmed Not Ready for Pickup	4/29/2022 10:02:25 AM			
Legacy	XXXXXXXXXXXXXXXXXXXX				Delivered	4/19/2022 7:13:24 PM	4/29/2022 12:00:00 AM	4/29/2022 2:14:00 PM	4/29/2022 12:00:00 AM
Legacy	XXXXXXXXXXXXXXXXXXXX				Delivered	4/6/2022 1:09:00 PM	4/12/2022 3:59:00 PM	4/11/2022 4:12:00 PM	4/13/2022 3:59:00 PM
Legacy	XXXXXXXXXXXXXXXXXXXX				Delivered	5/17/2022 9:07:28 AM	5/27/2022 12:00:00 AM	5/21/2022 1:03:00 PM	5/27/2022 12:00:00 AM

Vehicle Event Details				
VIN	Event	Sub Event	Event Date	Operation Comment
XXXXXXXXXXXXXXXXXXXX	Order Created		4/29/2022 10:02:25 AM	
XXXXXXXXXXXXXXXXXXXX			4/29/2022 10:02:31 AM	
XXXXXXXXXXXXXXXXXXXX	Order Note		4/29/2022 12:27:00 PM	Per Clearplan, unit is not ready, Key Hold
XXXXXXXXXXXXXXXXXXXX	Transportation Hold: Pending Keys		4/29/2022 12:27:20 PM	
XXXXXXXXXXXXXXXXXXXX	Unit Confirmed Not Ready for Pickup		4/29/2022 12:27:21 PM	
XXXXXXXXXXXXXXXXXXXX	Transportation Hold: Hold Released		5/6/2022 12:00:00 AM	

Resolving Escalations

Use the 'Resolve Escalations' quick links at the 'Needs your Action' pop up, by clicking on the Actionable Inventory and then choosing the quick link or you can find the link on the VIN details page. This link allows you to enter the Order Management Portal to resolve the escalation where there is an issue with the order needing assistance. Also while in the Order Management Portal you can manage vehicle holds and view additional order details.

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Client Vehicle Search View by 4/6/2022 5/20/2022

Search Multiple VIN

Enter field value, ex: Value1,Value2,Value3 ✕ 🔍

Vehicle List									
Data Source	VIN	Resolve Escalation	OMP	EBOL	Vin Status	Order Create Date	Estimated Pickup Date	Actual Pic	
OTM	XXXXXXXXXXXXXXXXXXXX				Scheduled	5/5/2022 6:17:53 AM	5/24/2022 4:00:00 AM		
OTM	XXXXXXXXXXXXXXXXXXXX				Scheduled	5/17/2022 2:09:55 PM	5/24/2022 4:00:00 AM		
OTM	XXXXXXXXXXXXXXXXXXXX				Scheduled	5/13/2022 5:25:53 PM	5/16/2022 4:00:00 AM		
OTM	XXXXXXXXXXXXXXXXXXXX	Resolve Escalation			Scheduled	5/2/2022 8:02:12 AM	5/19/2022 4:00:00 AM		
OTM	XXXXXXXXXXXXXXXXXXXX				Scheduled	5/18/2022 3:09:20 PM	5/18/2022 9:10:32 PM		
OTM	XXXXXXXXXXXXXXXXXXXX				Scheduled	5/9/2022 8:12:00 PM	5/18/2022 4:00:00 AM		

Vehicle Event Details				
VIN	Event	Sub Event	Event Date	Operation Comment