

Assets are the vehicles on your account - tractors, trailers, and other units. You manage them from the Customer Assets page, where you can search for existing assets, view and edit their details, and create new ones. Assets are required when booking service: you must select an asset to book a Work Order.

Note: Portions of application pages are grayed/blurred out to conceal and protect identities.

Open the Customer Assets Page

1. In the top navigation bar, click <your name> menu in the upper-right corner.
2. Select **Customer Assets** from the menu.

You are taken to the list of assets for your account.

Search and Open Assets

1. On the **Customer Assets** page, review the list of assets. Each row shows the Customer Number, Account, Category, VIN, Date Last DOT, License Plate Number, and License State.
2. To find a specific asset, type in the **Search** field and click the search icon.

Tip: In any search field, use a wildcard asterisk (*) to represent multiple letters or numbers. For example, if you type in 183E* you see all items that begin with 183E. Use the wildcard anywhere in your search (beginning, middle or end).

The screenshot shows the 'Customer Assets' page. At the top, there's a navigation bar with links like 'Service Appointments', 'TA Locations', 'Work Order', 'Fleet Admin', and 'Dakota Lis'. Below this, the page title 'Customer Assets' is centered. To the right of the title is a search bar with a magnifying glass icon and a 'New' button. Below the search bar is a table with the following columns: CUSTOMER NUMBER, ACCOUNT, CATEGORY, VIN, DATE LAST DOT, LICENSE PLATE NUMBER, and LICENSE STATE. The first row of the table is highlighted with a red box around the 'Truck 4' link in the 'CUSTOMER NUMBER' column. Below the table is a pagination bar showing '1' and '2' with arrows. At the bottom of the page, there is a copyright notice: '© 2026 TA-Petro Truck Service'.

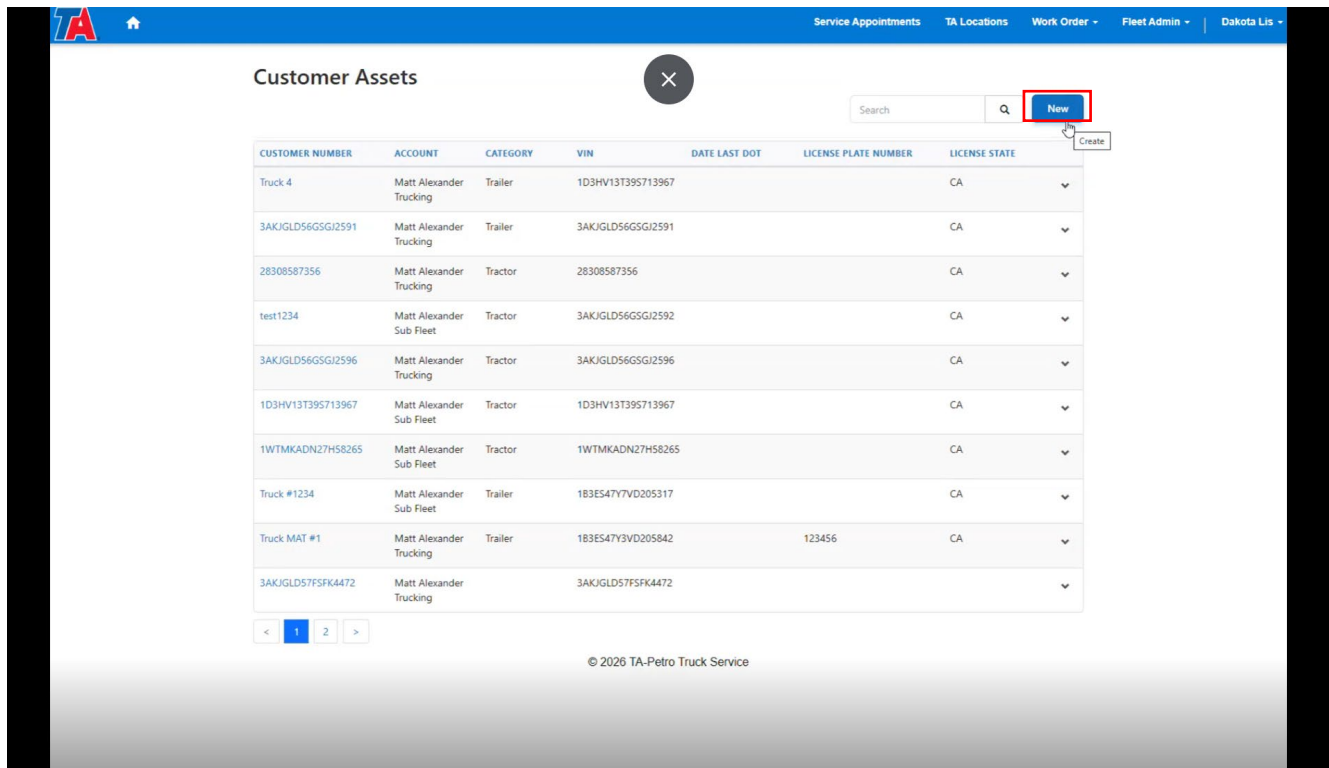
CUSTOMER NUMBER	ACCOUNT	CATEGORY	VIN	DATE LAST DOT	LICENSE PLATE NUMBER	LICENSE STATE
Truck 4	Matt Alexander Trucking	Trailer	1D3HV13T395713967			CA
3AKJGLD56GSGI2591	Matt Alexander Trucking	Trailer	3AKJGLD56GSGI2591			CA
28308587356	Matt Alexander Trucking	Tractor	28308587356			CA
test1234	Matt Alexander Sub Fleet	Tractor	3AKJGLD56GSGI2592			CA
3AKJGLD56GSGI2596	Matt Alexander Trucking	Tractor	3AKJGLD56GSGI2596			CA
1D3HV13T395713967	Matt Alexander Sub Fleet	Tractor	1D3HV13T395713967			CA
1WTMKADN27H58265	Matt Alexander Sub Fleet	Tractor	1WTMKADN27H58265			CA
Truck #1234	Matt Alexander Sub Fleet	Trailer	1B3E547Y7VD205317			CA
Truck MAT #1	Matt Alexander Trucking	Trailer	1B3E547Y3VD205842		123456	CA
3AKJGLD57FSFK4472	Matt Alexander Trucking		3AKJGLD57FSFK4472			

Customer Assets list view — use Search to find an asset; click a Customer Number to open.

3. To view or change an asset, click its **Customer Number** link to open the asset details.
4. Edit the details as needed, then click **Submit** to save your changes.

Create a New Asset

1. On the **Customer Assets** page, click the **New** button in the upper-right corner.



The screenshot shows the 'Customer Assets' page in the eSHOP2.0 interface. The page has a blue header with navigation links: Service Appointments, TA Locations, Work Order, Fleet Admin, and Dakota Lis. Below the header, there's a search bar and a 'New' button highlighted with a red box. The main content area displays a table of assets with the following columns: CUSTOMER NUMBER, ACCOUNT, CATEGORY, VIN, DATE LAST DOT, LICENSE PLATE NUMBER, and LICENSE STATE. The table contains 10 rows of data. At the bottom of the table, there are pagination controls showing '1' and '2'.

CUSTOMER NUMBER	ACCOUNT	CATEGORY	VIN	DATE LAST DOT	LICENSE PLATE NUMBER	LICENSE STATE
Truck 4	Matt Alexander Trucking	Trailer	1D3HV13T395713967			CA
3AKJGLD56GSGJ2591	Matt Alexander Trucking	Trailer	3AKJGLD56GSGJ2591			CA
28308587356	Matt Alexander Trucking	Tractor	28308587356			CA
test1234	Matt Alexander Sub Fleet	Tractor	3AKJGLD56GSGJ2592			CA
3AKJGLD56GSGJ2596	Matt Alexander Trucking	Tractor	3AKJGLD56GSGJ2596			CA
1D3HV13T395713967	Matt Alexander Sub Fleet	Tractor	1D3HV13T395713967			CA
1WTMKADN27H58265	Matt Alexander Sub Fleet	Tractor	1WTMKADN27H58265			CA
Truck #1234	Matt Alexander Sub Fleet	Trailer	1B3E547Y7VD205317			CA
Truck MAT #1	Matt Alexander Trucking	Trailer	1B3E547Y3VD205842		123456	CA
3AKJGLD57FSFK4472	Matt Alexander Trucking		3AKJGLD57FSFK4472			

Click New to open asset creation.

2. New Customer Asset opens. Review the **Instructions** panel at the top.

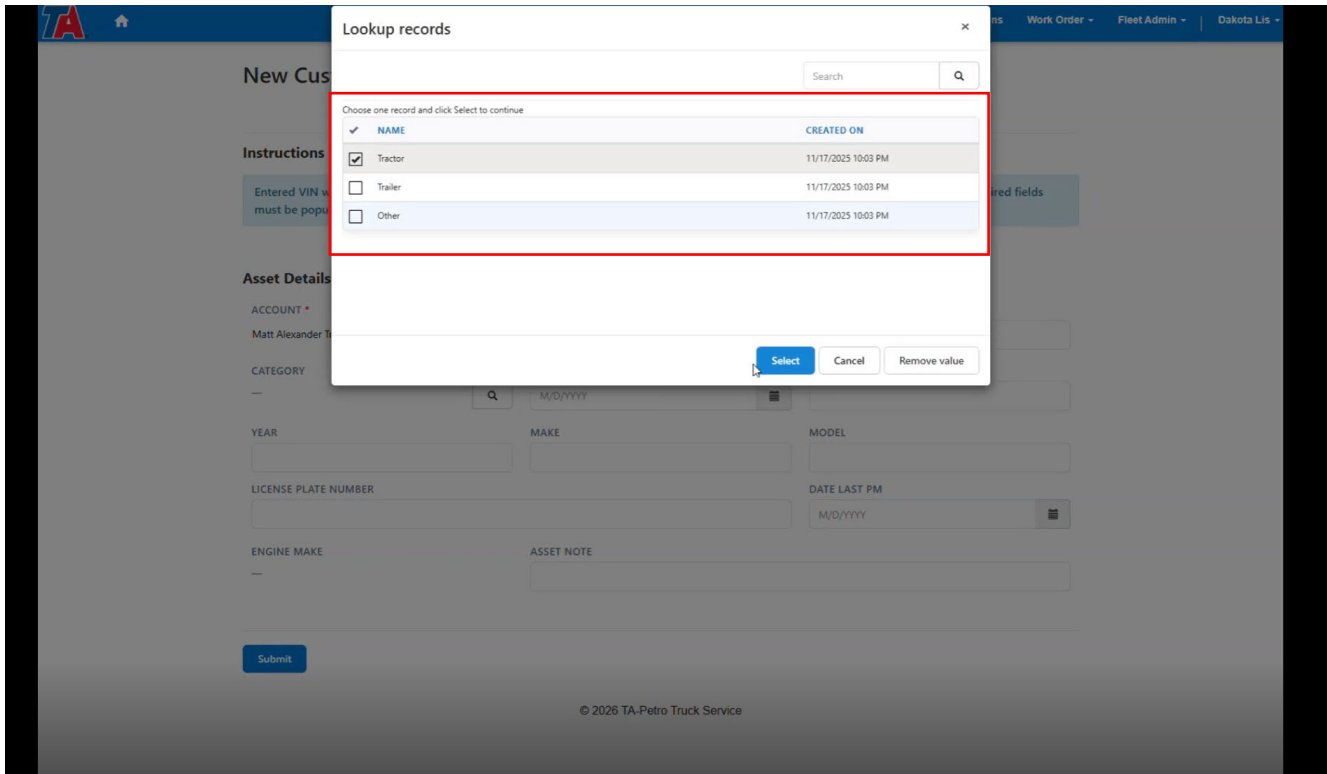
The screenshot shows the 'New Customer Asset' form in the eSHOP2.0 interface. At the top, there is a blue navigation bar with the TA logo and a home icon, and a menu with links: Service Appointments, TA Locations, Work Order, Fleet Admin, and Dakota Lis. Below the navigation bar, the form title 'New Customer Asset' is displayed. The 'Instructions' panel contains a message: 'Entered VIN will pre-populate asset details if a match is found. Year, Make and Model can be overwritten. If a VIN match is not found, required fields must be populated before saving.' The 'Asset Details' section contains several input fields: ACCOUNT (Matt Alexander Trucking), CATEGORY (dropdown), YEAR (text), LICENSE PLATE NUMBER (text), ENGINE MAKE (dropdown), VIN (text, highlighted with a red box), DATE LAST DOT (M/D/YYYY), MAKE (text), ASSET NOTE (text), CUSTOMER NUMBER (text, highlighted with a red box), LICENSE STATE (text), MODEL (text), and DATE LAST PM (M/D/YYYY). A blue 'Submit' button is located at the bottom left of the form. The footer of the form displays '© 2026 TA-Petro Truck Service'.

New Customer Asset form. Entering a VIN pre-populates matching details.

3. Enter the **VIN** for the asset.

Customer Number pre-populates with the VIN. Update it as needed to match any internal naming you use.

4. Click the **Category** lookup, choose a category (**Tractor**, **Trailer**, or **Other**), then click **Select**.



Selecting a Category from the Lookup records dialog.

5. Complete the remaining fields: **Date Last DOT, License State, Year, Make, and Model.**

*If the VIN matches an existing record, Year, Make, and Model pre-populate. You can overwrite them. If no VIN match is found, required fields (marked with a red *) must be completed before saving.*

New Customer Asset

Instructions

Entered VIN will pre-populate asset details if a match is found. Year, Make and Model can be overwritten. If a VIN match is not found, required fields must be populated before saving.

Asset Details

ACCOUNT *
Matt Alexander Trucking

VIN *
1FUJGLDR8CSBP4521

CUSTOMER NUMBER *
TRK-2045

CATEGORY
Tractor

DATE LAST DOT
3/15/2026

LICENSE STATE
WA

YEAR
2022

MAKE
Freightliner

MODEL
Cascadia

LICENSE PLATE NUMBER

DATE LAST PM
M/D/YYYY

ENGINE MAKE

ASSET NOTE

Submit

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Asset details, including pre-populated Make and Model.

6. Enter the **License Plate Number** and **Date Last PM** (Preventive Maintenance), if applicable.

The screenshot shows the 'New Customer Asset' form in the eSHOP2.0 system. The form is titled 'New Customer Asset' and includes a navigation bar at the top with links for 'Service Appointments', 'TA Locations', 'Work Order', 'Fleet Admin', and 'Dakota Lis'. Below the title, there is an 'Instructions' section stating: 'Entered VIN will pre-populate asset details if a match is found. Year, Make and Model can be overwritten. If a VIN match is not found, required fields must be populated before saving.' The 'Asset Details' section contains several fields: 'ACCOUNT' (Matt Alexander Trucking), 'VIN' (1FUJGLDR8CSBP4521), 'CUSTOMER NUMBER' (TRK-2045), 'CATEGORY' (Tractor), 'DATE LAST DOT' (3/15/2026), 'LICENSE STATE' (WA), 'YEAR' (2022), 'MAKE' (Freightliner), 'MODEL' (Cascadia), 'LICENSE PLATE NUMBER' (8K42591), and 'DATE LAST PM' (4/22/2026). The 'LICENSE PLATE NUMBER' and 'DATE LAST PM' fields are highlighted with a red box. Below these fields are 'ENGINE MAKE' and 'ASSET NOTE' fields. A 'Submit' button is located at the bottom left of the form. The footer of the page reads '© 2026 TA-Petro Truck Service'.

Field	Value
ACCOUNT *	Matt Alexander Trucking
VIN *	1FUJGLDR8CSBP4521
CUSTOMER NUMBER *	TRK-2045
CATEGORY	Tractor
DATE LAST DOT	3/15/2026
LICENSE STATE	WA
YEAR	2022
MAKE	Freightliner
MODEL	Cascadia
LICENSE PLATE NUMBER	8K42591
DATE LAST PM	4/22/2026
ENGINE MAKE	—
ASSET NOTE	

Additional asset details: License Plate Number and Date Last PM.

7. Optionally, add a reference note in the **Asset Note** field.
8. Click **Submit** to save the asset.

The screenshot shows the 'New Customer Asset' form in the eSHOP2.0 interface. The form is titled 'New Customer Asset' and includes a close button (X) in the top right corner. Below the title is an 'Instructions' section with a blue background and text: 'Entered VIN will pre-populate asset details if a match is found. Year, Make and Model can be overwritten. If a VIN match is not found, required fields must be populated before saving.'

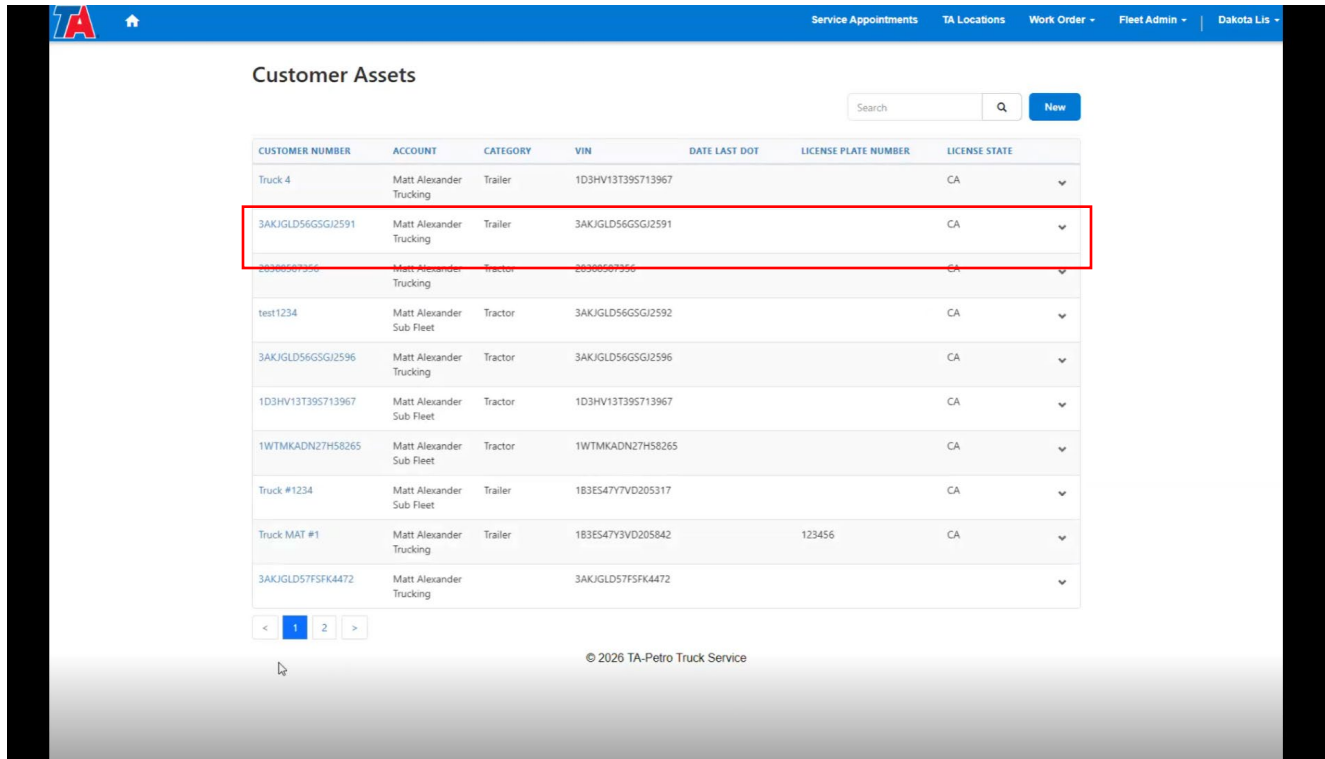
The 'Asset Details' section contains the following fields:

- ACCOUNT ***: Matt Alexander Trucking (with a search icon)
- VIN ***: 1FUJGLDR8CSBP4521 (with a search icon)
- CUSTOMER NUMBER ***: TRK-2045
- CATEGORY**: Tractor (with a search icon)
- DATE LAST DOT**: 3/15/2026 (with a calendar icon)
- LICENSE STATE**: WA
- YEAR**: 2022
- MAKE**: Freightliner
- MODEL**: Cascadia
- LICENSE PLATE NUMBER**: 8K42591
- DATE LAST PM**: 4/22/2026 (with a calendar icon)
- ENGINE MAKE**: (empty field)
- ASSET NOTE**: Long-haul unit, recent brake service completed (highlighted with a red box)

At the bottom left, there is a blue 'Submit' button (highlighted with a red box). At the bottom center, there is a copyright notice: '© 2026 TA-Petro Truck Service'.

Add an Asset Note if needed, then click Submit to save.

9. You are returned to the **Customer Assets** list, where the new asset now appears.



CUSTOMER NUMBER	ACCOUNT	CATEGORY	VIN	DATE LAST DOT	LICENSE PLATE NUMBER	LICENSE STATE
Truck 4	Matt Alexander Trucking	Trailer	1D3HV13T39S713967			CA
3AKJGLD56GSGI2591	Matt Alexander Trucking	Trailer	3AKJGLD56GSGI2591			CA
26388567956	Matt Alexander Trucking	Tractor	26388567956			CA
test1234	Matt Alexander Sub Fleet	Tractor	3AKJGLD56GSGI2592			CA
3AKJGLD56GSGI2596	Matt Alexander Trucking	Tractor	3AKJGLD56GSGI2596			CA
1D3HV13T39S713967	Matt Alexander Sub Fleet	Tractor	1D3HV13T39S713967			CA
1WTMKADN27H58265	Matt Alexander Sub Fleet	Tractor	1WTMKADN27H58265			CA
Truck #1234	Matt Alexander Sub Fleet	Trailer	1B3E547Y3VD205317			CA
Truck MAT #1	Matt Alexander Trucking	Trailer	1B3E547Y3VD205842		123456	CA
3AKJGLD57FSFK4472	Matt Alexander Trucking		3AKJGLD57FSFK4472			

New asset appears in the Customer Assets list after saving.

Duplicate VIN Rule

Duplicate rules prevent the same VIN from being entered more than once on your account. If you enter a VIN that already exists, a duplicate error appears at the top of the screen notifying you that the VIN already exists. Update the VIN or open the existing asset instead.

Assets During Service Booking

Assets come into play when booking service. You must select an asset to book a Work Order. On the service request screen, you can select an asset by its VIN and see its Customer Number. If the asset does not yet exist, you can also create it from the booking screen.

Assets are always managed from the Customer Assets page, where you can create or edit assets for your account.