Avoiding Duplicate Assets

You are billed for all Tractors (not Trailers) marked "Active" in your ELD Complete account. To help you avoid being charged twice for the same asset, we are providing the following instructions to deactivate duplicate Tractors. As long as duplicate Tractors are deactivated by midnight the day before the last day of the month, you will not be billed for the duplicate Tractors.

> **Note.** You are not charged for duplicate active Trailers.

How does this occur?

Your account may have duplicate Tractors as a result of the following scenarios:

- The same Tractor was listed more than once on an uploaded spreadsheet.*

- Admins added the same Tractor to the account more than once.*

- Drivers added the same Tractor via tablet.*

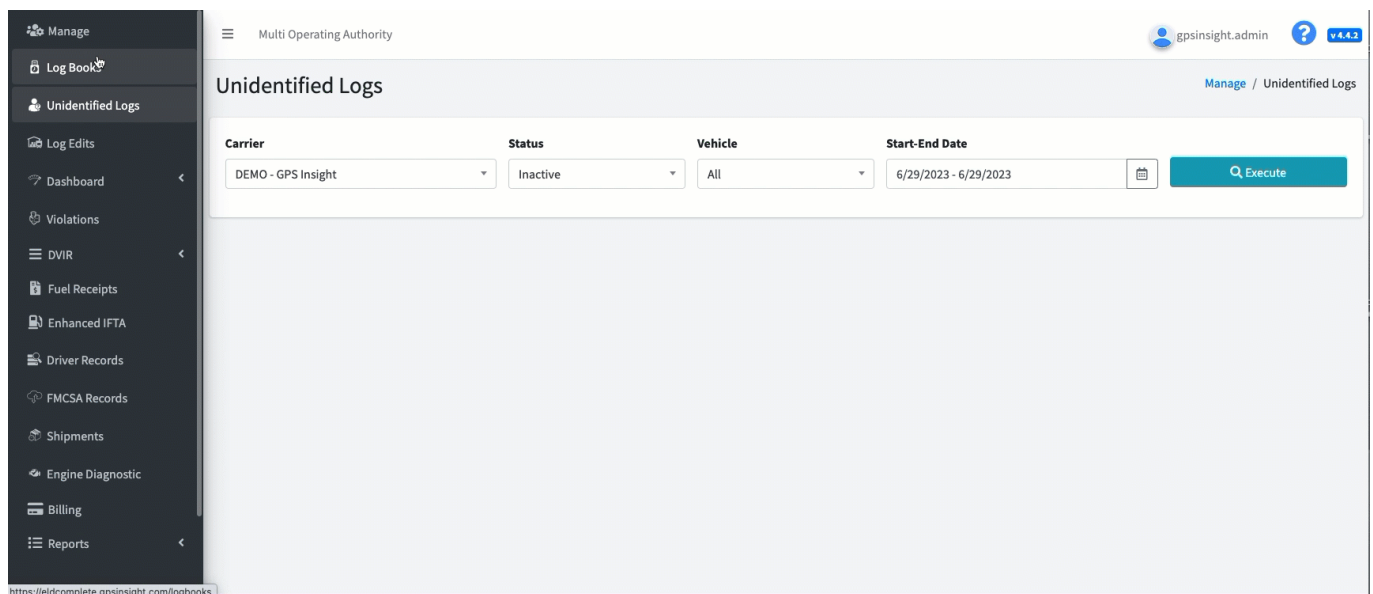- A Tractor is added with the same Number or VIN but the selected Home Base is different.

> **Note.** These scenarios were possible prior to an update to the system which now displays an error message if the same VIN or Number is used to add a Tractor.

Removing Duplicate Tractors

Now that we have an idea of how a duplicate Tractor entry could have occurred, let's remedy the situation by removing those duplicates. Please use the following instructions to remove duplicate Tractors by deactivation.

▶ **How to deactivate a duplicate tractor:**

Link: https://help.wextelematics.com/docs/avoiding-duplicate-assets/ Last Updated: June 28th, 2023

1. Login to your ELD Complete account and click **Manage**.

   The Manage page appears displaying your Carriers.

2. Use the drop-down under Name to select the applicable Carrier by name, then click Assets ( ) under Actions.

   The Assets section appears displaying a list of your Tractors and Trailers.

3. Use the sort function in the Number column to sort your assets by number.

   The list is sorted by number.

4. Review your asset list and look for any duplicate numbers. For any duplicates that you find, click the corresponding Details icon ( ).

   The Assets pop-up appears.

5. Uncheck the Active checkbox by clicking the checkbox.

   > **Note.** You may need to scroll down to locate the checkbox.

   The checkbox appears empty.

6. Click **Save**.

   The Assets list is displayed and the checkbox under the Active column for the entry row is empty.

7. To ensure that you have deactivated all **Tractor** duplicates for your account, please use the sort function for the VIN column and follow Steps #4-#6.

   > **Note.** This process does not need to be performed for Trailers as you are not charged for active Trailers on your account.