

What's New in MyAdmin!

Welcome to our latest release! Here you'll find a summary of What's New in MyAdmin. Our goal is to provide you with all the tools you need to run your business efficiently and effectively with Geotab.

New Changes – Action Required!

The following changes require action by you or your administrators/users and may affect your workflows:

Deprecated the classic menu

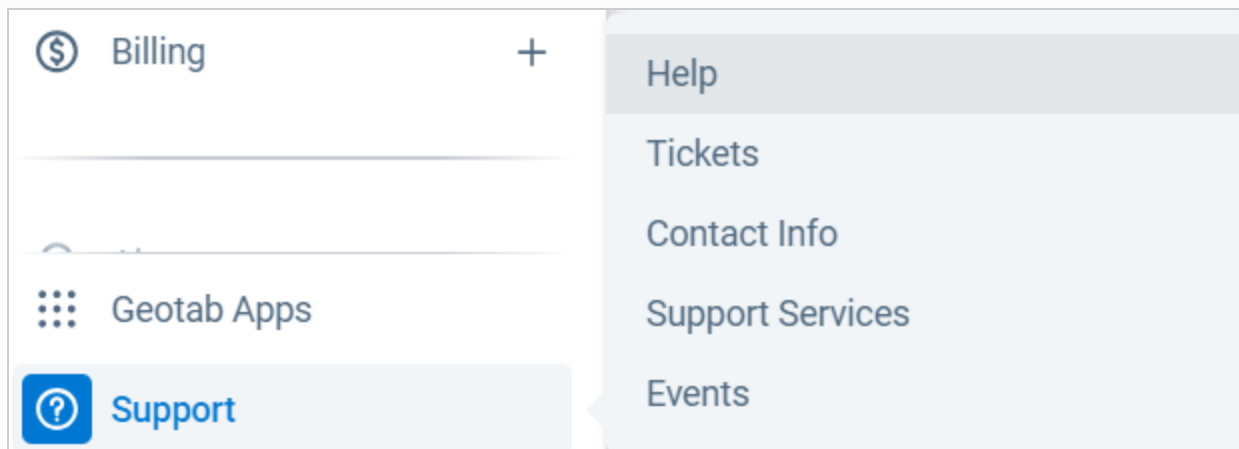
In April, we launched the new menu interface, designed to provide you a better MyAdmin experience. As a result, we've deprecated the classic menu.

Deprecated Device Admin

Along with the classic menu, we've deprecated the **Device Admin**, **Devices Timeline**, and **Status Search** pages, as **Device Management** (**Devices > Device Management**) now serves as the main destination for all your device needs.

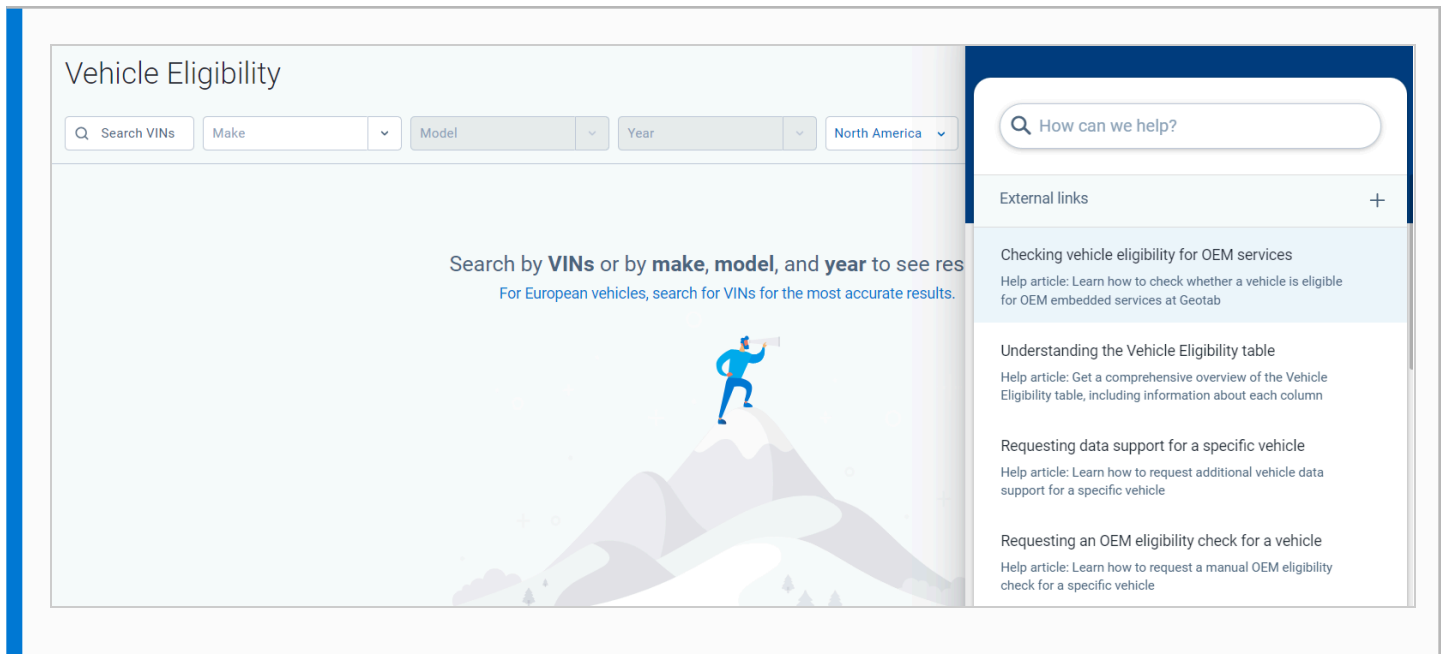
Replacing the MyAdmin User Guide with in-app help

We will be replacing the MyAdmin User Guide – soon, you will be able to find help articles directly in MyAdmin via **Support > Help**.



Using in-app help

In-app help will allow you to access help articles without leaving MyAdmin. To access help articles for the current page, select **Support > Help**. You will also be able to use the search bar to find help on other topics.



MyAdmin Experience

Introducing Pricing (Product Pricing and Regional Pricing merged into one page)

We're excited to introduce the new **Pricing** page (**Billing > Pricing**). The **Pricing** page combines the **Product Pricing** and **Regional Pricing** pages as tabs in one convenient experience. All the features you value are still here, now through a more user-friendly interface.

- **Product Pricing** tab – Allows you to view and download a list of hardware product prices in MyAdmin to help you efficiently manage your Customer's product and inventory needs.
- **Regional Pricing** tab – Provides information about the regional pricing policy: An overview of the pricing for each Rate Plan by region and a list of countries included in each region.

Pricing Download

Product pricing Regional pricing

TEST01 Product code Category

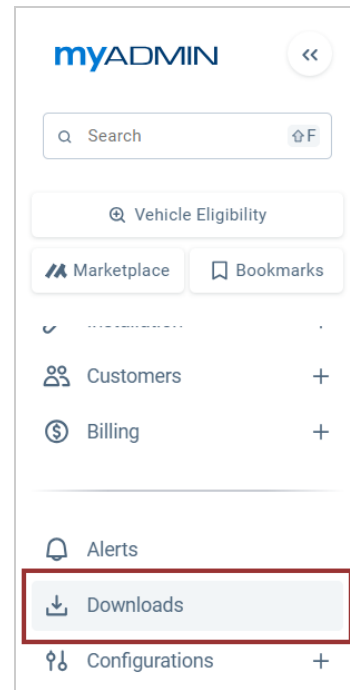
Showing 1 - 20 of 316

Product code	Description	Category
Sample	Sample description	Harnesses and Adapters
Sample	Sample description	Hardware Accessories
Sample	Sample description	Asset Tracker

Introducing redesigned Downloads page

We're excited to introduce the newly redesigned **Downloads** (formerly Reports) page. All the features you value are still here, now through a more user-friendly interface.

The **Downloads** page allows you to download and manage reports processed from the **Monthly Bills** and **Device Management** pages.



New login experience

We're excited to share that the MyAdmin login screen got a new look! Our updated design was crafted with your experience in mind, bringing an easier, sleeker, more intuitive login.



Coming soon to MyAdmin – Introducing redesigned User Admin page

Launching soon, we're excited to introduce the newly redesigned **User Admin** page (**Configurations > User Management**). All the features you value are still here, now through a more user-friendly interface.

Orders and Order Management

Added order summary in Checkout

To enhance the checkout experience, we've added an order summary before you place your order. This summary provides general information such as your account number, shipping address, order currency, and more. It also includes a detailed list of products in your order, along with their costs.

Order information

Shipping information

Product information

4

Complete order

Important Notes

- All prices do not include any applicable taxes or duties.
- The Last Expected Shipping Date will be updated within approximately 24-48 hours pending order requirements.
- Cross-border shipping may incur extra delays and costs.

Account

TEST01

PO number

Sample

My reference

Schedule shipping

Shipping address

Order currency

USD

Added links to tracking numbers for select carriers in Order Management

Currently, in Order Management (**Store > Orders & Returns > Order Management**), you can click on tracking numbers to view additional shipping details on the carrier's website for DHL Global, FedEx, Schenker, and UPS.

To help you better track your orders, we've added tracking number links for the following carriers:

- GLS General Logistics Systems
- New Zealand Fastway
- TNT

Order Details Shipping Installation services Keyless details Device assignments Key					
Shipping Information					
Shipping address		Assigned address		Schedule shipping	
GEOTAB		GEOTAB		2024-08-26 0:00:00	
				Last expected shipping date	
				Shipped	
Product code	Quantity	Shipment number	Tracking number	Shipping date	Shipping option
SAMPLE	1	Sample	000000000000	2024-08-26	Standard

General

Disabled Rate Plan Code changes for devices with contract terms

To ensure the accuracy and integrity of devices on contracts, you will no longer be able to change a device's **Rate Plan Code** in Device Management (**Devices > Device Management**) if there are contract terms tied to it.

Monthly billing improvements

We have made some changes to monthly billing in MyAdmin to improve consistency and simplify. Here's a quick summary of the changes:

- Previously, the **Monthly Bills** report had costs rounded to 3 decimal places, while your invoice is rounded to 2 decimal places. This caused slight inconsistencies between the report and final invoice. We are now rounding costs to 2 decimal places everywhere to ensure consistency.
- We modified how Rate Plan changes are calculated, so that billing for a partial day does not occur anymore. For example, if you changed to a new plan today, the end date for the old plan would be 12 a.m. ET, and the new plan will be charged for the entire day. Additionally, when a device is terminated, it will be charged for the full day.

Added ability to submit support tickets for orders and billing

For enhanced support, we have added an **Orders & billing** category to Helpdesk (**Support > Tickets**) to help you with issues or inquiries related to orders and billing. These tickets are routed to the appropriate subject-matter experts for immediate triaging.

Submit New Ticket

New support ticket

ERP Account

TEST01

Support category *

Orders & billing

Subcategory *

Roles

Device_Admin – Automatic role assignment

In May, we added new roles to help you manage user access and permissions for various parts of the **Device Management** page (**Devices > Device Management**).

Users who had the **Device_Admin** role have been automatically assigned the following roles:

- **DeviceAdministration-View**
- **DeviceAdministration-BillingAdmin**
- **DeviceAdministration-ChannelAdmin**
- **DeviceAdministration-OwnershipAdmin**
- **DeviceAdministration-Timeline-View**
- **DeviceAdministration-ThirdPartyRegister**

Additionally, we've updated the APIs that were associated with the **Device_Admin** role. These APIs now support the new roles for the **Device Management** page, allowing you to continue using them without any disruption.

For more information about the new Device Management roles, refer to [MyAdmin Roles](#).

*** NOTE:** We will be deprecating the **Device_Admin** role in a future release.

Coming Soon

GO Plan launch update and plan management changes in Device Management and API

As previously mentioned, we are simplifying Rate Plans for ease of use and to support the launch of richer dataset experiences and tools. With these changes, the concept of individual plans will be less relevant.

Starting October 1, 2024, the following changes will be made to the **Change Device Plan** dropdown options for actively billing or suspended GO devices.

For actively billing GO devices:	For suspended GO devices:
You have the option to move any active device to the GO Plan, unless you are on the ProPlus plan. Similarly, you also have the option to move any active device to the Base plan, unless you are on the GO Plan. * NOTE: If the active device is on the GO Plan, the device plan cannot be changed. The Suspend and Terminate options will continue to be available for all plans. For all other plan changes, please contact Geotab Support.	You have the option to Restore the GO device to the plan the device was on prior to being suspended.

API changes

Similarly, changes will come to the **ChangeDeviceBillingPlanBulkAsync(...)** and **ChangeDeviceBillingPlan(...)** methods on October 1, 2024.

! IMPORTANT: These changes are very important to note if an integration relies on hard-coded values for **devicePlanId**.

Actively Billing	If a device is actively billing, the ChangeDeviceBillingPlan methods will only work with Suspend, Base (if not on the GO Plan), and the GO Plan (if not on ProPlus). Any other devicePlanId values will be invalid. For all other plan changes, contact Geotab Support.
Suspend	If a device is in Suspend, the ChangeDeviceBillingPlan methods will only accept Restore (ID: 78), which places the device on the last active plan it was on before Suspend. Any other devicePlanIds will be invalid.
Not yet activated	If a device is not yet activated, the methods will accept all valid devicePlanIds for the device type.
Terminate	Terminate will continue to be supported via the TerminateDeviceBilling methods.

*** NOTE:** The GO Plan devicePlanId is 54.

New API rate limits

To ensure optimal performance and reliability of our APIs, we will be introducing rate limits to the following methods in a future release. Rate limiting helps manage the number of requests a user can make to our API in a given period, preventing excessive usage that can slow down the system.

- **PostOrder** method – Limited to 100 requests per 15 minutes.
- **GetOnlineOrderStatus** method – Limited to 250 requests per 15 minutes.

These rate limits will help ensure that our API remains fast and responsive for everyone.

Resources and Contact Information

For more information on these and other features, please refer to the [MyAdmin User Guide](#). If you have any questions, please contact your Geotab Account Manager.