

NATRAS Online Service Desk (OSD)

Education documents version 1.1

 Registrations

New vehicles can be entered in the VIN registration.

Active	25
In registration	26
Archived	33

Events

This module displays events and errors that require action.

All	3401
Error	3184

Failure solution

The failure solution supports users in entering subsequent changes or missing journeys.

Open	91
Closed	106

 Shipment

Orders and deliveries can be tracked directly in the corresponding module.

Delivered	4
In delivery	0
In preparation	4

 Workshop

In the VRS administration, available recording systems can be added to a registered and confirmed VIN.

Active	17
Connected	17
Disconnected	1

? Support

The support module is available for assistance in all matters.

Open	8
Closed	11

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 User data

Account-ID: CHE-301.706.653

First name	Last name	Role	Status
			Active
User name	Language	E-mail	Mobile phone (SMS)
	English	Edit	Edit
Verification type	Password		
SMS	Change		

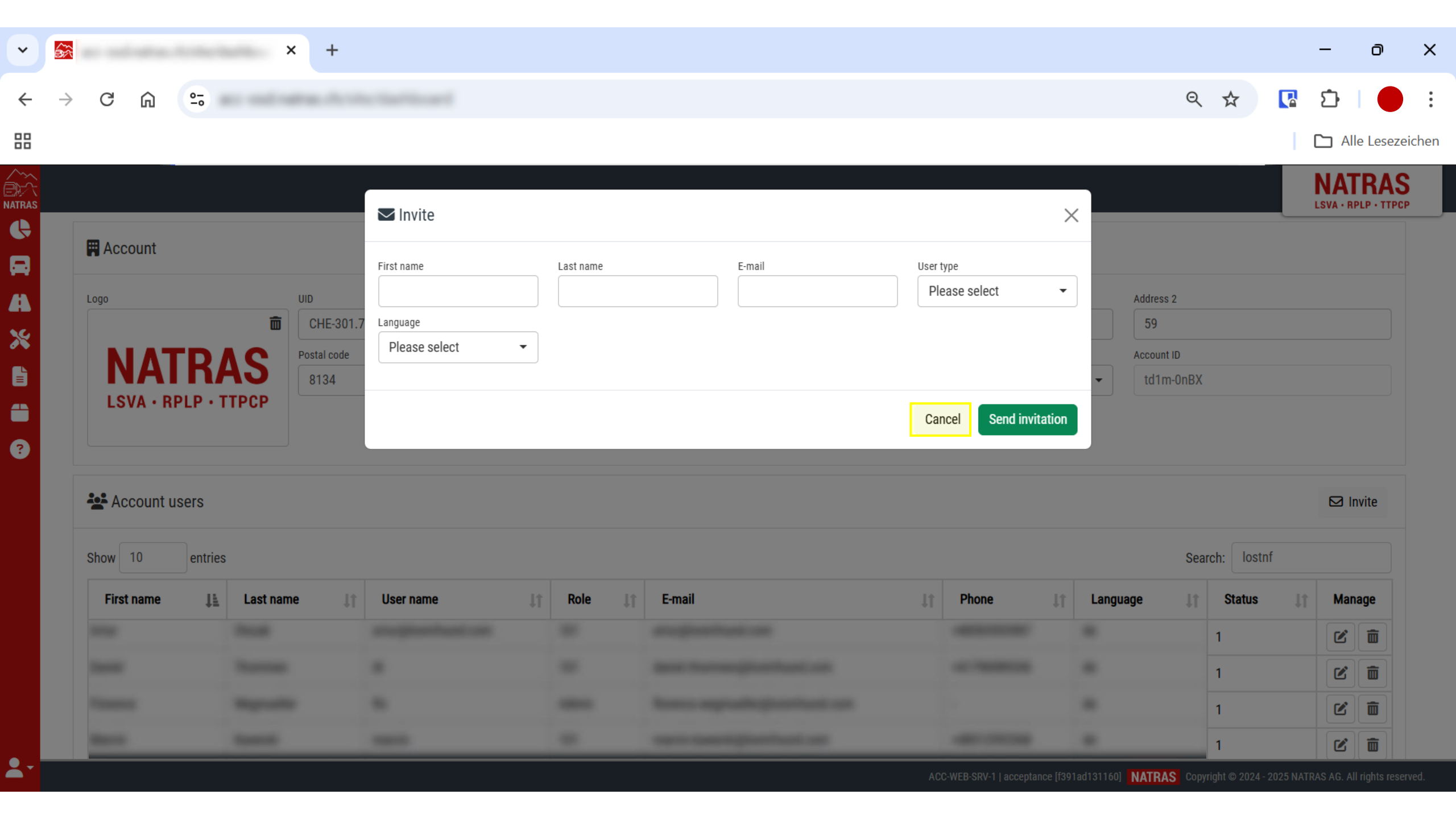
NATRAS
LSVA • RPLP • TTPCP

 Invite

Show 10 entries

Search:

ACC-WEB-SRV-1 | acceptance [f391ad131160] **NATRAS** Copyright © 2024 - 2025 NATRAS AG. All rights reserved.



✕

✉ Invite

First name

Last name

E-mail

User type

Please select

Language

Please select

Cancel

Send invitation

Account

Logo



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UID

CHE-301.7

Postal code

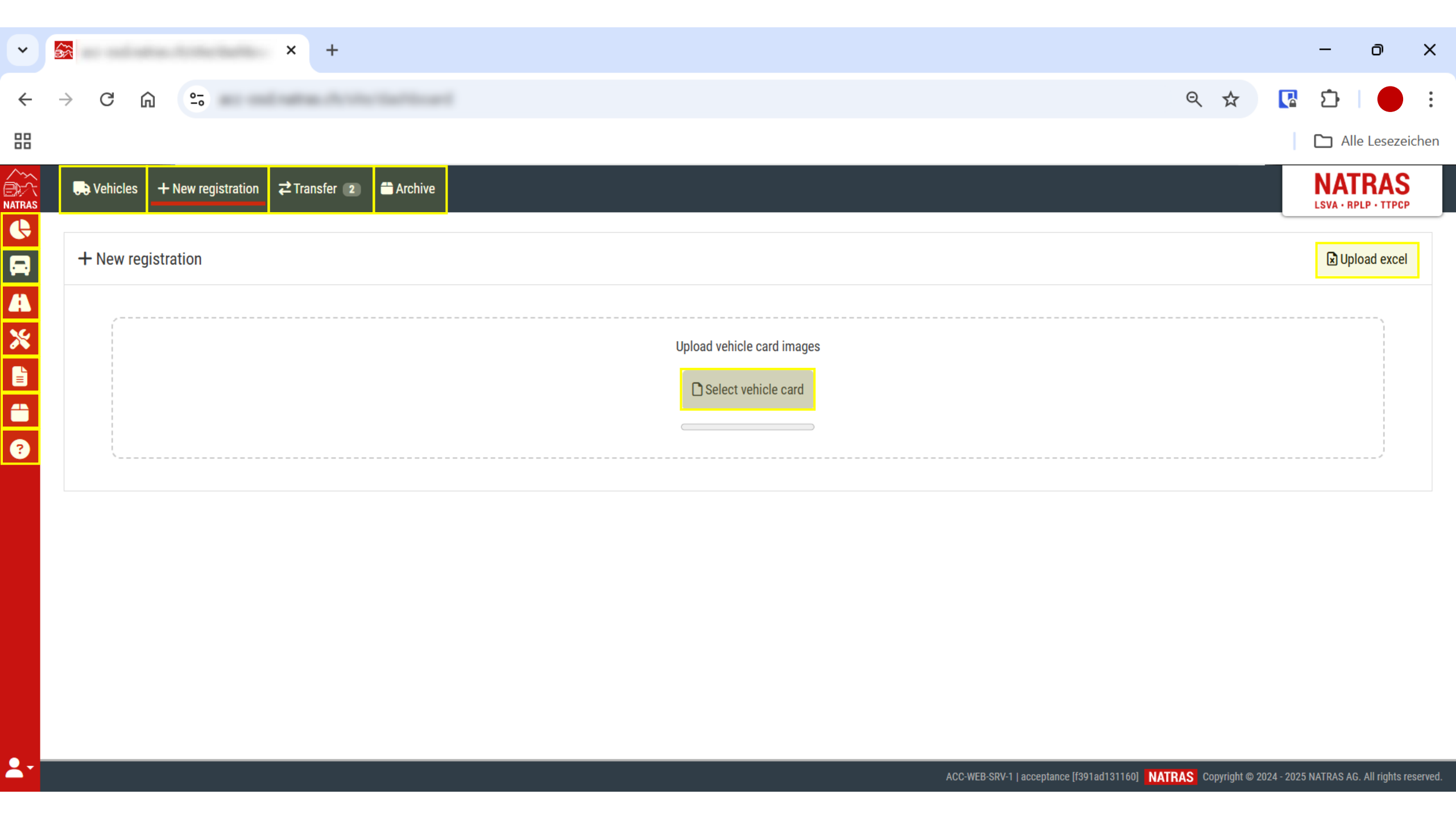
8134

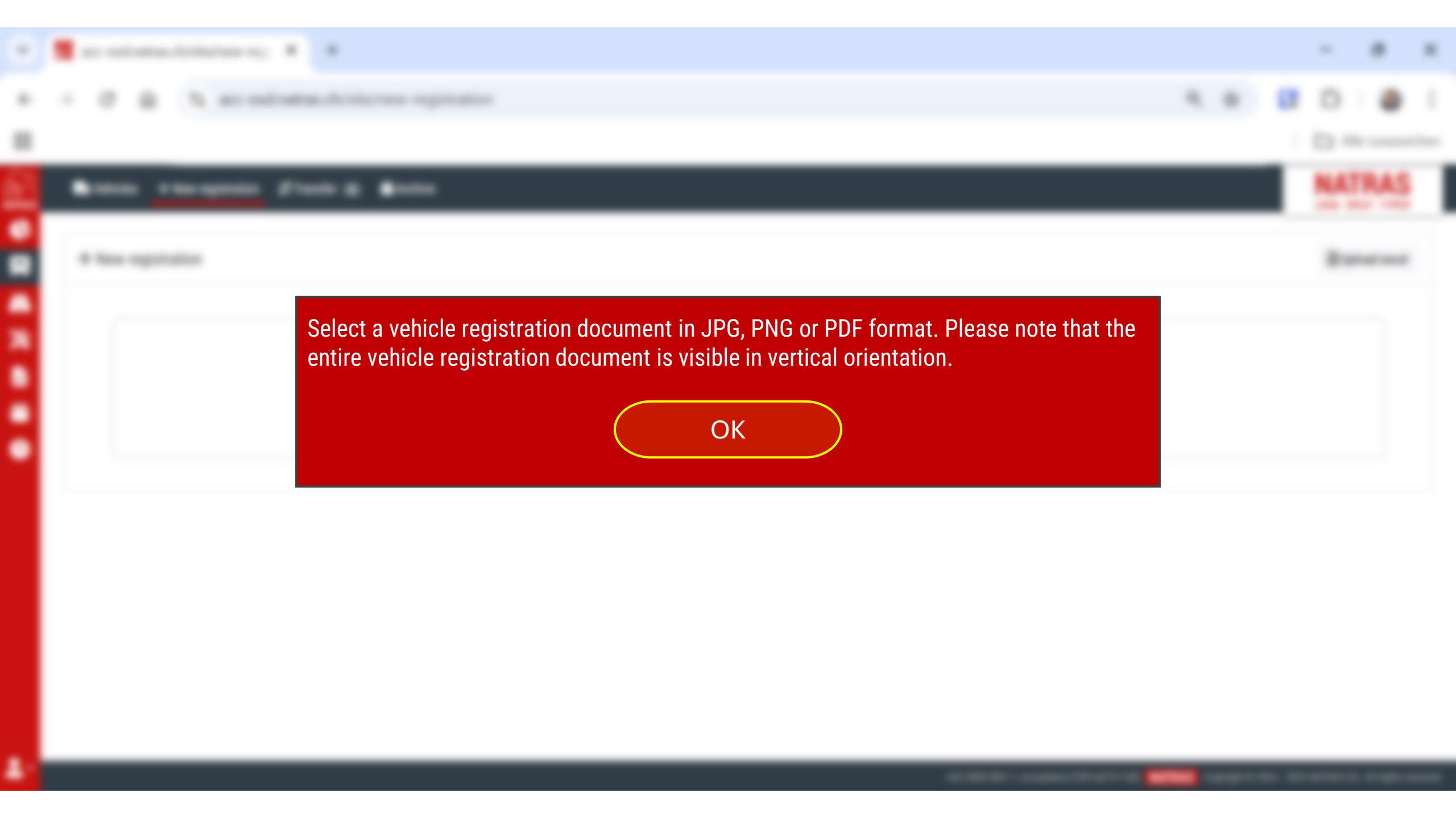
Account users

Show 10 entries

Search: lostnf

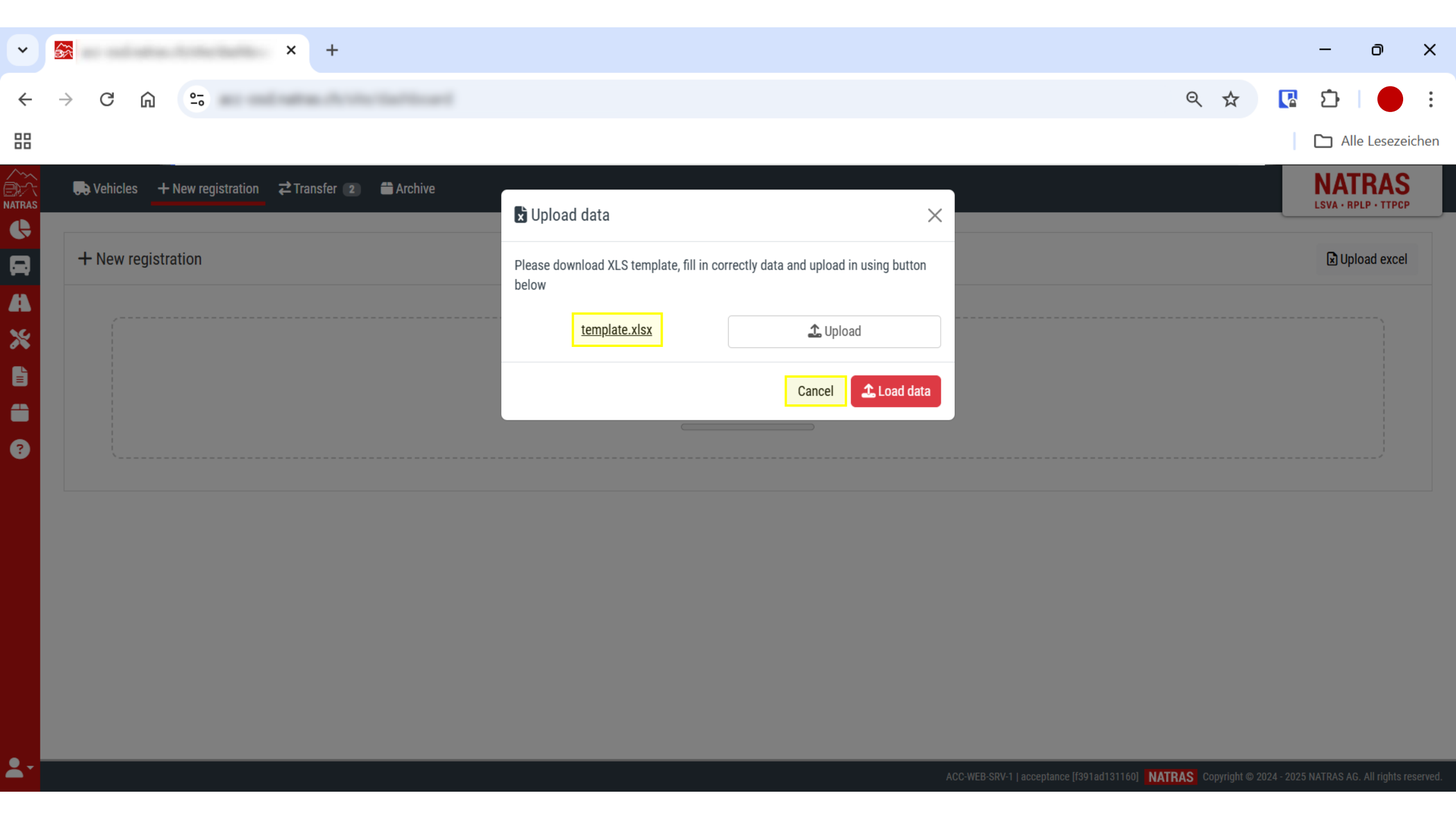
First name	Last name	User name	Role	E-mail	Phone	Language	Status	Manage
							1	 
							1	 
							1	 
							1	 





Select a vehicle registration document in JPG, PNG or PDF format. Please note that the entire vehicle registration document is visible in vertical orientation.

OK



Upload data

Please download XLS template, fill in correctly data and upload in using button below

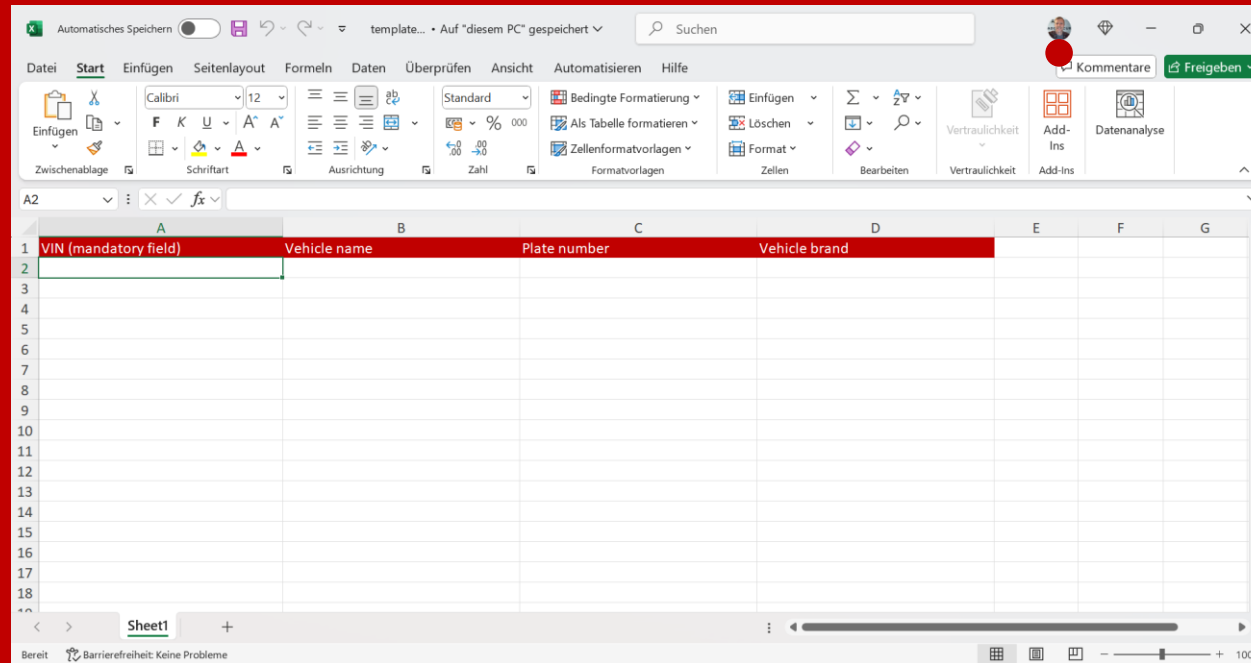
[template.xlsx](#)

Upload

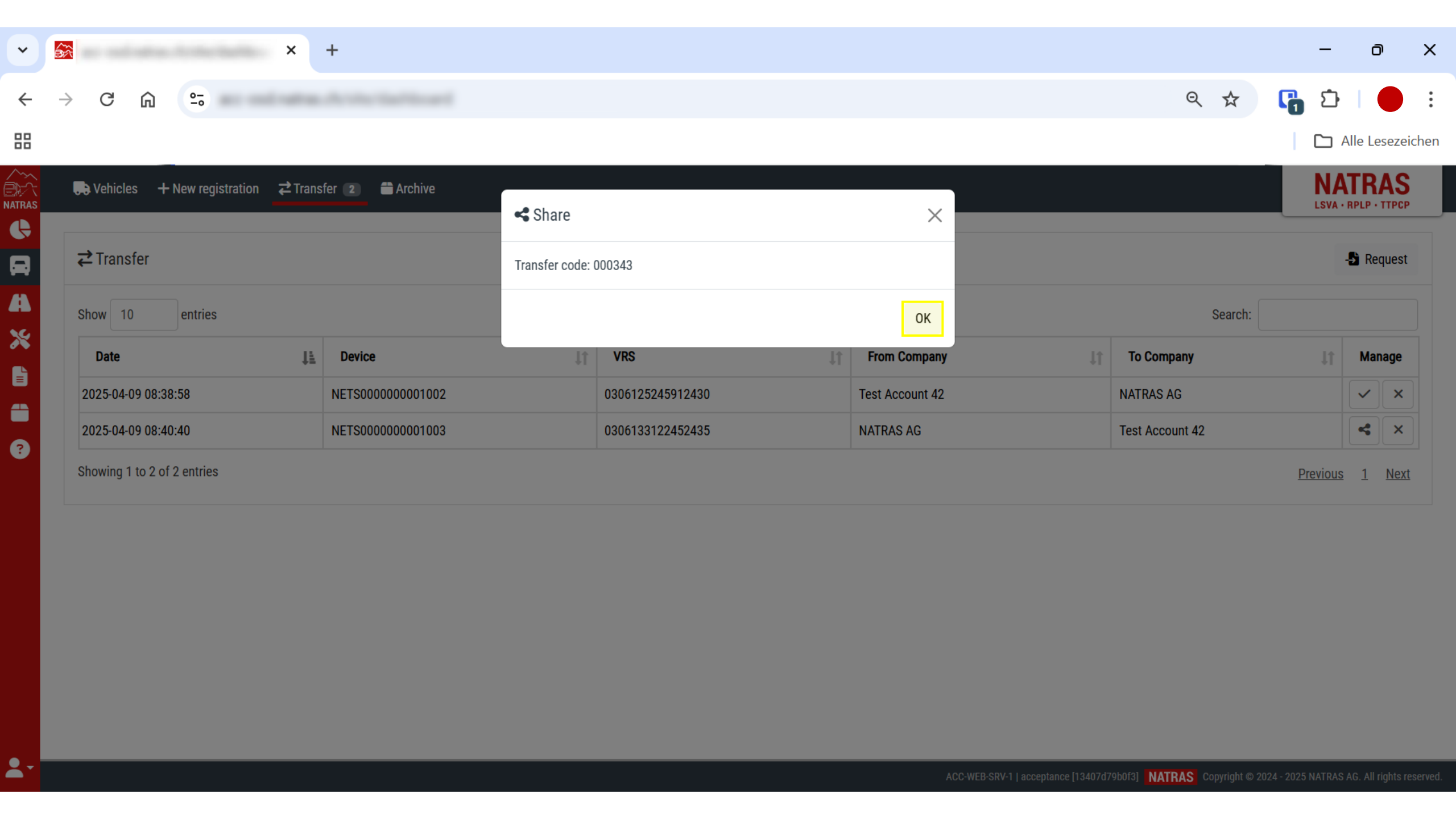
Cancel

Load data

The Excel template can be used to import several VINs at the same time. This form of import is particularly suitable if the VINs are already available in electronic form.



OK



 Share 

Transfer code: 000343

OK

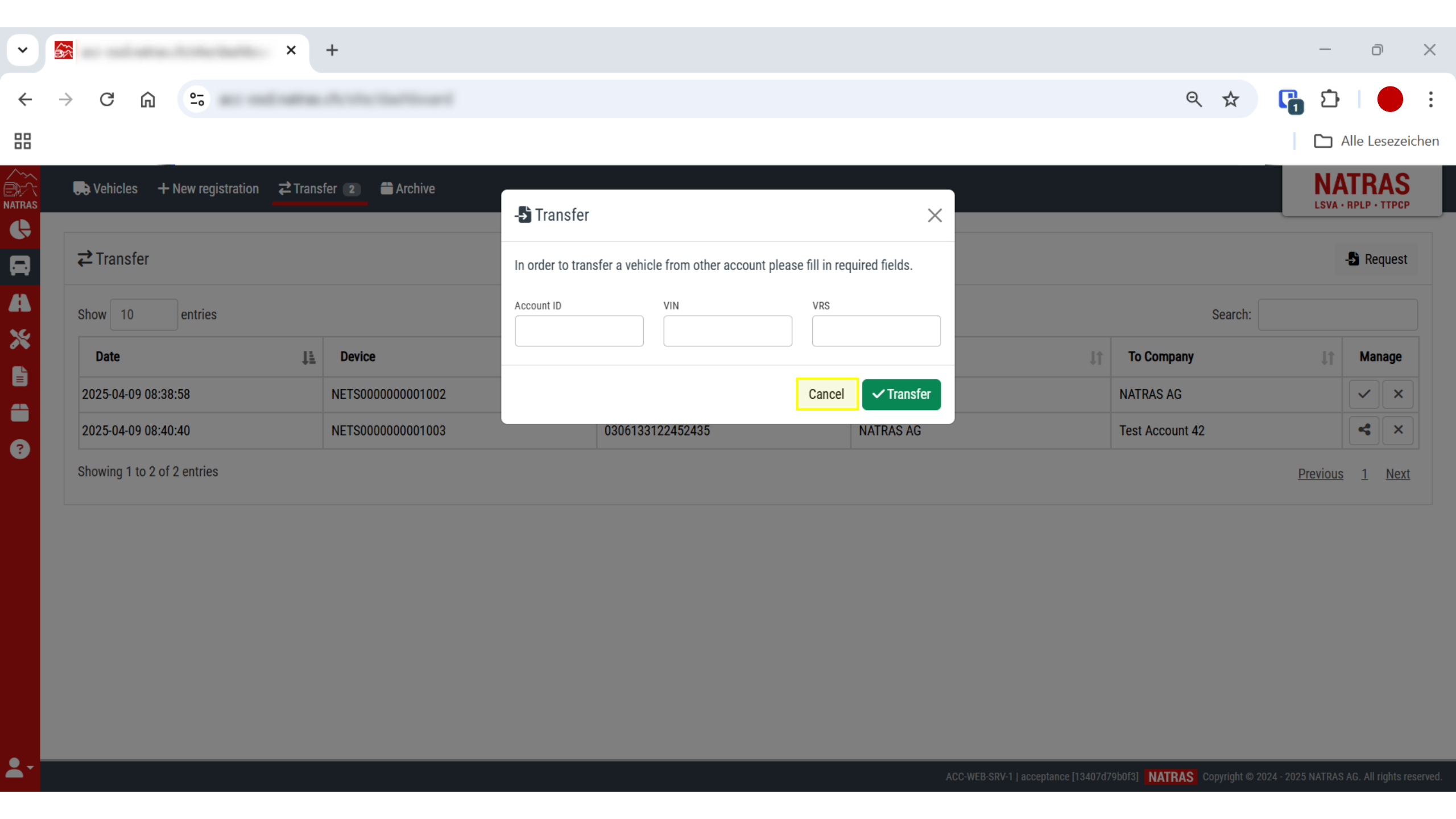
 Transfer

Search:

Date	Device	VRS	From Company	To Company	Manage
2025-04-09 08:38:58	NETS0000000001002	0306125245912430	Test Account 42	NATRAS AG	 
2025-04-09 08:40:40	NETS0000000001003	0306133122452435	NATRAS AG	Test Account 42	 

Showing 1 to 2 of 2 entries

[Previous](#) [1](#) [Next](#)



Transfer

In order to transfer a vehicle from other account please fill in required fields.

Account ID

VIN

VRS

Cancel

Transfer

Transfer

Show 10 entries

Date	Device
2025-04-09 08:38:58	NETS0000000001002
2025-04-09 08:40:40	NETS0000000001003

Showing 1 to 2 of 2 entries

Request

Search:

	To Company	Manage
	NATRAS AG	
	Test Account 42	

Previous 1 Next

Show 10 entries

Search: NATRAS AG 48

VIN	Name	Device (ESF)	Plate number	Brand	Status	Manage
NETS00000000000003	NATRAS AG 48	-	-	-	Cancelled	

Showing 1 to 1 of 1 entries (filtered from 33 total entries)

[Previous](#) [1](#) [Next](#)

✓ OK

History

Show 10 entries

Search:

Notification date	Message	Status	Manage
2024-12-23 09:42:13	De-registration	Success	

Showing 1 to 1 of 1 entries

[Previous](#) [1](#) [Next](#)

 Details

✕

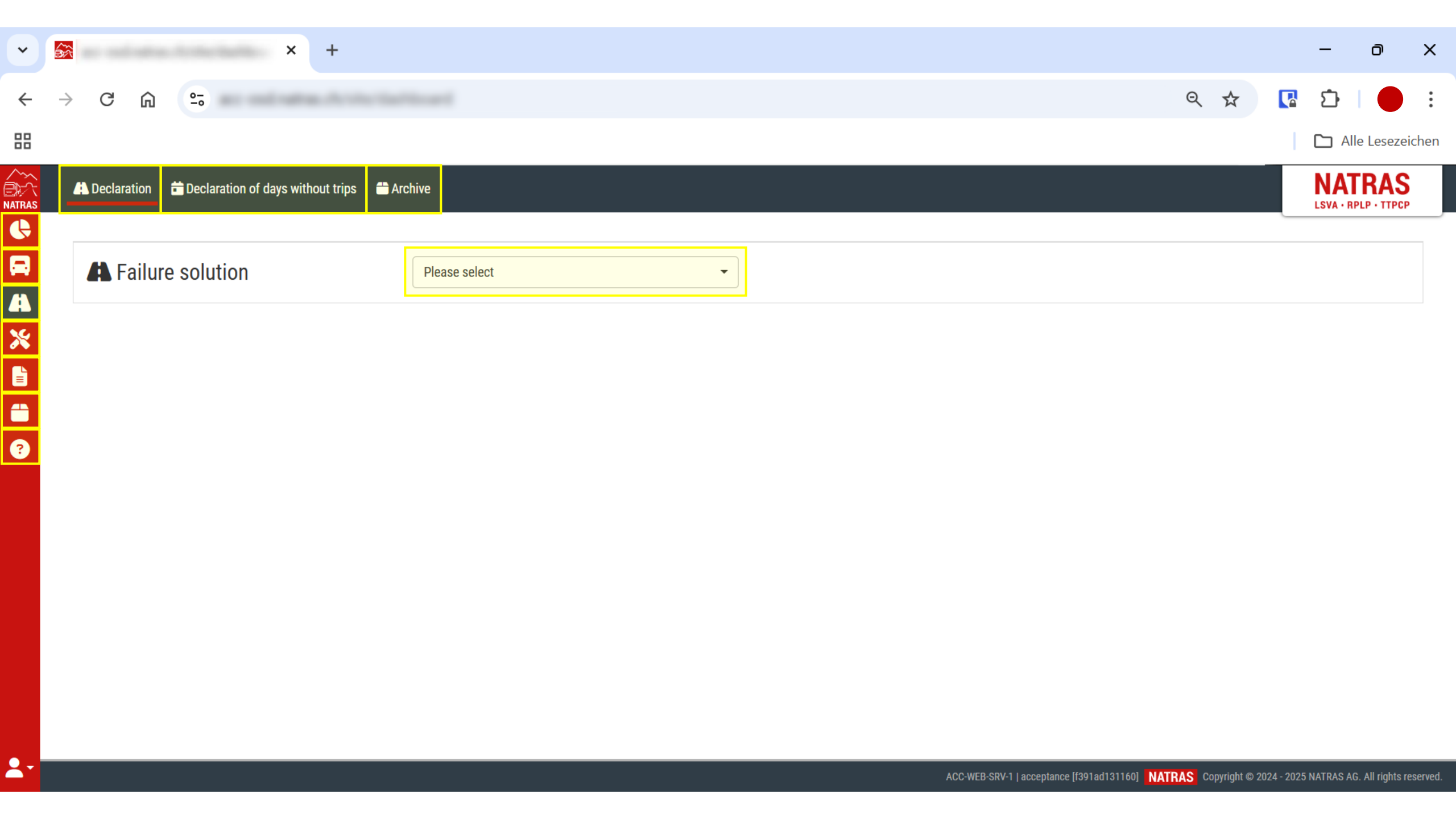
Date

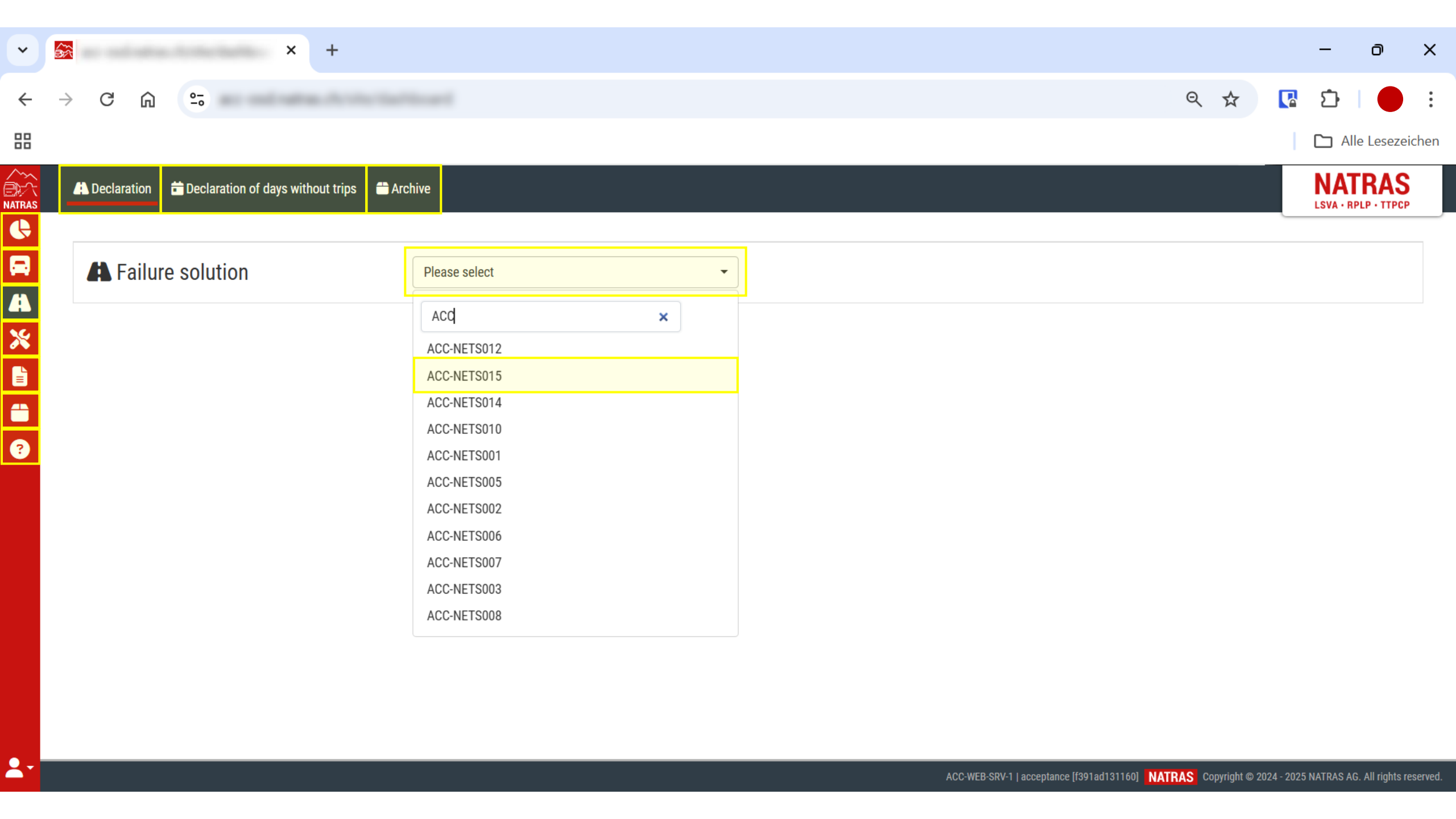
2024-12-23 09:42:13

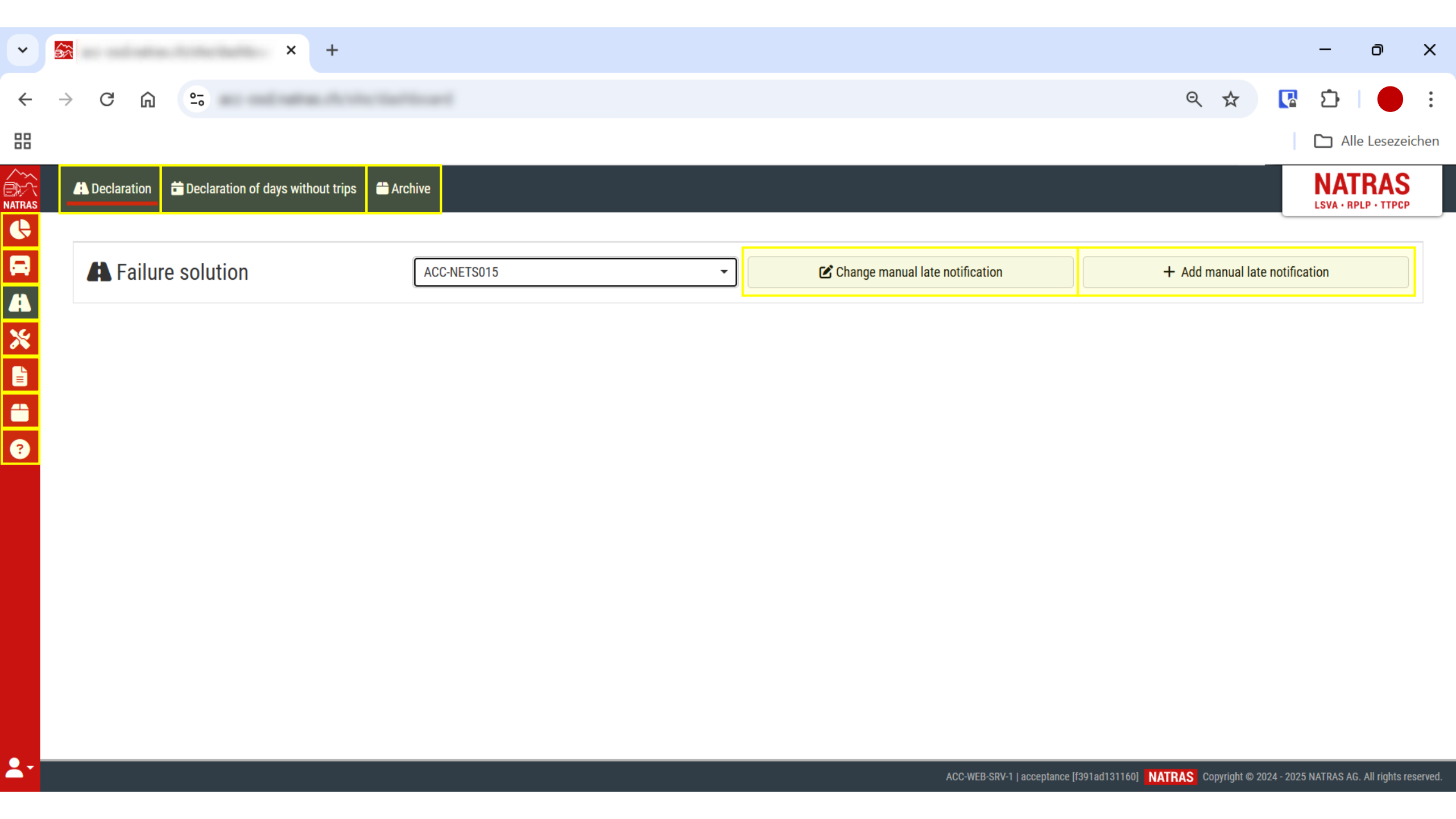
Status

Success

✓ OK







+ Add

Search: ACC-N

Showing 1 to 4 of 4 entries (filtered from 7 total entries)

Previous 1 Next

+ Add

x

Reason

Please select

- ✕ Add customisations

- ✓ Add customisations

+ Add

Search: ACC-N

[Previous](#) [1](#) [Next](#)

- ✓ Add customisations

Search: NETS00000000000001

Previous 1 Next

Search: NETS00000000000001

[Previous](#) [1](#) [Next](#)

X

Trailer or semi-trailer

Please select

km

✓ OK

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Showing 1 to 10 of 18 entries

[Previous](#) [1](#) [2](#) [Next](#)

:

2025-01-30 01:13:03

✓ OK

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Search:

Showing 11 to 18 of 18 entries

NATRAS
LSVA • RPLP • TTPCP

Showing 11 to 17 of 17 entries

[Previous](#) [1](#) [2](#) [Next](#)

3

0300000000082443

✓ OK

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Search: ACC-NET

Chewing 1 to 10 of 1,000 entries (filtered from 2,405 total entries)

Showing 1 to 10 of 1,289 entries (filtered from 3,405 total entries)

[Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) ... [129](#) [Next](#)

ACC-WEB-SRV-1 | acceptance [f391ad131160] **NATRAS** Copyright © 2024 - 2025 NATRAS AG. All rights reserved.

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Search: 25010001/1

Order date	Order number	Delivery address	Status	Details
2025-01-07 13:59:48	25010001/1	CH-8134 Adliswil	VRS order received	

[Previous](#) [1](#) [Next](#)

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Search: 25010001/1

Previous 1 Next

:



VRS order in progress

Search:

[Previous](#) [1](#) [Next](#)

Hello the system does not work as expected? Select the relevant object and check the event history.

- + New customer case

Type

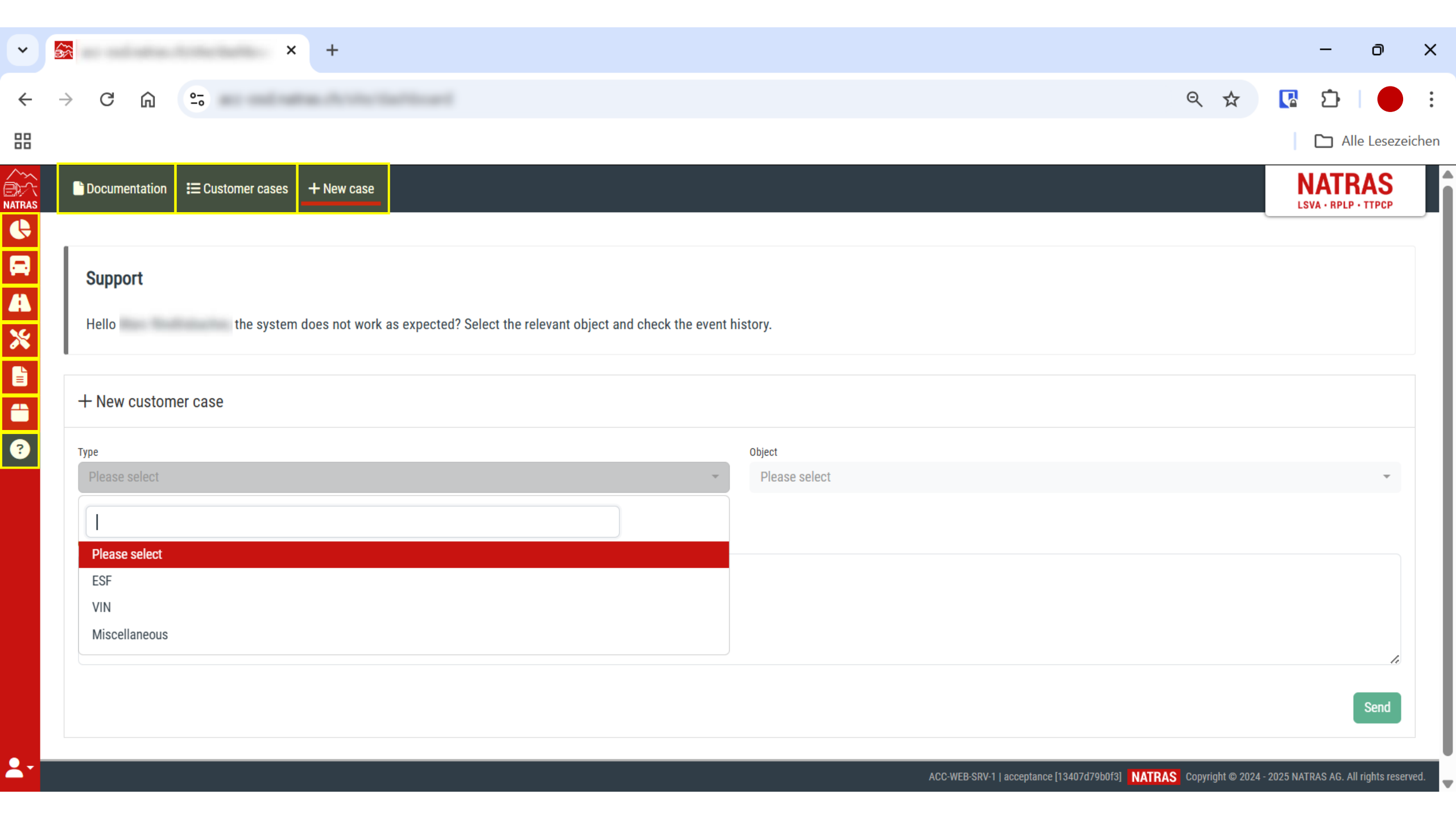
Please select

Object

Please select

Comment

Send



Documentation

Customer cases

+ New case

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Support

Hello [redacted] the system does not work as expected? Select the relevant object and check the event history.

+ New customer case

Type

Please select

Object

Please select

Please select

ESF

VIN

Miscellaneous

Send