

# Fleet Commander Online Customer Training Manual



## Fleet Commander Online

- After becoming a customer with Fueltrac Inc. you will be assigned a login and password in order to access our online customer account maintenance database.
- Use your Internet provider (i.e. Internet Explorer, Mozilla, etc.) to navigate to [www.fleetcommanderonline.com](http://www.fleetcommanderonline.com) or [www.voyagerfleetpartners.com](http://www.voyagerfleetpartners.com).
- Follow the directions on the following screen shots on how to navigate through Fleet Commander.

# VOYAGER FLEET COMMANDER ONLINE

[Home](#)[Technical Support](#)  
[System Requirements](#)  
[Privacy Policy](#)[Login](#) 

## Voyager Fleet Card

### A New Level of Convenience, Flexibility and Control.

The Voyager Fleet Card provides:

- Fuel and maintenance data management
- Access to account information when you want it
- Your choice of statement and payment types
- Customized reporting

### Self Registration

New User? [Register on-line today!](#)

or

[Fax or email your application\\*](#) 



Visit our corporate site, [Voyager](#).

\* Requires Adobe Reader version 5.0 or better

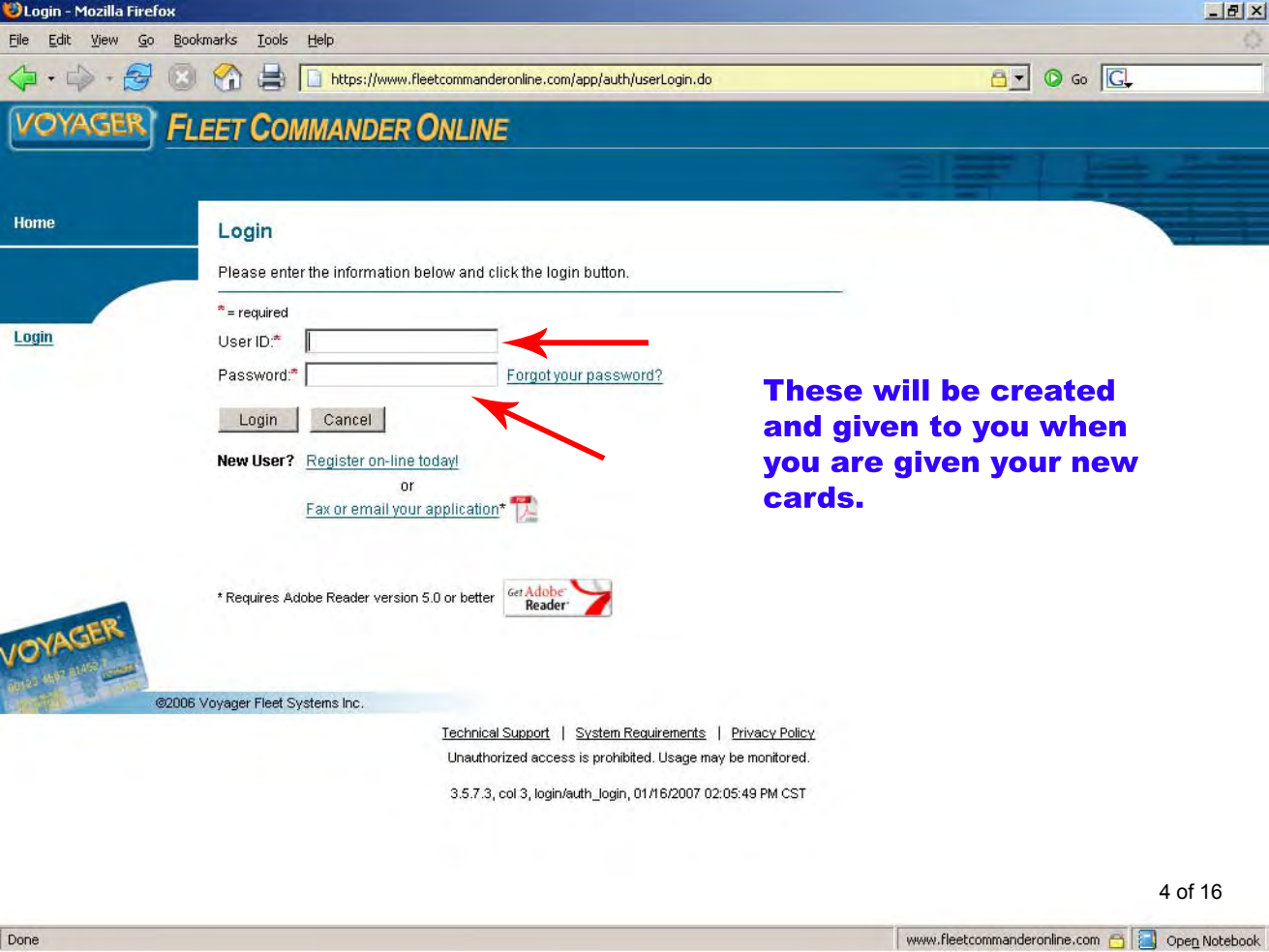


©2006 Voyager Fleet Systems Inc.

[Technical Support](#) | [System Requirements](#) | [Privacy Policy](#)

Unauthorized access is prohibited. Usage may be monitored.

3.5.7.3, col 3, login/fco\_home\_out, 01/16/2007 02:00:03 PM CST



# VOYAGER FLEET COMMANDER ONLINE

Home

Login

## Login

Please enter the information below and click the login button.

\* = required


User ID.\*

Password.\*

[Forgot your password?](#)

New User? [Register on-line today!](#)

or

[Fax or email your application\\*](#) 

\* Requires Adobe Reader version 5.0 or better



**These will be created and given to you when you are given your new cards.**

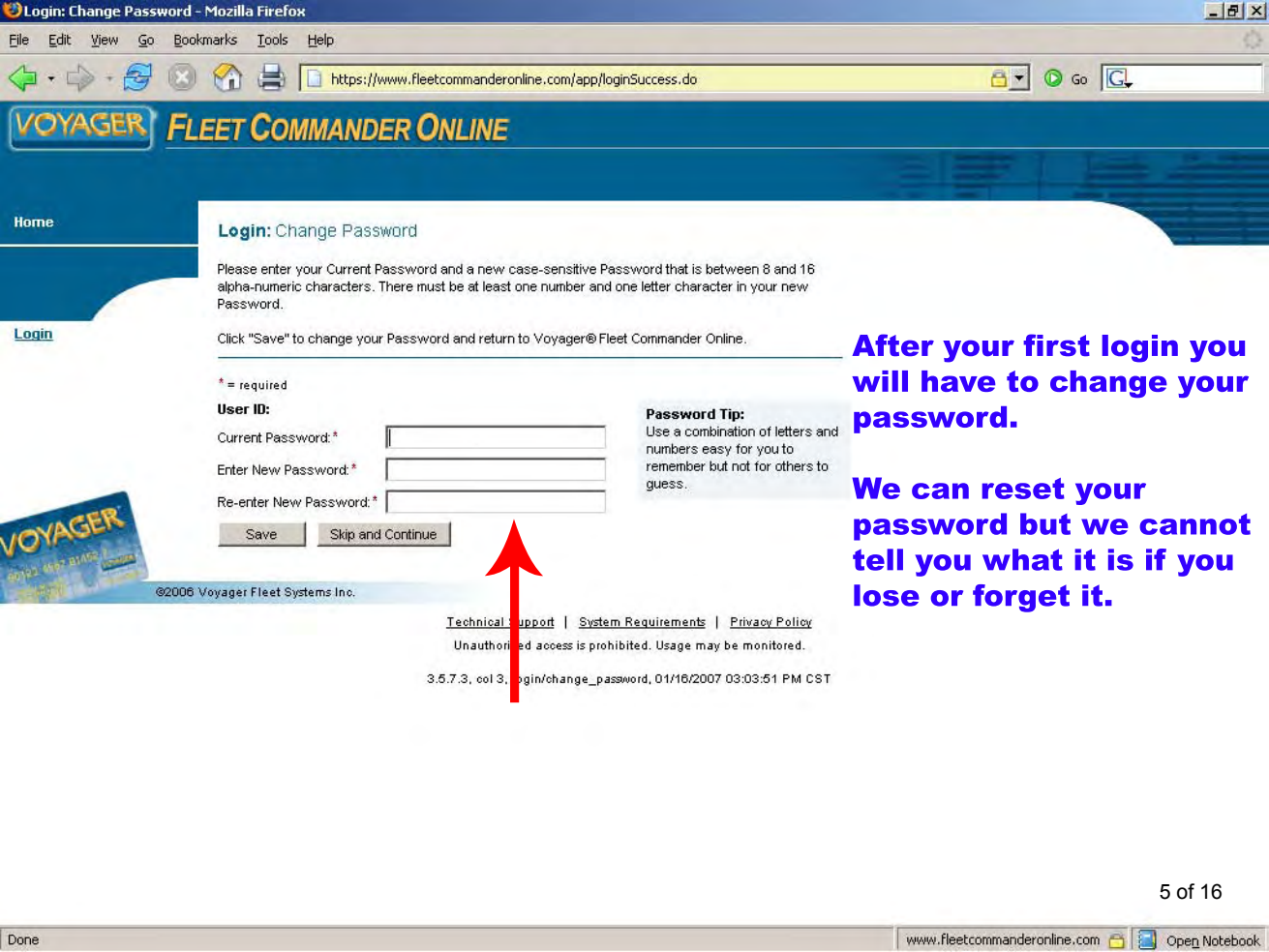


©2006 Voyager Fleet Systems Inc.

[Technical Support](#) | [System Requirements](#) | [Privacy Policy](#)

Unauthorized access is prohibited. Usage may be monitored.

3.5.7.3, col 3, login/auth\_login, 01/16/2007 02:05:49 PM CST



# VOYAGER FLEET COMMANDER ONLINE

Home  
[Login](#)

**Login: Change Password**  
Please enter your Current Password and a new case-sensitive Password that is between 8 and 16 alpha-numeric characters. There must be at least one number and one letter character in your new Password.  
Click "Save" to change your Password and return to Voyager@Fleet Commander Online.

\* = required  
**User ID:**  
Current Password: \*   
Enter New Password: \*   
Re-enter New Password: \*

**After your first login you will have to change your password.**

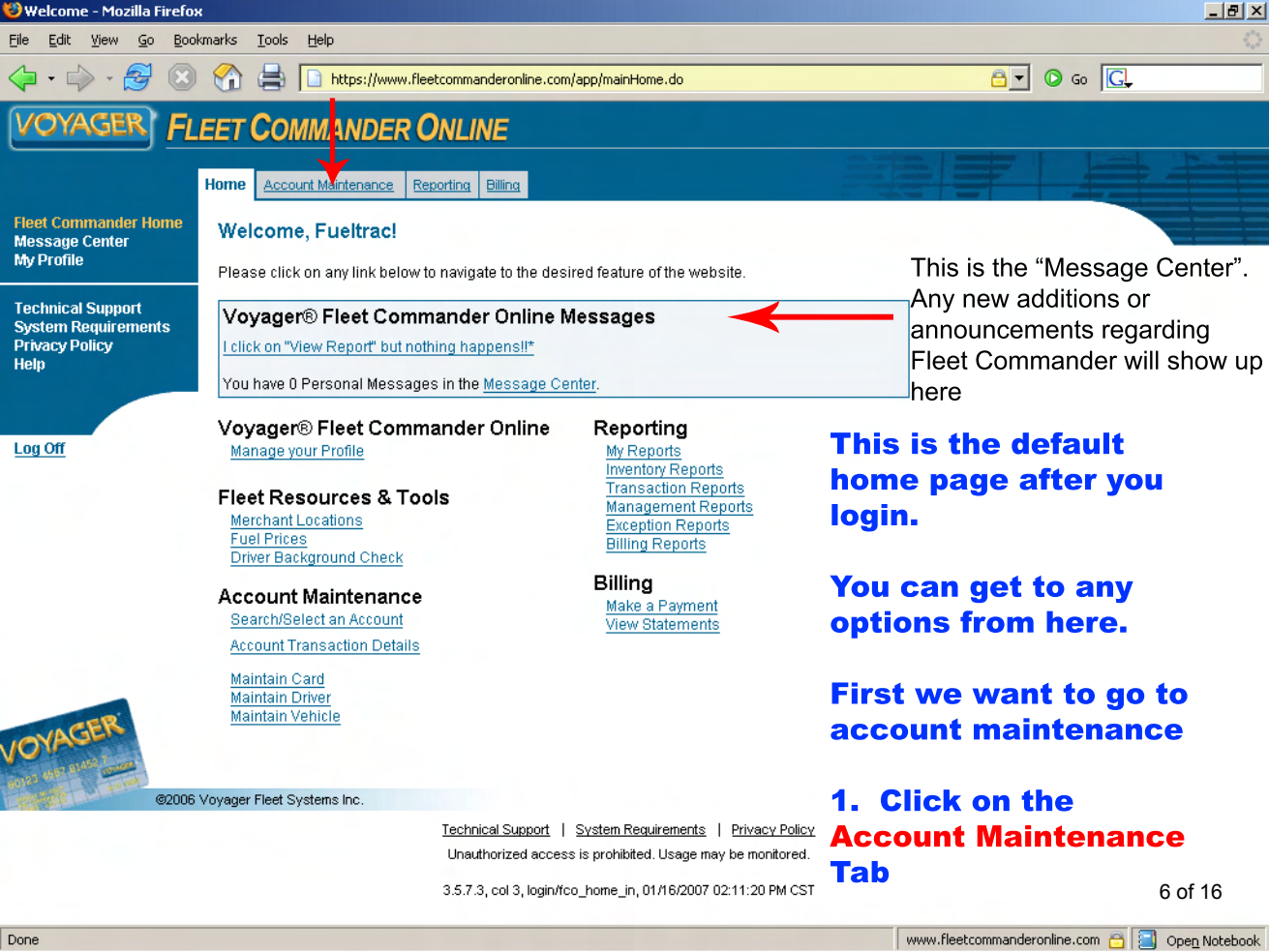
**We can reset your password but we cannot tell you what it is if you lose or forget it.**



©2006 Voyager Fleet Systems Inc.

[Technical Support](#) | [System Requirements](#) | [Privacy Policy](#)  
Unauthorized access is prohibited. Usage may be monitored.  
3.5.7.3, col 3, login/change\_password, 01/16/2007 03:03:51 PM CST





# VOYAGER FLEET COMMANDER ONLINE

Home Account Maintenance Reporting Billing

Fleet Commander Home  
Message Center  
My Profile

Technical Support  
System Requirements  
Privacy Policy  
Help

[Log Off](#)

## Welcome, Fueltrac!

Please click on any link below to navigate to the desired feature of the website.

### Voyager® Fleet Commander Online Messages

I click on "View Report" but nothing happens!!

You have 0 Personal Messages in the [Message Center](#).

### Voyager® Fleet Commander Online

[Manage your Profile](#)

### Fleet Resources & Tools

- [Merchant Locations](#)
- [Fuel Prices](#)
- [Driver Background Check](#)

### Account Maintenance

- [Search/Select an Account](#)
- [Account Transaction Details](#)
- [Maintain Card](#)
- [Maintain Driver](#)
- [Maintain Vehicle](#)

### Reporting

- [My Reports](#)
- [Inventory Reports](#)
- [Transaction Reports](#)
- [Management Reports](#)
- [Exception Reports](#)
- [Billing Reports](#)

### Billing

- [Make a Payment](#)
- [View Statements](#)

This is the "Message Center". Any new additions or announcements regarding Fleet Commander will show up here

**This is the default home page after you login.**

**You can get to any options from here.**

**First we want to go to account maintenance**

**1. Click on the Account Maintenance Tab**

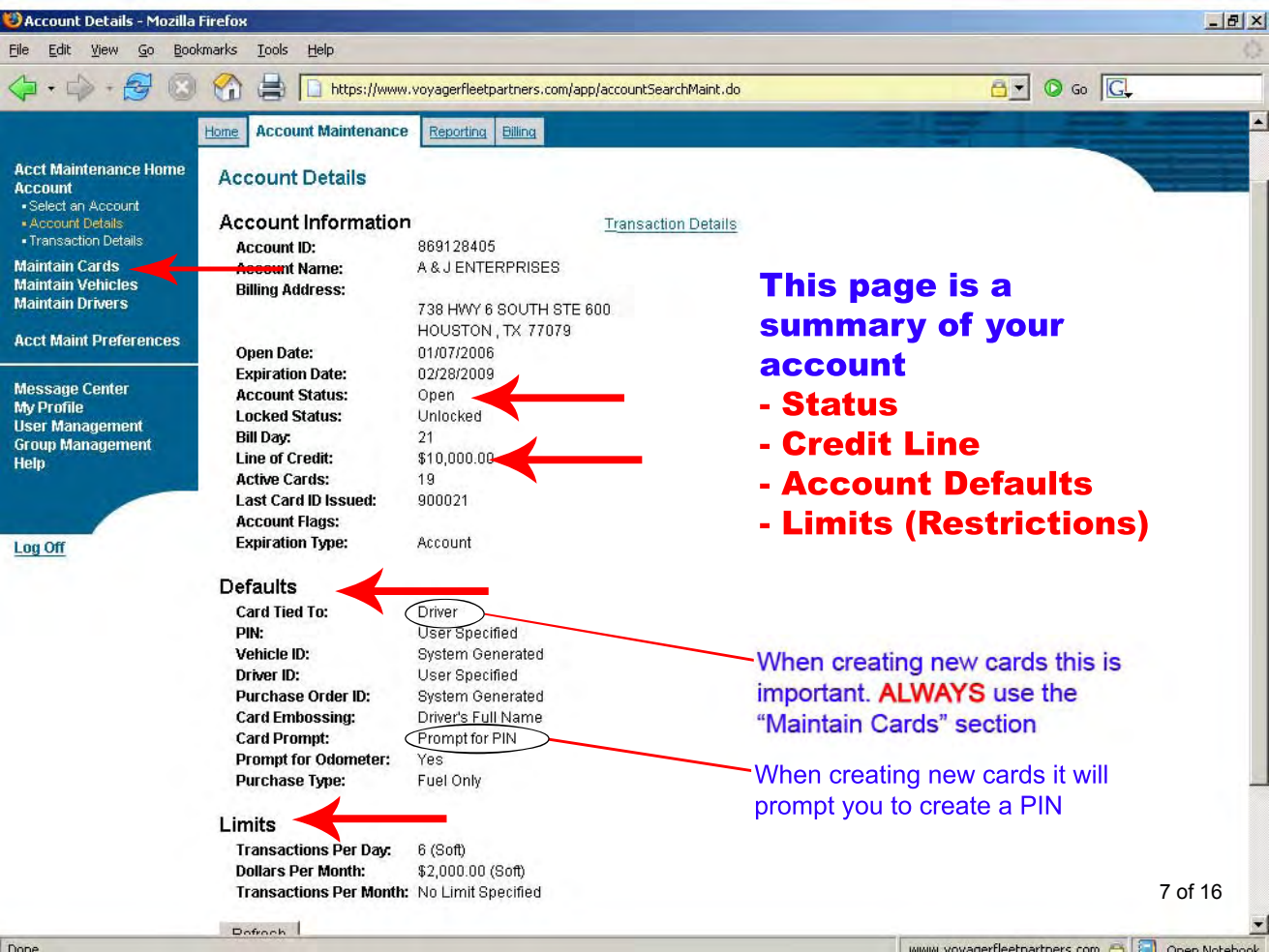


©2006 Voyager Fleet Systems Inc.

[Technical Support](#) | [System Requirements](#) | [Privacy Policy](#)

Unauthorized access is prohibited. Usage may be monitored.

3.5.7.3, col 3, login/fco\_home\_in, 01/16/2007 02:11:20 PM CST



Acct Maintenance Home  
Account  
• Select an Account  
• Account Details  
• Transaction Details

Maintain Cards  
Maintain Vehicles  
Maintain Drivers

Acct Maint Preferences

Message Center  
My Profile  
User Management  
Group Management  
Help

Log Off

## Account Details

### Account Information

[Transaction Details](#)

Account ID: 869128405  
Account Name: A & J ENTERPRISES  
Billing Address:  
738 HWY 6 SOUTH STE 600  
HOUSTON, TX 77079

Open Date: 01/07/2006  
Expiration Date: 02/28/2009  
Account Status: Open  
Locked Status: Unlocked  
Bill Day: 21  
Line of Credit: \$10,000.00  
Active Cards: 19  
Last Card ID Issued: 900021  
Account Flags:  
Expiration Type: Account

**This page is a summary of your account**

- Status
- Credit Line
- Account Defaults
- Limits (Restrictions)

### Defaults

Card Tied To: Driver  
PIN: User Specified  
Vehicle ID: System Generated  
Driver ID: User Specified  
Purchase Order ID: System Generated  
Card Embossing: Driver's Full Name  
Card Prompt: Prompt for PIN  
Prompt for Odometer: Yes  
Purchase Type: Fuel Only

When creating new cards this is important. **ALWAYS** use the "Maintain Cards" section

When creating new cards it will prompt you to create a PIN

### Limits

Transactions Per Day: 6 (Soft)  
Dollars Per Month: \$2,000.00 (Soft)  
Transactions Per Month: No Limit Specified

# VOYAGER FLEET COMMANDER ONLINE

Home Account Maintenance Reporting Billing

You are on account **869128405** | **A & J ENTERPRISES**

## Maintain Cards: Select a Card

Select a card by entering a card ID or by entering card attributes.

### Search by Card ID

Card ID: \*

[Finding Your Card ID](#)

OR

### Search by:

[Show Advanced Search Fields](#)

#### Card Attributes

<input checked="" type="radio"/> All	<input type="radio"/> No Tie
<input type="radio"/> Tied to Vehicle	<input type="radio"/> Tied to Driver
Vehicle ID: <input type="text"/>	Driver ID: <input type="text"/>
License: <input type="text"/>	Last Name: <input type="text"/>
Description: <input type="text"/>	First Name: <input type="text"/>
VIN: <input type="text"/>	

**Search Tip:** Use an asterisk (\*) in place of letters or numbers to get partial matches.

Card Status:

Status Date: From  to

#### Organization

Not filtered by Organization

[Change Organization Levels](#)  
[Use Preferred Organization](#)  
[Do Not Filter by Organization](#)

**By putting an asterisk when looking up Cards or Driver IDs you can pull the entire list for your account.**

**Here you can create cards tied to driver (like it says on page 7). You can also cancel or replace lost/ stolen/ damaged cards from this page**

- Acct Maintenance Home
- Account
- Maintain Cards
  - Select a Card
  - Create Card + Vehicle
  - Create Card + Driver
  - Create Card Untied
  - Cancel Card
  - Lost/Stolen Card
  - Replace Card
- Maintain Vehicles
- Maintain Drivers
- Purchase Orders
- Acct Maint Preferences
- Message Center
- My Profile
- Help
- Log Off



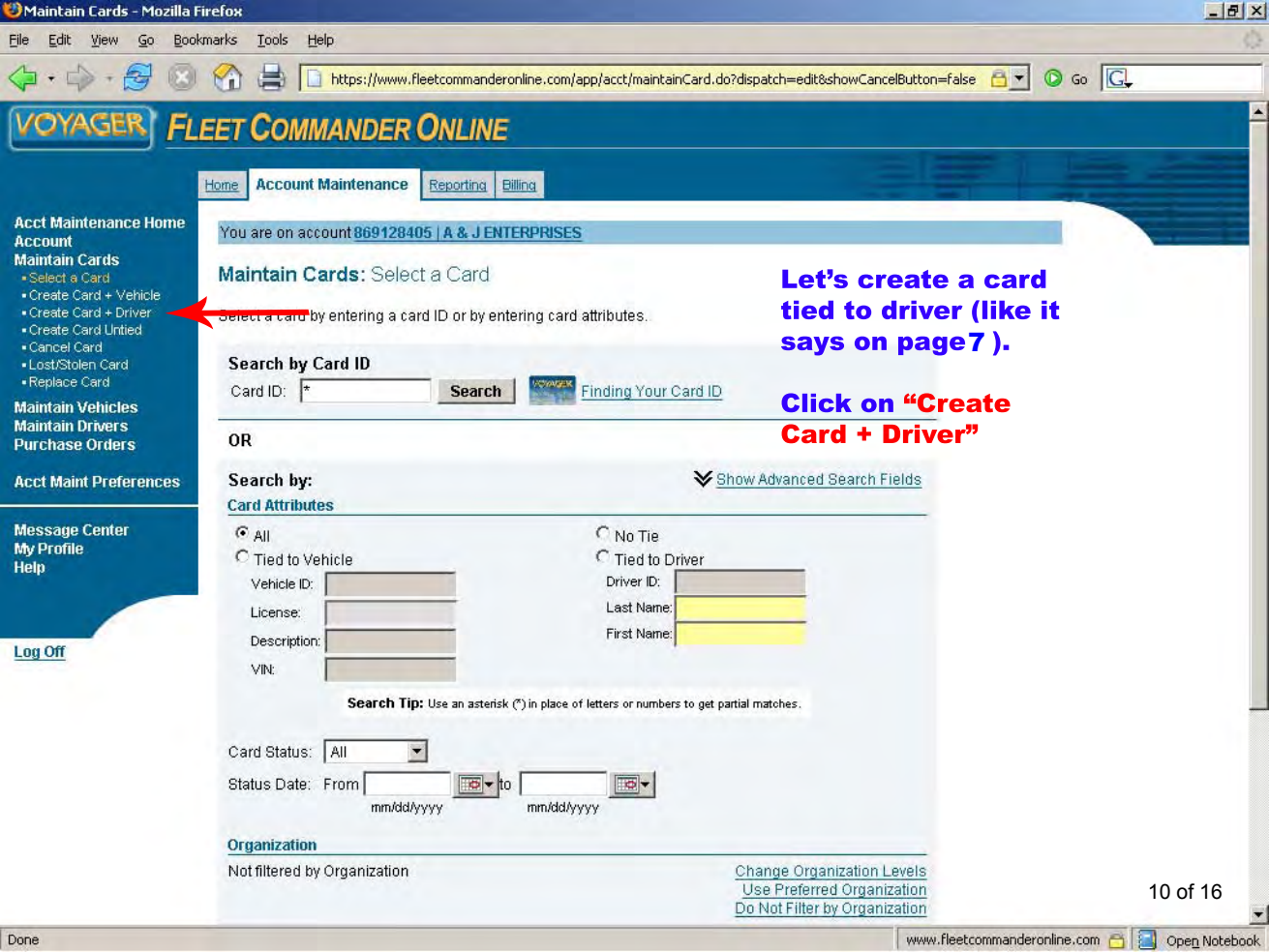
Click on a Card ID to select it.

[Print Search Results](#) [Export Search Results](#)

Search Results				
Cards 1 - 21 of 21				
Card ID	Card Status	Status Date	Issue Status	Tie Details
900001	CANCELLED	02/08/2006	LOST	Last: BUNDLED First:
	Org: CATAHOULA PARISH SHERIFF			
900002	CANCELLED	02/08/2006	LOST	Last: BYPASS First:
	Org: CATAHOULA PARISH SHERIFF			
900003	ACTIVE	02/13/2006	ISSUED	Last: CPSO I First:
	Org: CATAHOULA PARISH SHERIFF			
900004	ACTIVE	02/13/2006	ISSUED	Last: CPSO II First:
	Org: CATAHOULA PARISH SHERIFF			
900005	ACTIVE	02/13/2006	ISSUED	Last: CPSO III First:
	Org: CATAHOULA PARISH SHERIFF			
900006	ACTIVE	02/21/2006	ISSUED	Last: RONNIE BOOK First: SHERIFF
	Org: CATAHOULA PARISH SHERIFF			
900007	ACTIVE	02/13/2006	ISSUED	Last: EDWARDS First: JESSIE
	Org: CATAHOULA PARISH SHERIFF			
900008	ACTIVE	02/13/2006	ISSUED	Last: EDWARDS First: TONEY
	Org: CATAHOULA PARISH SHERIFF			
900009	ACTIVE	02/13/2006	ISSUED	Last: JACKSON First: PAUL
	Org: CATAHOULA PARISH SHERIFF			
900010	ACTIVE	02/13/2006	ISSUED	Last: KELLY First: JAMES
	Org: CATAHOULA PARISH SHERIFF			
900011	ACTIVE	02/13/2006	ISSUED	Last: KING First: BOBBY
	Org: CATAHOULA PARISH SHERIFF			
900012	ACTIVE	02/13/2006	ISSUED	Last: LITTLETON JR First: DEWAIN
	Org: CATAHOULA PARISH SHERIFF			
900013	ACTIVE	02/13/2006	ISSUED	Last: MARTIN First: CEDRIC
	Org: CATAHOULA PARISH SHERIFF			
900014	ACTIVE	02/13/2006	ISSUED	Last: RAINEY First: BARRY
	Org: CATAHOULA PARISH SHERIFF			

To edit a card click on the "Card ID"

An example of the list generated by the asterisk



# VOYAGER FLEET COMMANDER ONLINE

Home Account Maintenance Reporting Billing

- Acct Maintenance Home Account
- Maintain Cards
  - Select a Card
  - Create Card + Vehicle
  - Create Card + Driver
  - Create Card Untied
  - Cancel Card
  - Lost/Stolen Card
  - Replace Card
- Maintain Vehicles
- Maintain Drivers
- Purchase Orders
- Acct Maint Preferences

- Message Center
- My Profile
- Help

Log Off

You are on account 869128405 | A & J ENTERPRISES

## Maintain Cards: Select a Card

Select a card by entering a card ID or by entering card attributes.

### Search by Card ID

Card ID: \*   [Finding Your Card ID](#)

OR

### Search by:

[Show Advanced Search Fields](#)

#### Card Attributes

All
  Tied to Vehicle
  No Tie

Tied to Driver

Vehicle ID: 
 Driver ID:

License: 
 Last Name:

Description: 
 First Name:

VIN:

**Search Tip:** Use an asterisk (\*) in place of letters or numbers to get partial matches.

Card Status:

Status Date: From  to

#### Organization

Not filtered by Organization

- [Change Organization Levels](#)
- [Use Preferred Organization](#)
- [Do Not Filter by Organization](#)

Let's create a card tied to driver (like it says on page 7).

Click on "Create Card + Driver"



- Account**
- Maintain Cards**
  - Select a Card
  - Create Card + Vehicle
  - Create Card + Driver
  - Create Card Untied
  - Cancel Card
  - Lost/Stolen Card
  - Replace Card
- Maintain Vehicles**
- Maintain Drivers**
- Acct Maint Preferences**
- Message Center**
- My Profile**
- User Management**
- Group Management**
- Help**

## Edit a Card Tied to Driver

\* = required

### Card Information

**Card ID:** 900007    **Card Status:** Issued    **Issue Status:** Active    **Status Date:** 02/13/2006

[Transactions Since Last Billing Statement:](#) \$82.28

**Address ID:** 1

**Company Name:** A & J ENTERPRISES ②

**Address:** ATTN HEATHER STULTS  
738 HWY 6 S STE 600  
HOUSTON, TX 77079-4042

**Business Phone:** (800) 987-6591

### Driver Information

Changes to the driver's information will replace the stored values when you save the changes to this card. Changing the Driver's name will result in the card being re-issued.

**Driver ID:** 000005 ①    **Driver Status:** ACTIVE    **Status Date:** 02/07/2006

**First Name:** JESSIE    **Mi:**    **Last Name:** EDWARDS ③

### Card Embossing

Changing the embossing (Standard vs. Special) or changing the Special Embossing text will result in a card re-issue.

Standard Embossing

**Line ①** 000005

**Line ②** A & J ENTERPRISES

**Line ③** JESSIE EDWARDS

Special Embossing

Line 1: 000005

Line 2:

Line 3:

### Organization

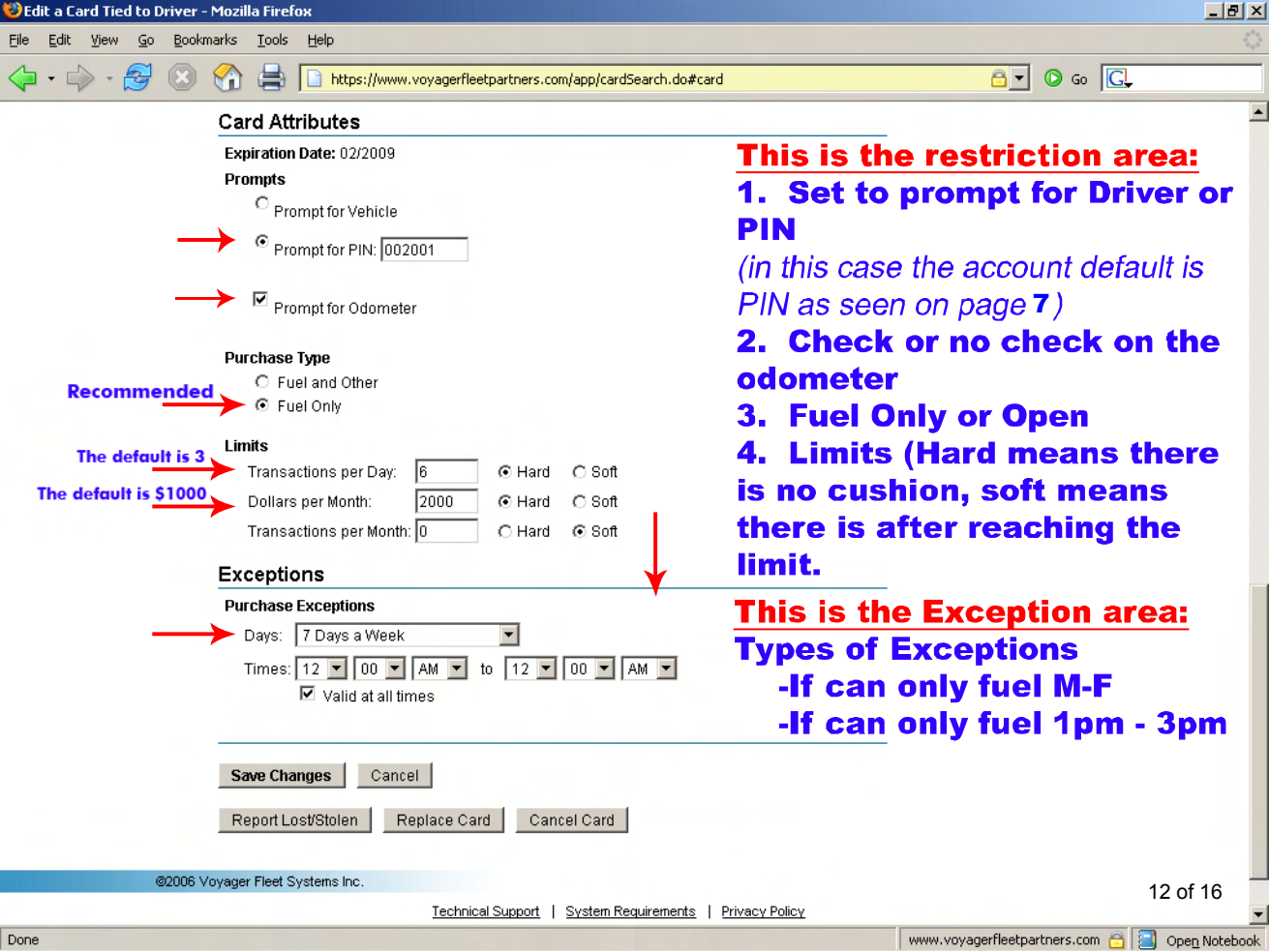
[Select Organization\\*](#)

**Org Level 1:** FUELTRAC INC

- 1. This will Require a Driver ID.**  
*(This card tied to driver will prompt for a PIN.)*
- 2. Fill out the necessary fields.**
- 3. The default is 3 lines of embossing:**

- Driver ID**
- Company Name**
- Driver Name**

**If your company has Organizational Level 3's and 4's (departments) this is where you would select those.**



## Card Attributes

Expiration Date: 02/2009

### Prompts

- Prompt for Vehicle
- Prompt for PIN:
- Prompt for Odometer

### Purchase Type

- Fuel and Other
- Fuel Only

### Limits

- Transactions per Day:   Hard  Soft
- Dollars per Month:   Hard  Soft
- Transactions per Month:   Hard  Soft

## Exceptions

### Purchase Exceptions

- Days:
- Times:    to
- Valid at all times

Save Changes

Cancel

Report Lost/Stolen

Replace Card

Cancel Card

**This is the restriction area:**

**1. Set to prompt for Driver or PIN**

*(in this case the account default is PIN as seen on page 7)*

**2. Check or no check on the odometer**

**3. Fuel Only or Open**

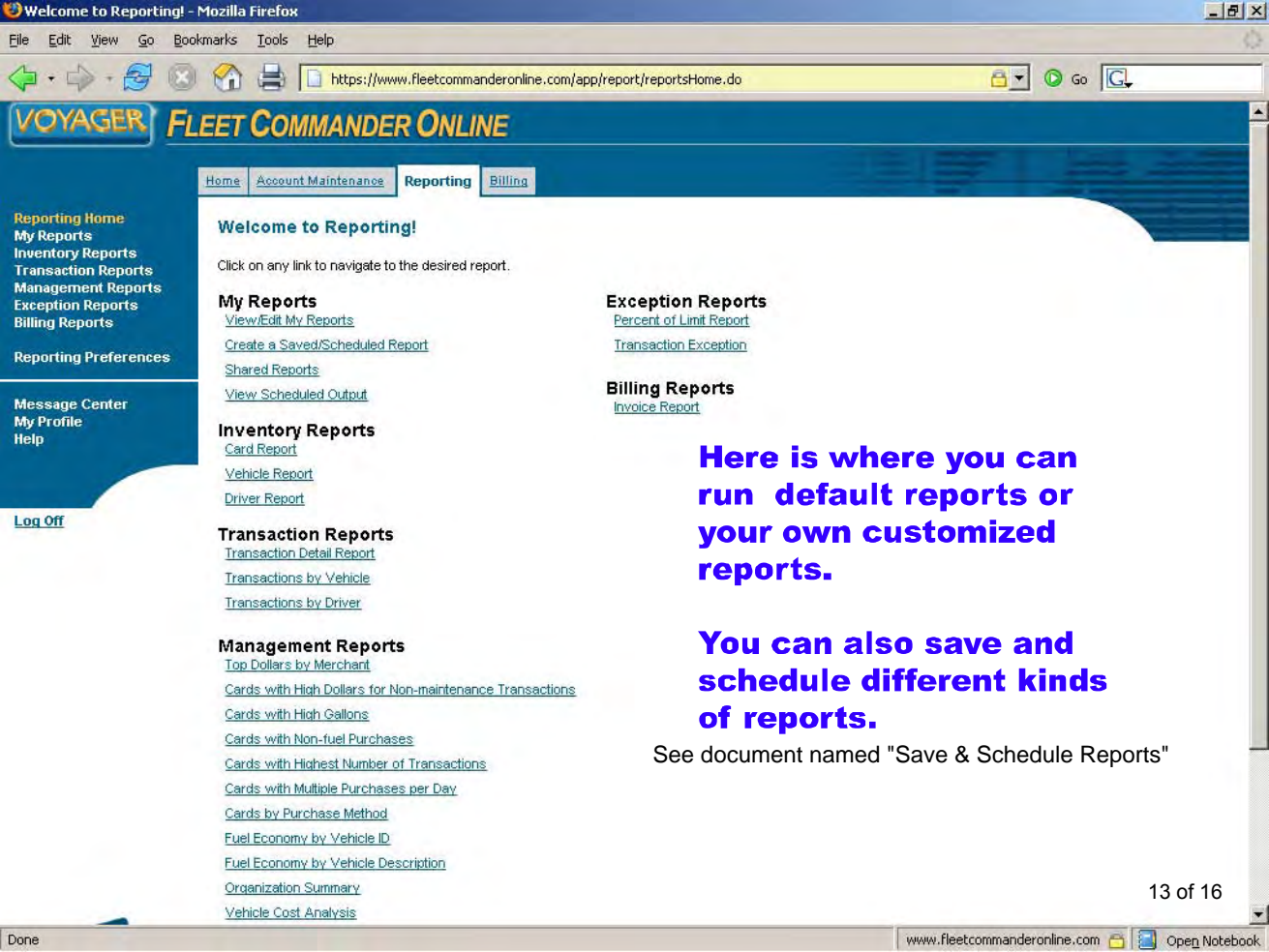
**4. Limits (Hard means there is no cushion, soft means there is after reaching the limit.)**

**This is the Exception area:**

**Types of Exceptions**

**-If can only fuel M-F**

**-If can only fuel 1pm - 3pm**



# VOYAGER FLEET COMMANDER ONLINE

- Home
- Account Maintenance
- Reporting**
- Billing

- Reporting Home**
- My Reports**
- Inventory Reports
- Transaction Reports
- Management Reports
- Exception Reports
- Billing Reports
- Reporting Preferences
- Message Center
- My Profile
- Help
- Log Off

## Welcome to Reporting!

Click on any link to navigate to the desired report.

### My Reports

- [View/Edit My Reports](#)
- [Create a Saved/Scheduled Report](#)
- [Shared Reports](#)
- [View Scheduled Output](#)

### Inventory Reports

- [Card Report](#)
- [Vehicle Report](#)
- [Driver Report](#)

### Transaction Reports

- [Transaction Detail Report](#)
- [Transactions by Vehicle](#)
- [Transactions by Driver](#)

### Management Reports

- [Top Dollars by Merchant](#)
- [Cards with High Dollars for Non-maintenance Transactions](#)
- [Cards with High Gallons](#)
- [Cards with Non-fuel Purchases](#)
- [Cards with Highest Number of Transactions](#)
- [Cards with Multiple Purchases per Day](#)
- [Cards by Purchase Method](#)
- [Fuel Economy by Vehicle ID](#)
- [Fuel Economy by Vehicle Description](#)
- [Organization Summary](#)
- [Vehicle Cost Analysis](#)

### Exception Reports

- [Percent of Limit Report](#)
- [Transaction Exception](#)

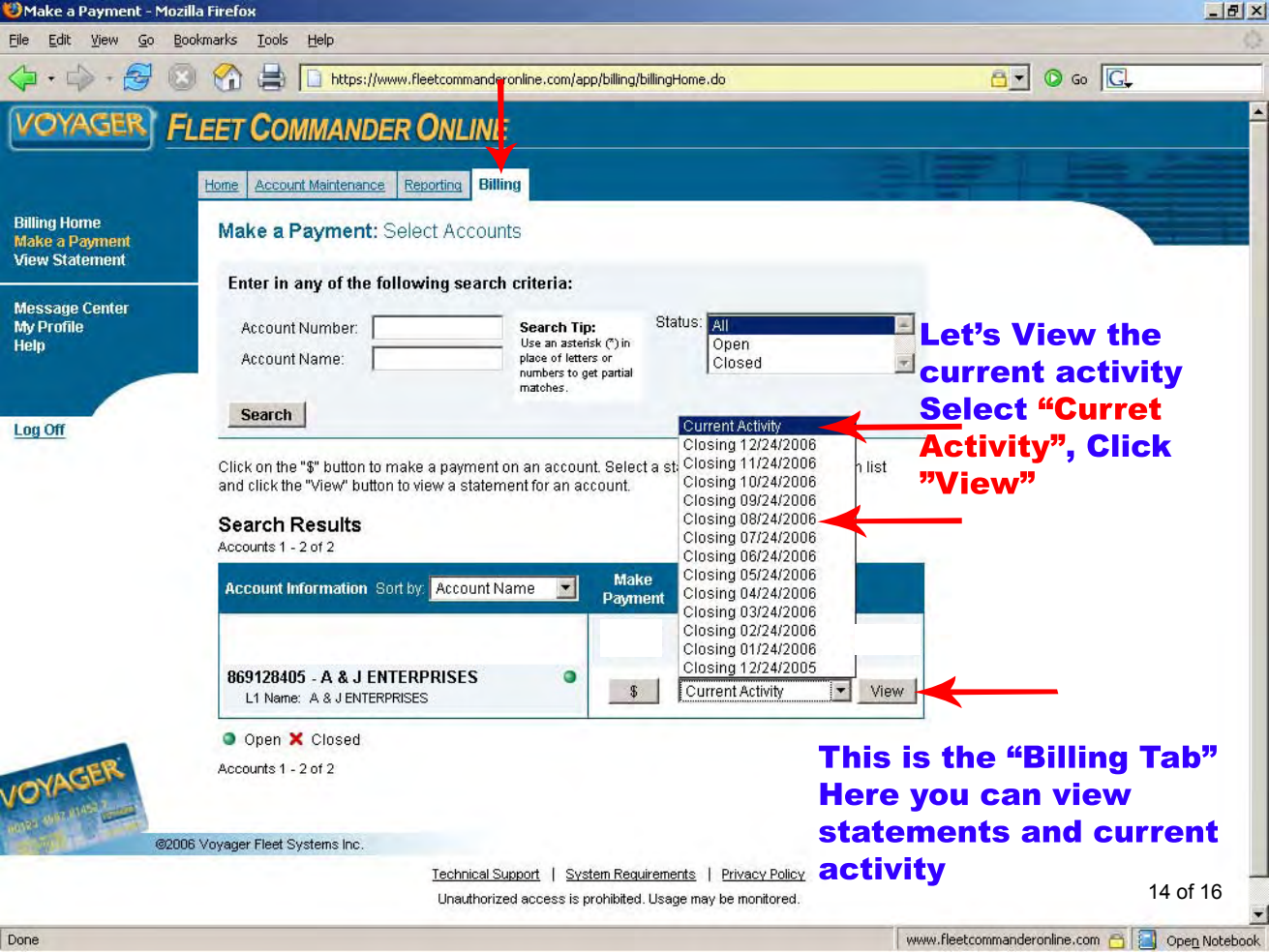
### Billing Reports

- [Invoice Report](#)

**Here is where you can run default reports or your own customized reports.**

**You can also save and schedule different kinds of reports.**

See document named "Save & Schedule Reports"



# VOYAGER FLEET COMMANDER ONLINE

Home Account Maintenance Reporting **Billing**

Billing Home  
Make a Payment  
View Statement

Message Center  
My Profile  
Help

Log Off

## Make a Payment: Select Accounts

Enter in any of the following search criteria:

Account Number:   
Account Name:

**Search Tip:**  
Use an asterisk (\*) in place of letters or numbers to get partial matches.

Status:

**Search**

Click on the "\$" button to make a payment on an account. Select a status and click the "View" button to view a statement for an account.

### Search Results

Accounts 1 - 2 of 2

Account Information	Sort by: <input type="text" value="Account Name"/>	Make Payment	Current Activity
869128405 - A & J ENTERPRISES L1 Name: A & J ENTERPRISES		<input type="text" value="\$"/>	<ul style="list-style-type: none"> <li>Closing 12/24/2006</li> <li>Closing 11/24/2006</li> <li>Closing 10/24/2006</li> <li>Closing 09/24/2006</li> <li>Closing 08/24/2006</li> <li>Closing 07/24/2006</li> <li>Closing 06/24/2006</li> <li>Closing 05/24/2006</li> <li>Closing 04/24/2006</li> <li>Closing 03/24/2006</li> <li>Closing 02/24/2006</li> <li>Closing 01/24/2006</li> <li>Closing 12/24/2005</li> </ul>

Open  Closed

Accounts 1 - 2 of 2

Let's View the current activity  
Select "Current Activity", Click "View"

This is the "Billing Tab"  
Here you can view statements and current activity





Current Activity

Make Payment

Download as PDF

### A new window will open showing:

- Previous Balance
- Current Balance
- New Total (both balances)
- Payments

Payment due upon receipt  
Please return this portion with your check payable to:  
VOYAGER FLEET SYSTEMS INC.

Indicate account number on your check  
PO BOX 790049  
HOUSTON TX 77279-0049

A & J ENTERPRISES  
ATTN HEATHER STULTS  
738 HWY 6 SOUTH STE 600  
HOUSTON, TX 77079-4042

Unbilled Activity as of 01-15-2007

Account Number	Total Transactions
869128405	0

Account Summary	Amount
Previous Balance	\$ .00
Current Balance	\$ .00

Date	Payments and Adjustments	Amount
------	--------------------------	--------

1. You can download this to a PDF for your records

2. You can pay what you owe online

©2006 Voyager Fleet Systems, Inc. - Unauthorized access is prohibited. Usage may be monitored.

Done

www.fleetcommanderonline.com



Open Notebook



©2006 Voyager Fleet Systems Inc.





# Fleet Commander Online

[PRIVACY](#) [CUSTOMER SERVICE](#) [HELP](#) [EXIT](#)

Make Payment

Manage Accounts

Pending Payments

Payment History

## Make a Payment - Voyager Fleet Card

All fields required

### PAYMENT INFORMATION

Amount Due: **\$0.00**

Payment Amount:

Payment Method: **eCheck**

Due Date: **Jan-16-2007**

Scheduled Payment Date: **Jan-16-2007**

**Whether you click "Make a Payment" in the new window OR the "\$" on the Billing Tab:**

### PAYMENT DETAILS

Account Name: **A & J ENTERPRISES**

Fleet Account Number: **869128405**

Previous Balance: **\$0.00**

Payments: **\$0.00**

Adjustments: **\$0.00**

New Purchases: **\$0.00**

New Balance: **\$0.00**

**A new window will open for you to pay via eCheck**

[Continue](#)

[Cancel](#)

[Browser Requirements](#)

Done

epayment.epymtservice.com