



Account Maintenance and Instructions

This Side: Fleet Dispatcher information only.

Contact Phone Numbers

Accounts Receivable – 800.738.7587, option 7

- To discuss payment application to your account
- Change bank information
- Invoice and credit line questions
- Online account payment assistance

Customer Care – 800.359.7587

- Activate or deactivate cards
- Order supplies
- Load funds to PlusCheks and cards
- Void PlusCheks
- General questions concerning your account
- Online Account Management instructions

Touchtone Service – 800.497.7587

(See more details below)

- Check your account's current available balance
- Load funds to a driver's card or a PlusChek™
- Put messages on a driver's card
- To release a station in a limited network

Online Account Management

Features:

- Activate and deactivate cards
- Pay your invoice online

You can maintain your account online by doing the following:

1. Go to www.FleetOne.com
2. Click on Login.
3. Under OTR Login enter
 - Login ID (Your account number)
 - Password (1 password per account)

If you do not already have an online password, call our Customer Care Department at 800.359.7587 to request one.

www.FleetOne.com

Touchtone Dispatch

1. Dial **800.497.7587**, and upon hearing the greeting, press **"8"**.
2. Enter your 6 digit Fleet One™ **account number**.
3. **Enter your employee number** (1-6 digit number assigned to you on the "Authorized Fleet Contacts" form.)
4. On the **first call only**, you will be asked for your **home phone number** with the area code first (enter the same information that was submitted on the Authorized Fleet Contacts form).
You will be prompted to assign a PIN Number. Remember this number – Fleet One does not have access to this information. The PIN number must be 2-10 digits.
5. The next prompt. Your options:
 - 1 - **To load Fuel, Cash or Miscellaneous on a card.** Follow the prompts. Miscellaneous load covers the cost of anything other than Fuel or Cash – such as repairs, parts, etc.
 - 2 - **To load a PlusChek.** The first question is Trip or Tracking # which can be any number that may be helpful in identifying what this check was for and will appear on your invoice. Press "#" to bypass this field if you choose. Then the PlusChek # and Amount will be asked.
 - 3 - **Check company available balance.**
 - 4 - **Inquire on a driver or unit.**
 - 5 - **Send a message to a driver or release a driver in a limited network.**

Note: When loading funds on a card, you will be given the option to "add to" or "replace" the current available balance. For questions, please call 800.359.7587.

Refer a Fleet. Receive a Reward!

We'll send you a reward for every Fleet One customer your referrals create. Here's how it works. Just fill out this form and **fax it to 888.310.1988**. As soon as your referral starts fueling with Fleet One cards, you'll earn your reward.

Prospective Customer Information	Your Information
Fleet Name_____	Fleet Name_____
Contact Name_____	Contact Name_____
Phone Number_____	Phone Number_____
Number of Vehicles_____	Address, City & State_____
Address, City & State_____	_____



Account Maintenance and Instructions

This Side: Dispatcher and driver information. Copy and distribute to your drivers.

Dear Driver,

Welcome to Fleet One. Based on your company's selections, your new card has been set up with certain limits and security features. When making a purchase with your card, you will be asked for your (those noted below):

- Unit Number. This is the unit number you are driving at the time of purchase.
- Driver ID Number. This is the driver number that your company has assigned to you.
- HUB Reading. This is your hub/odometer (mileage) reading at the time of purchase.
- Trip Number. Your fleet manager has decided that your trip number will be:
 - Actual Trip Number
 - Trailer Number
 - Driver's License Number
 - Tag/License Plate Number
- PO Number. Your fleet manager has decided that your PO number will be:
 - Actual PO Number
 - Trailer Number
 - Driver's License Number
 - Tag/License Plate Number

Please remember that without the above selected information your transaction may be declined. Your company should make you aware of the limits placed on your card. If you are unclear about limits or requirements on your card, please check with your dispatcher regarding use. If your company has set your card up for automatic resets, this will occur at **12AM Midnight Central Standard Time**. In the unlikely event that you encounter difficulties, please have the attendant call 800.729.7587 to speak with one of our Customer Care personnel.

PlusChek™ – How to use this feature.

1. When you, the driver, need to use a PlusChek, call an Authorized Dispatcher with your company and supply a PlusChek number and the exact dollar amount needed. Your dispatcher should give you an estimate of how long it will take to load the check.
2. Your Authorized Dispatcher will then contact Fleet One by Touch-tone, Internet or call in to an Operator** to load the PlusChek.
3. You can wait the estimated time and then give the check to the recipient. The PlusChek recipient will then call Fleet One for Authorization. After Authorization is obtained, the PlusChek can be deposited into recipient's bank account.

Example:

You need to pay a Lumper. You call the Authorized Dispatcher with the next PlusChek number in your book and the exact dollar amount requested. Your Authorized Dispatcher tells you that it will take approximately 5-10 minutes to load the PlusChek. At this point, you can go ahead and give the Lumper the PlusChek and he can go on his way. There is no need for you to call your Dispatcher back or vice versa. At this point the Dispatcher will contact Fleet One to load the PlusChek.

When loading through an Operator, a voice load fee applies. **NOTE: Most truck stops maintain a supply of PlusCheks for your convenience.

ATM—Your company's account is: **set up for this feature. Please read these instructions regarding use.**
 NOT set up for this feature. Please disregard these instructions.

About this Feature

Before using your card for ATM purposes, please read the following:

1. You can use this card at any PLUS® or Interlink® ATM in the world. You can also use it to pay for goods and services anywhere PIN-based cards are accepted.
2. You should have received ATM PIN numbers in the mail for each of your cards. Each card has a specific ATM PIN number assigned to it. NOTE: If during set up you chose to have driver ID numbers assigned to cards, be aware that the driver ID numbers are NOT the same as the ATM PIN numbers.
3. ATM funds are drawn from the Cash portion of the fleet card.
4. When a driver uses a Fleet One card as an ATM card, there are fees associated with each transaction. Each card must have sufficient funds to cover: 1. The transaction (either the funds the driver withdraws or the cost of the goods/services the driver purchased) and 2. ATM machine service fees and possibly 3. The Fleet One ATM fee (see terms and conditions page) if you opted to charge the driver for this fee.

How to use this Feature

Before using your Fleet One card as an ATM card, check with your manager to make sure that you understand how your company has chosen to handle related fees. Instructions for Use:

1. Locate a PLUS® or Interlink® ATM.
2. Swipe your card or follow instruction at the ATM.
3. Enter your 4 – digit ATM PIN number. This PIN # will come in a separate PIN mailer to your company. It is likely that this number is different from your driver ID #, if a driver ID # on your account is applicable.
4. Once your PIN number has been verified, you can check your balance, or withdraw funds from the cash balance on your Fleet One card.
5. When you perform a withdrawal, choose either the checking or credit card options to withdraw funds from your card. You can also select the Quick Cash or Fast Cash options (if available).

NOTES: For every inquiry on your card through an ATM, including "balance", the Fleet One ATM fee will be charged and may be applied by Fleet One. For free balance inquiries, please use our touchtone service.

The Fleet One ATM fee charged may be assessed to your card or company account. Inquire with your authorized dispatcher for details.

You can use your Fleet One card to pay for goods and services anywhere PIN-based ATM cards are accepted.