

FleetNet America is dedicated to enhancing the experience for our fleet customers, drivers, and agents. With this in mind, we are implementing changes to serve you better. Please read on to learn more about our latest improvements and what you can expect moving forward.

What's New: We have reimagined our **invoice** focused on you, *our valued customer*, with a streamlined and uniform look to support your teams in an efficient manner as we continue to transform our system to best meet your needs.

- The Work Order listed on the updated invoice is what you have known as the Event number on the current invoice. We have also dropped the C at the end of the Work Order for your convenience.
- The Nature of Repairs field is comparable to the Repairs field today.
- The most pertinent information appears on the updated invoice with an opportunity to access our Customer Portal for the most up-to-date work order information.
- We have transitioned to a Late Fee model instead of the Terms Fee you may have seen in the past. No more guessing what to pay on the Invoice. Simply pay the Invoice total based on your account terms to avoid Late Fees.
- If you require a PO *before* invoice, please update via the new customer portal or email your update at FleetNetAR@coxautoinc.com.

What to Expect: You may receive our updated invoice *and* our current invoice model for a period of time as your events move to completion. Please partner with your internal payment team and any other key stakeholders you identify to ensure a smooth transition process.


Contact Us: We are here to answer your questions during this time. Please reach out to your Sales Partner or your Client Relationship Manager anytime. We are dedicated to the strong partnership we have created together.

Sample Invoices: We have added our updated invoice along with a visual of our current invoice style to this communication for your ease of reference. See the attached pages.

Please note these invoices are for communication only.


The Bottom Line: While the look of our invoice is changing, our dedication to your account remains the same. We are here to help you along the way. Reach out with any questions you may have. We are here to serve.

Updated Invoice Style:

 FleetNet America by Cox Automotive		<h2>Invoice: 20243</h2>																																										
CUSTOMER LOCATION MFO002584		REMIT PAYMENT TO FleetNet America, Inc PO Box 604165 Charlotte, NC 28260-4165 US																																										
BILL TO MFO002584		INVOICE DATE 14-NOV-2024 PAYMENT DUE DATE 14-NOV-2024 CUSTOMER PO VIN JH4DC548968013800 ASSET NUMBER 140207 Trailer - YEAR MAKE MODEL ODOMETER																																										
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SPECIAL INSTRUCTIONS Please include the invoice number on all remittances and include remittance copy with postal payments. If you would like to pay by ACH or have questions concerning this invoice, please contact FleetNetAR@coxautoinc.com. To manage your account and view invoices, visit FleetNetAmerica.com. A late fee will be added, wherever applicable, to all past due invoices, subject to details in the FleetNet America General Terms and Conditions.																																												

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Current Invoice Style:

 <p>FleetNet America</p> <p>COX AUTOMOTIVE / MOBILITY</p>	<h2 style="text-align: center;">INVOICE</h2> <p>Remit To: FleetNet America, Inc. PO Box 604165 Charlotte, NC 28260-4165</p>	<p style="text-align: right; font-size: small;">Advertisement (b) 12/3/2024 10:07</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> Please Note our New Remittance Address when responding. </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Invoice Num</td> <td>8325578C</td> </tr> <tr> <td>Invoice Date</td> <td>12/03/2024</td> </tr> <tr> <td>Customer PO</td> <td>None</td> </tr> </table>	Invoice Num	8325578C	Invoice Date	12/03/2024	Customer PO	None																																								
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<p>Event Notes (Most recent listed first, space permitting)</p> <p>Nov 13 2024 3:17PM - Public: SP advised the unit went in tow at 11:30 local time and should be done in the next 20 minutes</p> <p>Nov 13 2024 11:39AM - Created Event</p>																																																

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