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The Cox Fleet Advantage

Cox Fleet goes beyond connecting calls to service. We bring solutions to problems. It all adds up to something unmatched in the industry: national scale with local accountability. One team focused on your uptime, removing friction and making our customers' lives easier. We are Built for Every Mile.

Contact Us

24/7 Roadside Support – 800-972-8872 **NOTE: Insert Applicable dedicated phone #s here**

Managed Care –

[Cox Fleet | Built For Every Mile](#)

Your Support Team

PERFORMANCE MANAGER –

SALES CONTACT -

Welcome to the updated Cox Fleet Customer Portal, your one source of truth, allowing you real-time visibility to make smarter and faster decisions to drive your fleet's maximum uptime. Whether you are a new customer joining Cox Fleet or have trusted us for your fleet's needs in the past, we offer you a quick guide on how to interact with the Customer Portal effectively.

Important Links:

[Fasttrax - Cox Fleet](#) – Cox Fleet Portal Training & Resource Center

<https://connect.fleetnetamerica.com> – New Customer Portal Link. Save this link to your favorites.

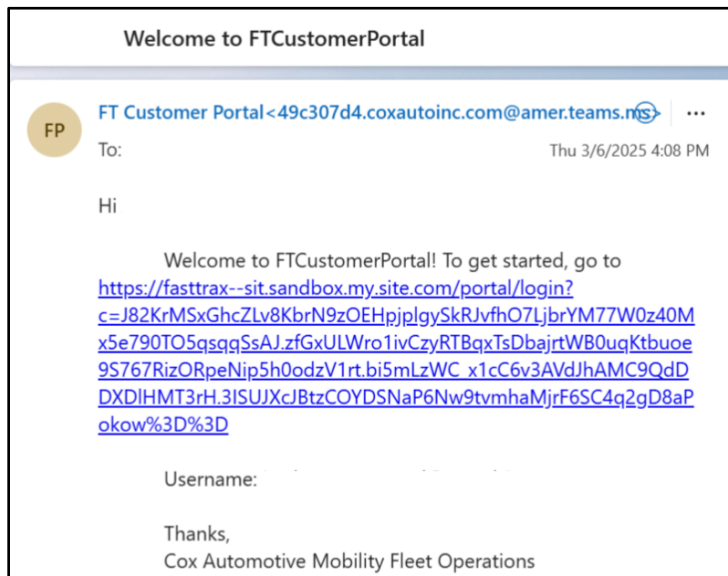
<ft.fixmytruck.com> – New LET (Live Event Tracker) Link. Expect LETs from this address. Do not click.

<fltautotify@fleetnetamerica.com> – You will receive an email from this address to set up your Portal Access.

Your First Login:

You will receive a Welcome Email containing your username.

- Click the link to set up your password and preferences.

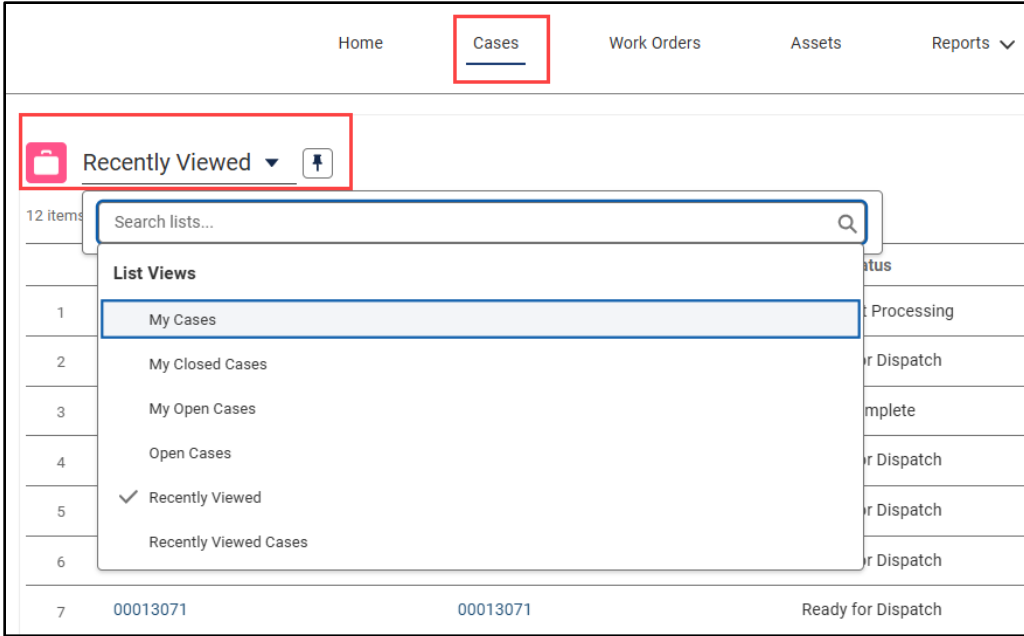


Terminology

Understanding these key terms helps you communicate most effectively with the Cox Fleet team.

Case – Each time you provide us with the information to complete a service on your asset a case is created and assigned a specific number. The case is made up of one or more work orders depending on complexity.

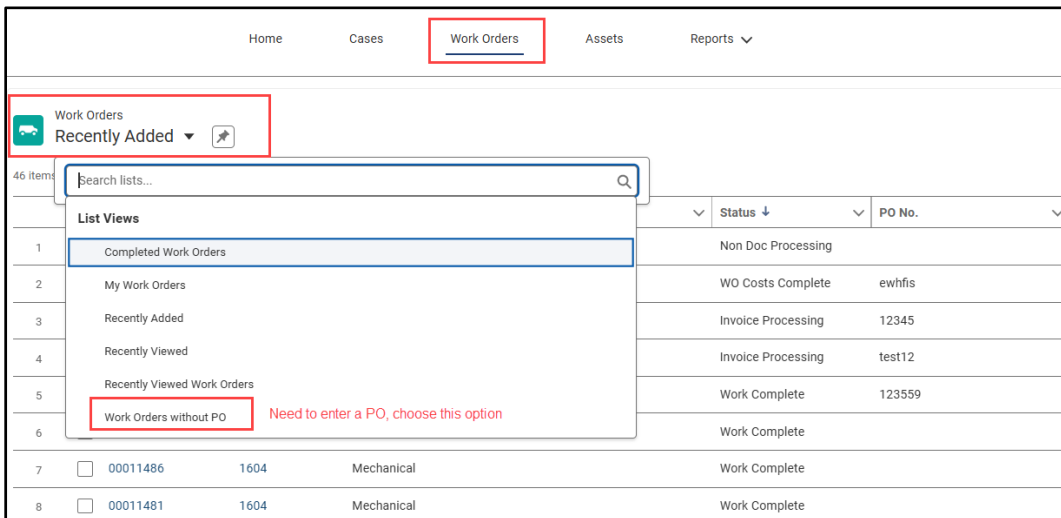
Your case view displays on the home screen and you can access anytime by choosing Cases and changing your list view as appropriate.



Please note we have detailed instructions on how to create a case below.

Work Order – A work order is created once your initial case request has been dispatched to one of our first party technicians or our network of over 65,000 service providers. A work order is a different number than the case number. You may have more than one work order per case.

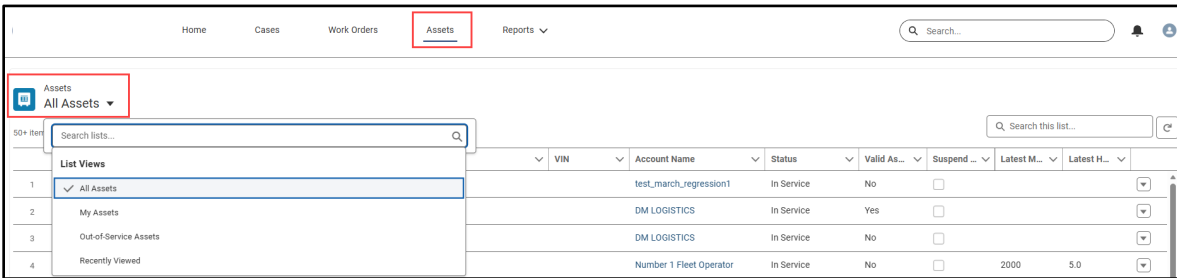
Your work order view displays based on whether you see all information for your organization or just specific locations, and you can access anytime by choosing Work Orders and changing your list view as appropriate.



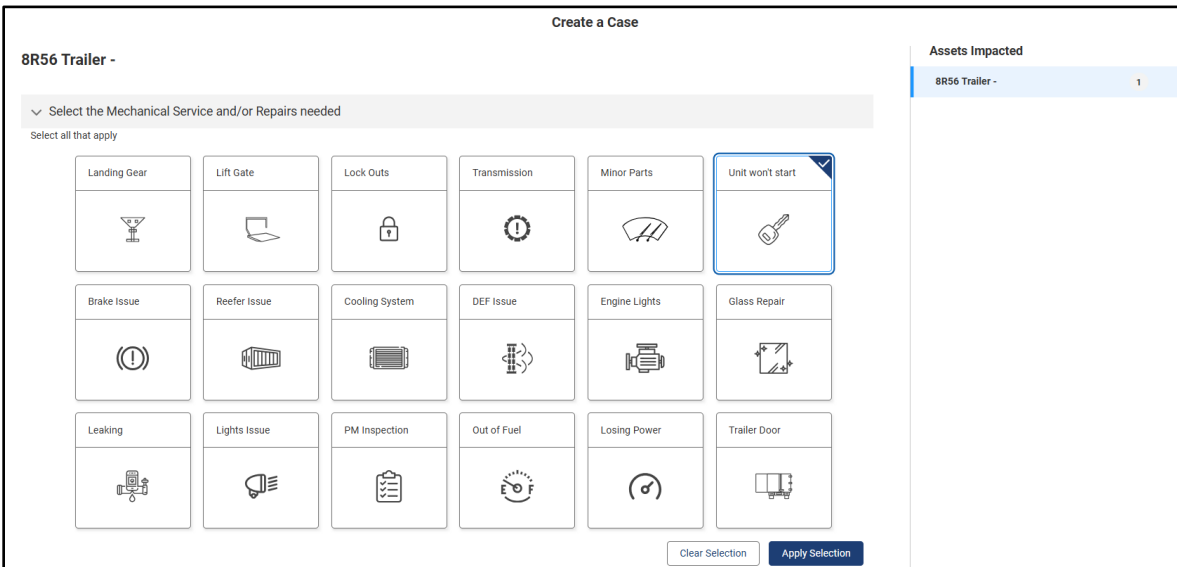
Assets – also referred to as units or equipment. Examples include tractors, trailers, dollies, reefers, and forklifts to name a few.

You can update your latest mileage or hours (if applicable) by clicking into the appropriate field. Our latest mileage or hours records will update on the Portal as well.

In Service and Out of Service – Our teams can update your asset profiles to indicate the Asset Status. Note: We can create cases and work orders on In Service assets.

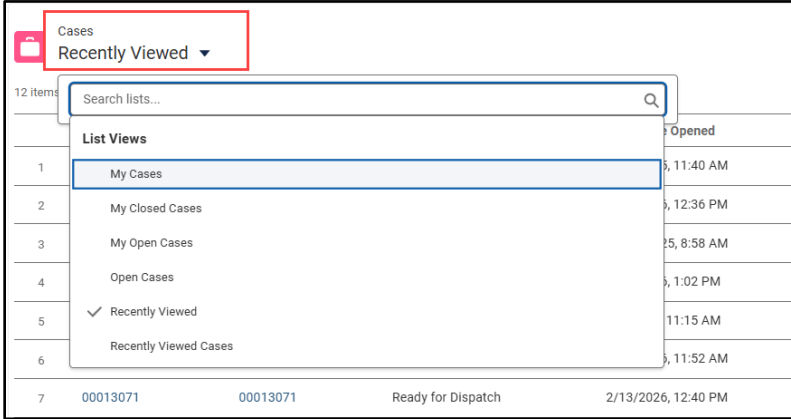


Reported Issue – What’s wrong with the asset. You will choose the most appropriate tile when creating a case in the Customer Portal.

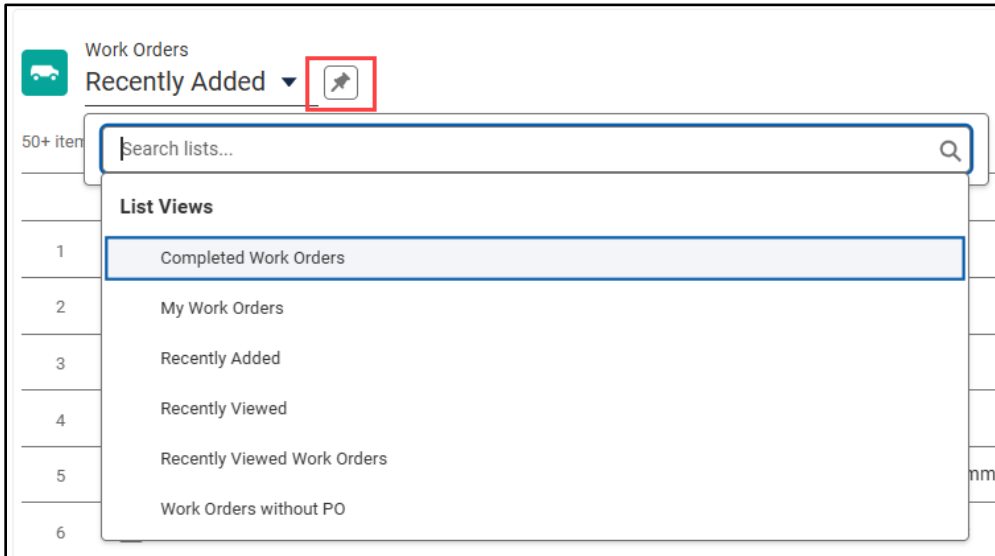


How to Change List Views

1. Login to the Customer Portal
2. Choose your view (Cases, Work Orders, Assets) or view Cases directly from Home.
3. Click on the Drop-Down Menu and choose your preferred view.

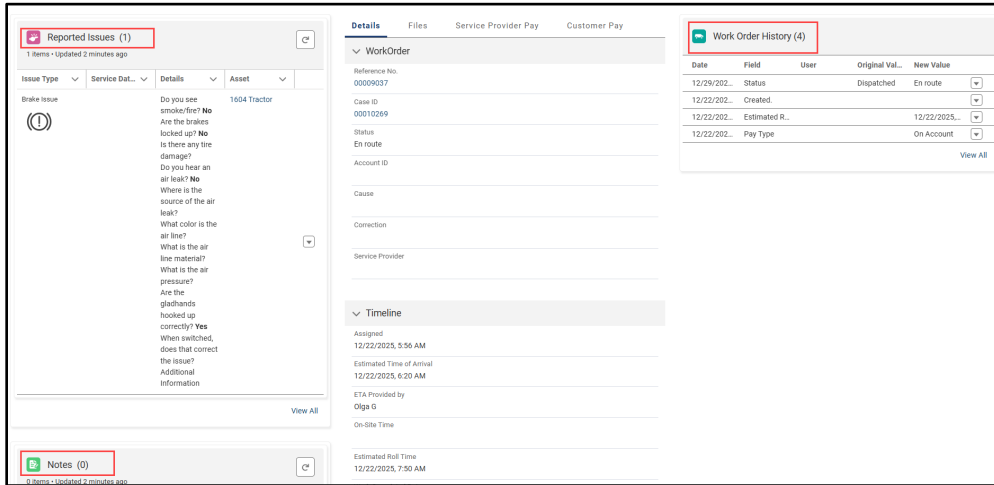


4. Some views offer a pin as an option. Choose the pin to keep the view you want to see.



Case and Work Order Layout

Cases and Work Orders provided have a similar look and feel. You can see a history and notes. Work Orders also provide the timeline of the work performed.



The screenshot displays the Cox Fleet interface. On the left, there is a 'Reported Issues (1)' section with a list of diagnostic questions for a '1904 Tractor'. Below this is a 'Notes (0)' section. The main area is divided into 'Details' and 'WorkOrder' sections. The 'WorkOrder' section includes fields for Reference No., Case ID, Status, En route, Account ID, Cause, Correction, and Service Provider. Below this is a 'Timeline' section with dates and times for Assigned, Estimated Time of Arrival, ETA Provided by, On-Site Time, and Estimated Roll Time. On the right, there is a 'Work Order History (4)' table with columns for Date, Field, User, Original Val., and New Value.

Date	Field	User	Original Val.	New Value
12/29/2021	Status		Dispatched	En route
12/22/2021	Created			
12/22/2021	Estimated R...		12/22/2025	
12/22/2021	Pay Type		On Account	

Status Meanings

You will see a variety of status types listed in the Portal. Below is a summary of many of status options you may see.

Pending – A Case has been created and awaiting dispatch which will generate the Work Order number for the first time.

Dispatched – A service provider has been dispatched and accepted the work order.

En Route – The service provider has notified our team that they are traveling to the asset.

Onsite – The service provider has notified our team that they are onsite and present with the asset.

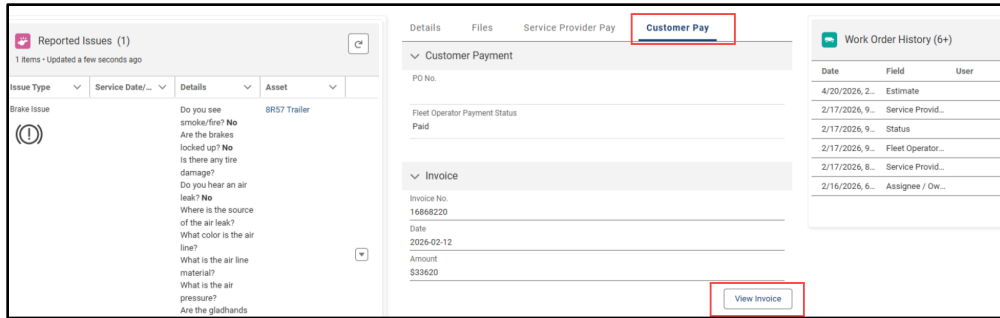
Waiting on Parts – The service provider has indicated they are waiting on a part or parts to complete the work in question.

Work Complete – The Work Order has a completed time and correction notes. The asset may be ready to roll if there is only one Work Order associated with the Case.

Work Complete Verbal – Our teams have received verbal verification that the work is complete and awaiting final details to move into a Work Complete status.

WO Costs Complete – The VMRS coding process is complete and ready to move into invoicing.

Invoice Processing – The AR invoice is presented for the first time the Portal as seen below.



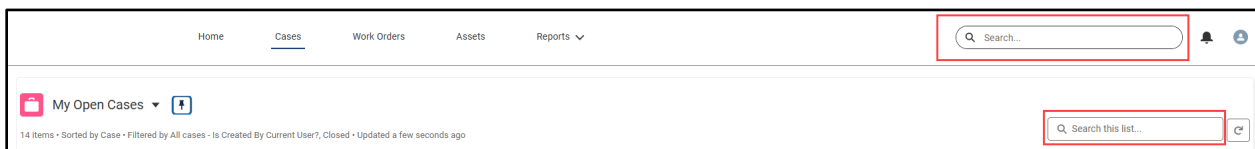
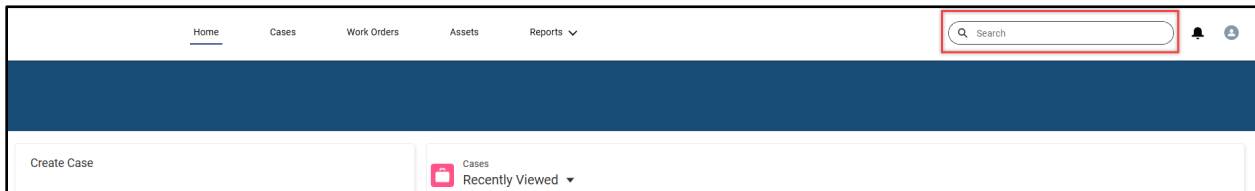
Cancelled – Awaiting Invoice – You have cancelled the Work Order after the assigned Service Provider was en route or onsite with the asset and we expect charges from the Service Provider.

Cancelled – We have cancelled the Work Order and a determination on further charges will be made.

Payment Processing – We have received payment and applying the payment to the applicable Work Order.

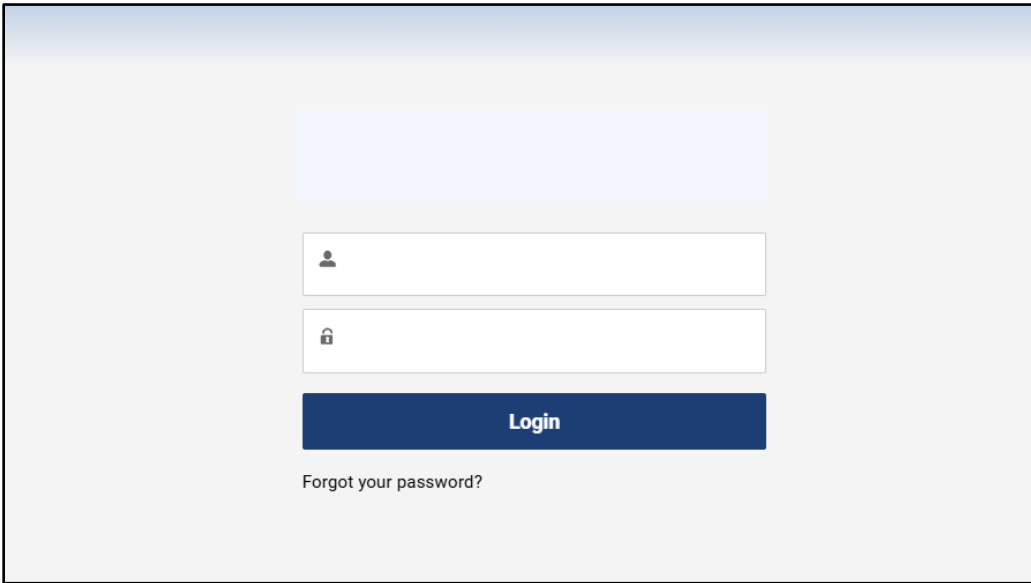
How to Search

The Search feature is enabled from the Home screen and each list view. You can enter full Case or Work Order numbers, Asset numbers, VINs, or a generic search like 'trailer' to return what you need to access quickly.

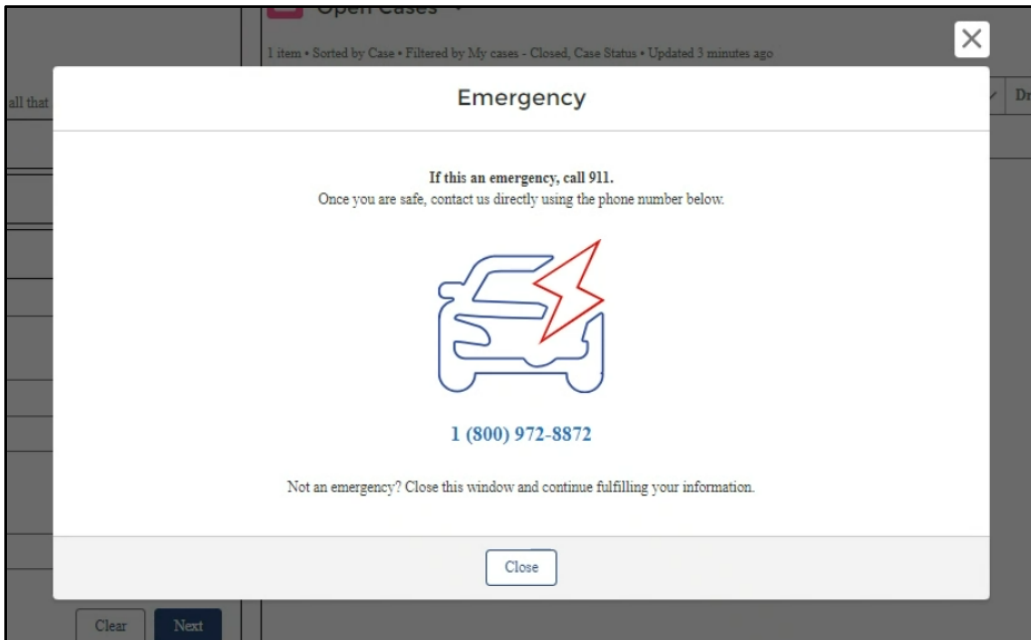


How To Create a Case

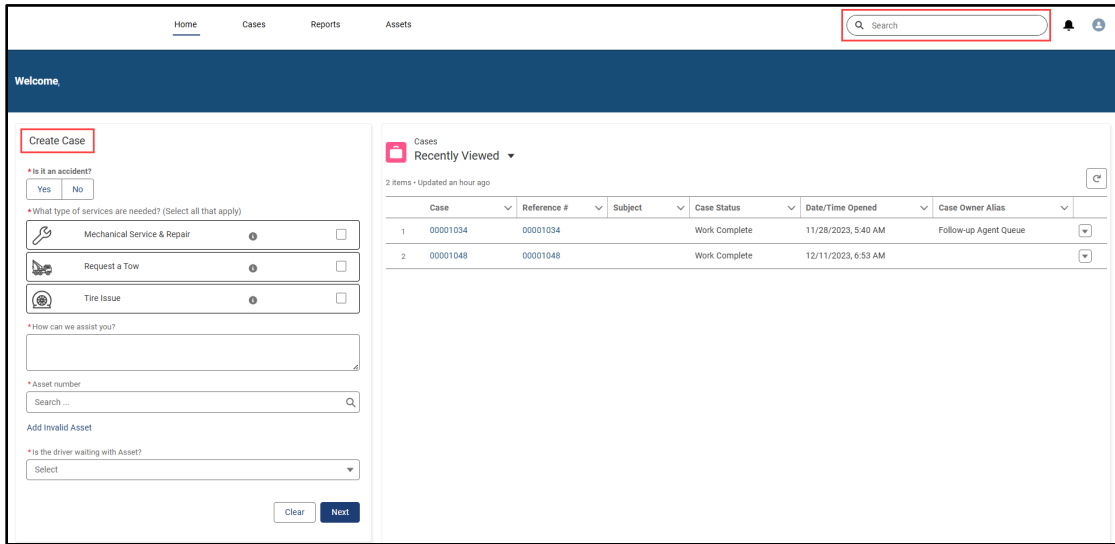
1. Login to the Customer Portal



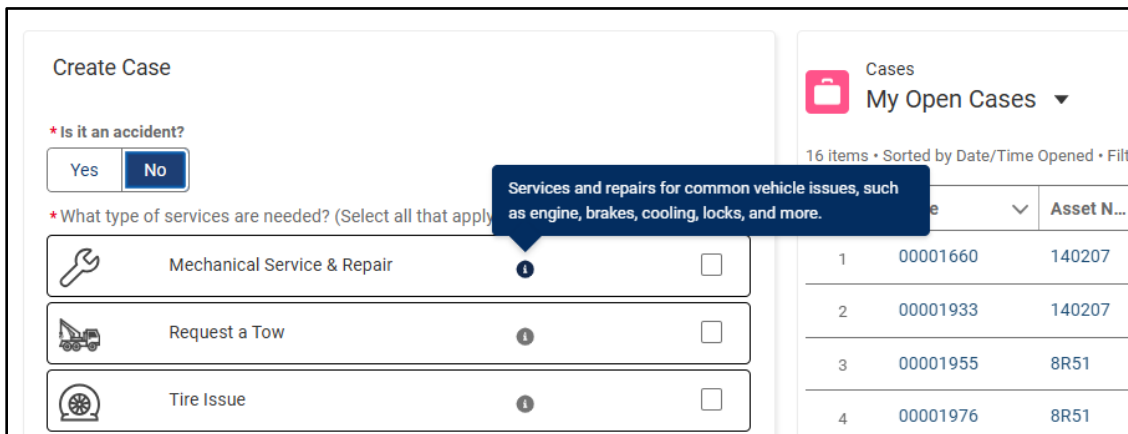
2. You will receive an emergency popup each time you log into the portal to as we want to ensure the drivers and customers that we support are safe.



- The Home Screen allows you to Create a Case, view Cases and search by key items such as the unit number, reference number or case number.



- Complete the initial intake information to begin a Case. We have included tips to help make the right choice for your needs.



*How can we assist you?

Provide a detailed description of the service you need.

* Asset number

Search ...

Add Invalid Asset

* Is the driver waiting with Asset?

Select

Clear Next

If you choose to add an Invalid Asset you will be directed to the pop up below.

Note: An Invalid Asset is simply an asset or unit that is not validated within our systems. Your account setup will determine if you are able to set up an invalid asset in the portal.

yard

00002087 W0009 Pending 7/3/2024, 3:55 PM

Add Invalid Asset

* Asset Number

* Account POLY TRUCKING

* Asset Type Select an Option

VIN

Cancel Create

Is the Driver waiting with the Asset? Yes/No. If you answer 'Yes' additional questions appear.

* Is the driver waiting with Asset?

Yes

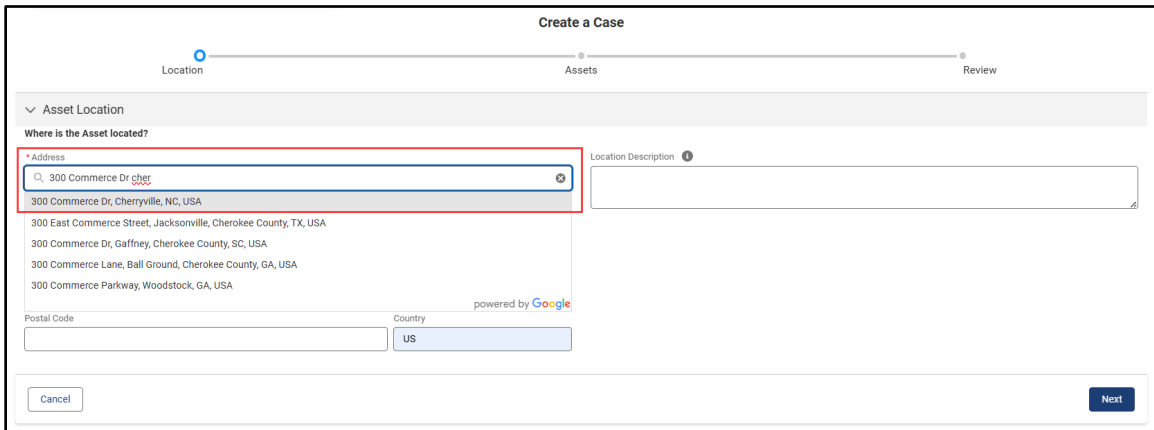
* Driver Name ⓘ

* Driver Phone

Enter numbers only - 10-digit phone number.

Clear Next

5. Populate Asset Location. Be sure to begin typing the address in the top field and select the complete address from the drop-down as seen below. This action populates the address fields and helps us locate the best service provider for you.



Create a Case

Location Assets Review

▼ Asset Location

Where is the Asset located?

* Address

300 Commerce Dr cher

300 Commerce Dr, Cherryville, NC, USA

300 East Commerce Street, Jacksonville, Cherokee County, TX, USA

300 Commerce Dr, Gaffney, Cherokee County, SC, USA

300 Commerce Lane, Ball Ground, Cherokee County, GA, USA

300 Commerce Parkway, Woodstock, GA, USA

powered by Google

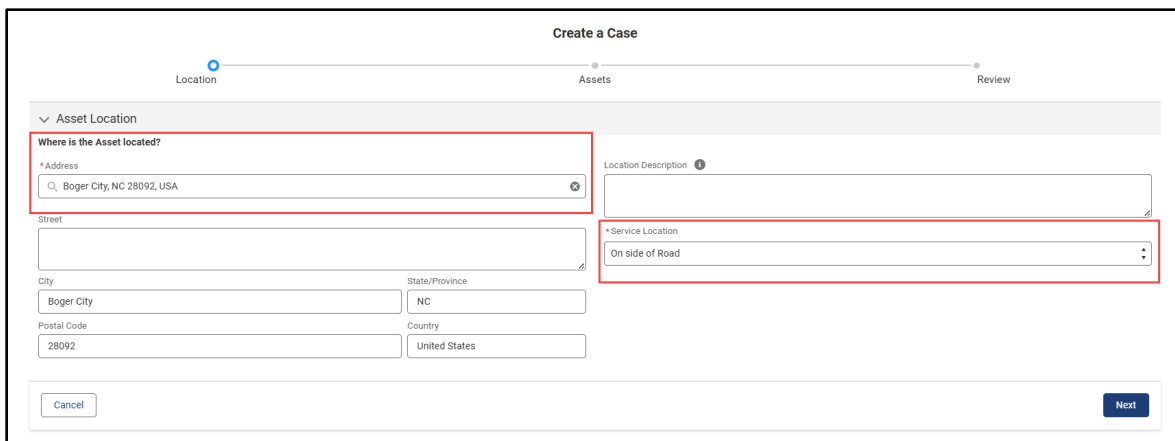
Postal Code Country

US

Location Description

Cancel Next

Pro Tip: Not sure where your driver is located? Provide a zip code and Service Location as seen below and our team can send a link to your driver’s cellular device for pinpoint accuracy.



Create a Case

Location Assets Review

▼ Asset Location

Where is the Asset located?

* Address

Boger City, NC 28092, USA

Location Description

* Service Location

On side of Road

Street

City State/Province

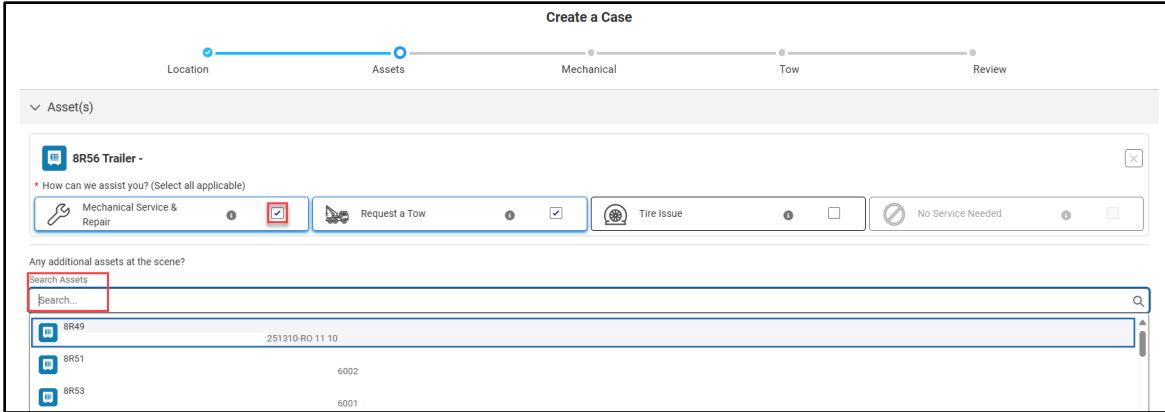
Boger City NC

Postal Code Country

28092 United States

Cancel Next

6. Assets Assistance Information. Select all that apply and enter any additional assets here. Please note that more detailed information will appear based on your selections. Examples below.



Create a Case

Location Assets Mechanical Tow Review

Asset(s)

8R56 Trailer -

* How can we assist you? (Select all applicable)

Mechanical Service & Repair Request a Tow Tire Issue No Service Needed

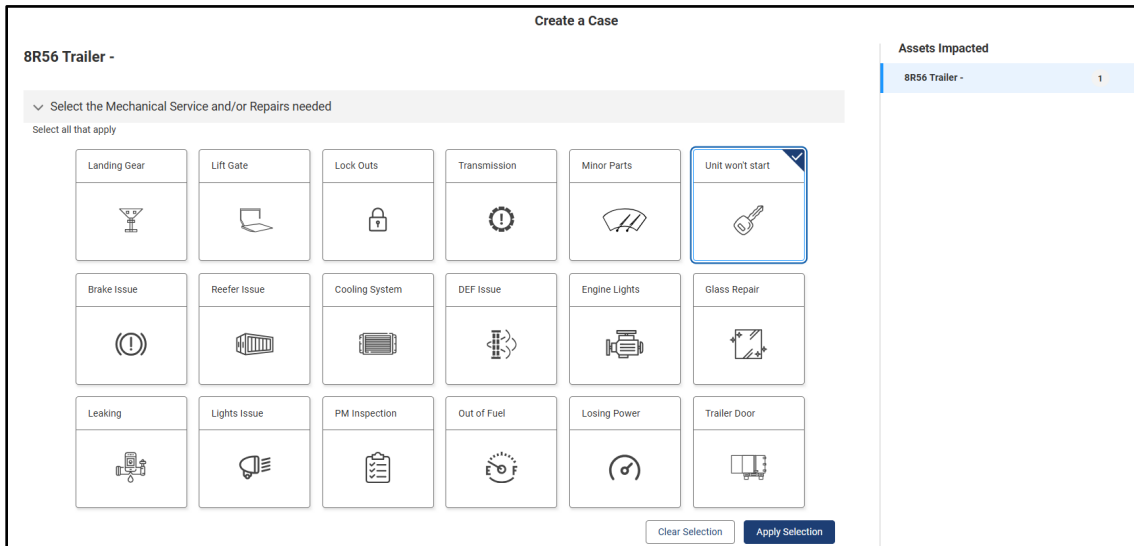
Any additional assets at the scene?

Search Assets

Search...

BR49	251310-RO 11 10
BR51	6002
BR53	6001

7. Reported Issue Selection. Choose the tile that best represents your asset’s needs. More questions will appear based on your selections. You have the option of selecting these for all affected assets.



Create a Case

8R56 Trailer -

Select the Mechanical Service and/or Repairs needed

Select all that apply

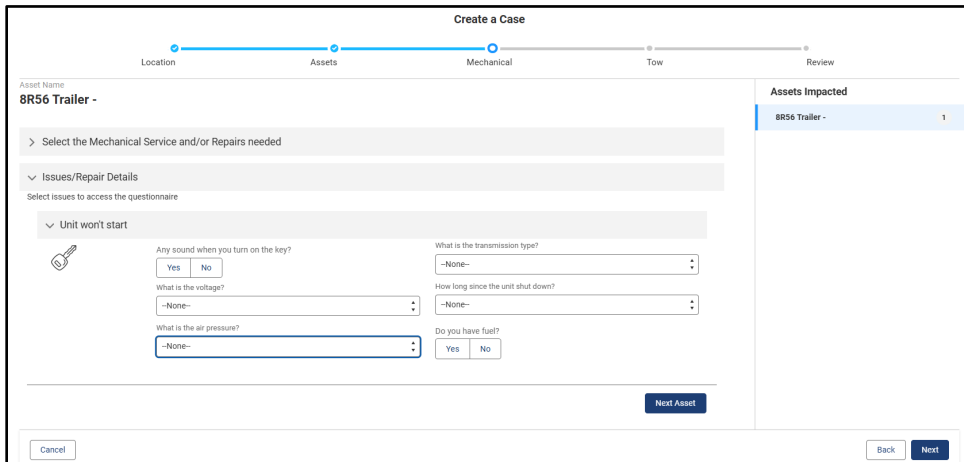
Landing Gear	Lift Gate	Lock Outs	Transmission	Minor Parts	Unit won't start <input checked="" type="checkbox"/>
Brake Issue	Reefer Issue	Cooling System	DEF Issue	Engine Lights	Glass Repair
Leaking	Lights Issue	PM Inspection	Out of Fuel	Losing Power	Trailer Door

Clear Selection Apply Selection

Assets Impacted

8R56 Trailer -	1
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Example: Additional Questions based on your selections.



Create a Case

Location Assets Mechanical Tow Review

Asset Name: 8R56 Trailer -

Select the Mechanical Service and/or Repairs needed

Issues/Repair Details

Select issues to access the questionnaire

Unit won't start

Any sound when you turn on the key?

Yes No

What is the transmission type?

-None-

What is the voltage?

-None-

How long since the unit shut down?

-None-

What is the air pressure?

-None-

Do you have fuel?

Yes No

Next Asset

Cancel Back Next

Assets Impacted

8R56 Trailer -	1
----------------	---

8. Review your case information before submitting.

Create a Case

Location
Assets
Mechanical
Review

Case

<p>Driver Name Bob</p> <p>Driver Phone 8888888888</p> <p>Is the driver waiting with Asset? Yes</p> <p>How can we assist you test</p>	<p>Requester Name Houser</p> <p>Requester Phone 1234567890</p> <p>Is it an accident? No</p>
--	---

Location

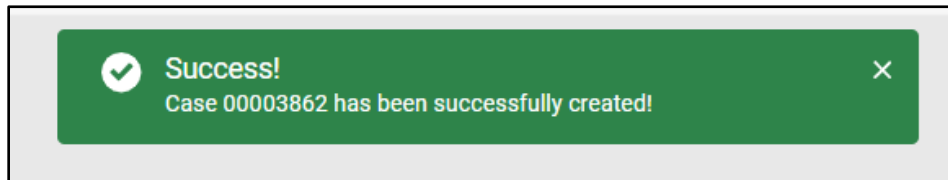
Address 300 Commerce Drive, Cherryville, NC, United States 28021	Location Description
--	-----------------------------

Repairs & Services

BR52 Trailer -

Issue Type	Service Family	Details
Unit won't start	Mechanical	Any sound when you turn on the key? No What is the transmission type? Manual What is the voltage? < 12 Volts How long since the unit shut down? < 2 What is the air pressure? < 60 PSI Do you have fuel? Yes

9. Submit the case information. You will receive this notification when complete.



10. A Case Summary appears. Note you have a printable view for your convenience in the upper right corner.

Home Cases Reports Assets

Search...

🔔

C

Case
00003860

Account Name: **TRUCKING** Asset: **BR56** Case Owner: **Coordinator Queue**

Printable View

Details Work Orders History

Case

Account Name: TRUCKING	Accident?: No
Service needed now? Yes	

Requester | Driver

Contact Name: Houser	Driver Name: _____
Caller Name: Houser	Driver Phone: (888) 888-8888
Caller Phone: (123) 456-7890	Driver waiting? Yes

ISSUE

Complaint Details **1**
truck will not start. tow trailer to yard

Asset Location

R Reported Issue (3)

3 items • Updated a few seconds ago

Issue Type	Service Family	Details	Asset
M Minor Parts	Mechanical	Fire extinguisher false Mud flaps false Tire chains (delivery only) false Windshield wipers false Other	BR56 Trailer
T Towing	Tow	Tow destination address: _____	BR56 Trailer
T Towing	Tow	Details about drop off location: Where is the key located? Tow destination address: 1268 Sedgewood Lane, Lincoln, NC, USA Lincolnton, NC 28092-7624 NC 28092 US Details about drop off location: Where is the key located?	BR52 Trailer

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BUILT FOR EVERY MILE

Reporting

The Customer Portal offers you a variety of reports to manage your fleet and quickly assess your assets so you remain proactive. Your Reporting Dashboard can be accessed quickly by scrolling to the bottom of the home page and includes the categories listed below.

NOTE: You may also access the same information by choosing the Reports option at the top of the page.

- Overview of the total number of Cases created for a specific Asset.
- The number of Cases categorized by City and State. It reflects the locations where Assets experienced breakdowns, rather than their original locations.
- Cases by Driver, this metric indicates the total number of Cases created for each individual driver, providing valuable insights into driver-specific issues and trends.
- A comprehensive overview of cancelled Cases, detailing the Case number, driver's name, Asset number, and the reason for cancellation.

Dashboard
Asset Management Overview
As of May 4, 2026, 9:44 AM | Viewing as First Last

Filter by Created Date

All

Refresh

Number of Cases by Asset

Asset No.	Status	Record Count
1234	In Service	72
311	In Service	58
1245	In Service	24
5678	In Service	19
3011	In Service	19
1212	In Service	19
1604	In Service	15

[View Report \(Cases by Asset\)](#) As of May 4, 2026, 9:44 AM

Cases by City/State

Address (State/Province)	Address (City)	Record Count
California	Los Angeles	395
	San Francisco	50
	Angeles	5
	California	3
	Truckee	2
	Riverdale	1
	Lozenges	1

[View Report \(Cases by City/State\)](#) As of May 4, 2026, 9:44 AM

Cases by Driver

Driver Name	Record Count
-	295
Martin Luther	128
George Frederick	72
Martin	27
James Smith	27
Christopher Lee	27
George Cedric	21

[View Report \(Cases by Driver\)](#) As of May 4, 2026, 9:44 AM

Cases Canceled

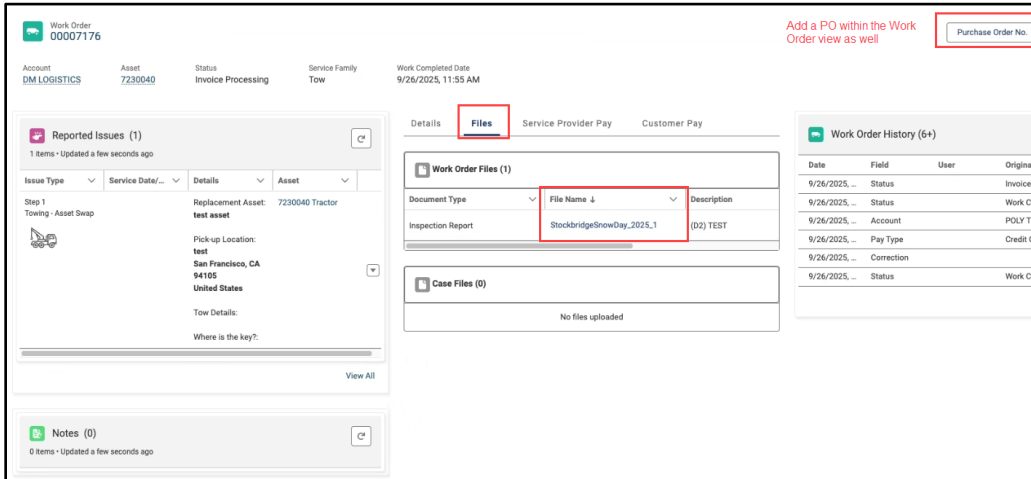
Case #	Driver Name	Asset: Asset No.	Cancellation Reason
00007536	-	RFA36558	Other
00012648	Kevin	1245	Other
00015253	Test M	RFA36512	Unit is invalid
00019579	Joe Smith	1245	Customer repaired unit

[View Report \(Cancelled Cases\)](#) As of May 4, 2026, 9:44 AM

Viewing Files

You may view files on the Customer Portal. Navigate to the Work Order and select Files. You will see any Work Order files as seen below.

Note: You can enter a PO from this view as seen below.



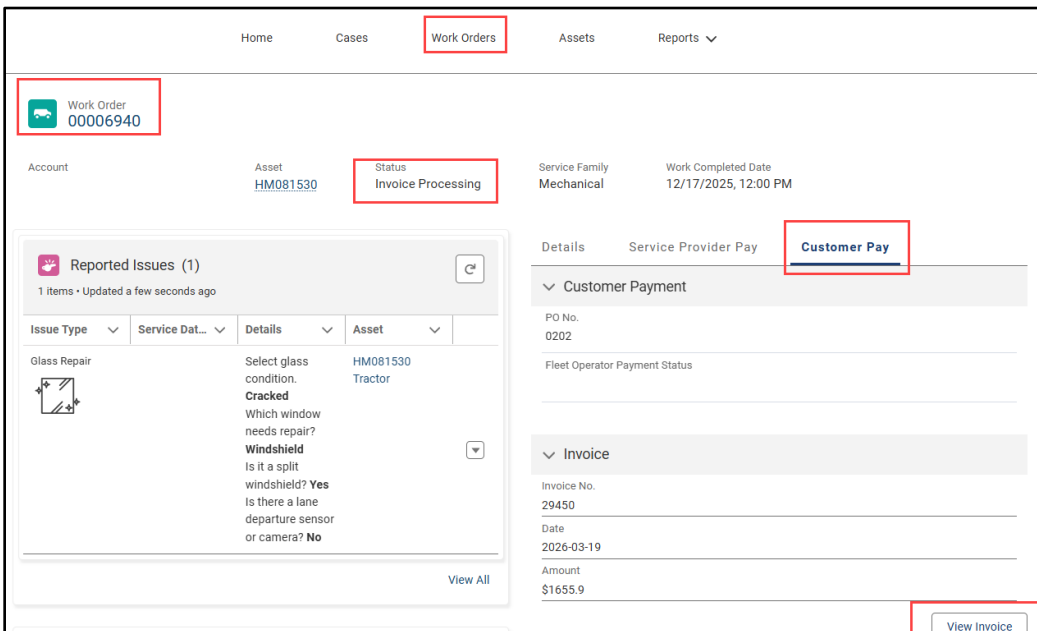
The screenshot shows the 'Files' tab for Work Order 00007176. The status is 'Invoice Processing'. The 'Work Order Files (1)' section contains one file: 'StockbridgeSnowDay_2025_1 (02) TEST'. A 'Purchase Order No.' field is visible in the top right corner.

AR Invoice

You can view their AR invoices once a Work Order enters the Invoice Processing status or beyond.

Note: Invoices are not present at the Work Complete Status.

Navigate to the Work Order and select Customer Pay. View the Invoice PDF.

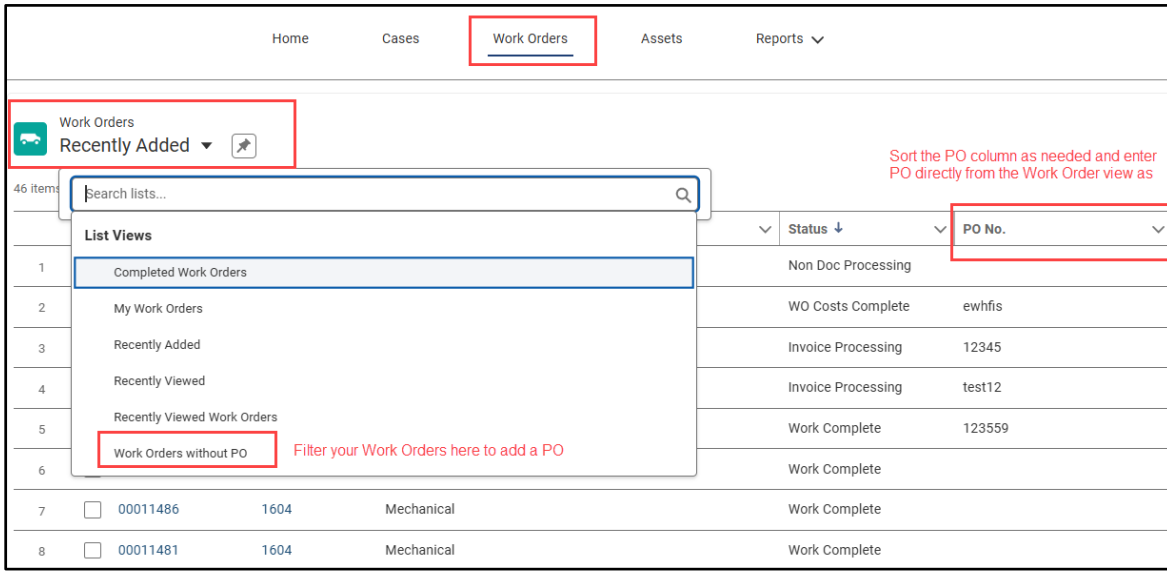


The screenshot shows the 'Customer Pay' tab for Work Order 00006940. The status is 'Invoice Processing'. The 'Customer Payment' section shows a PO No. of 0202. The 'Invoice' section shows an Invoice No. of 29450, dated 2026-03-19, with an amount of \$1655.9. A 'View Invoice' button is located at the bottom right.

Adding a PO before Invoice

Once a Work Order is created, you may add a PO via the Customer Portal anytime. There are various ways to enter the PO.

Navigate to the Work Order tab. You may enter the PO from the list view and can sort for ease of use, or you may use the drop-down menu and find all open Work Orders. You add the PO directly into the PO field by clicking on the pencil to edit and save.




The screenshot shows the 'Work Orders' tab in the Cox Fleet system. A navigation bar at the top includes 'Home', 'Cases', 'Work Orders' (highlighted), 'Assets', and 'Reports'. Below the navigation bar, there is a 'Work Orders' section with a 'Recently Added' filter and a search bar. A 'List Views' dropdown menu is open, showing options like 'Completed Work Orders', 'My Work Orders', 'Recently Added', 'Recently Viewed', 'Recently Viewed Work Orders', and 'Work Orders without PO' (highlighted with a red box). A red text annotation says 'Filter your Work Orders here to add a PO'. The main table displays a list of work orders with columns for 'Status' and 'PO No.'. The 'PO No.' column is highlighted with a red box, and a red text annotation above it says 'Sort the PO column as needed and enter PO directly from the Work Order view as'. The table contains the following data:

	Status	PO No.
1	Non Doc Processing	
2	WO Costs Complete	ewhfs
3	Invoice Processing	12345
4	Invoice Processing	test12
5	Work Complete	123559
6	Work Complete	
7	Work Complete	
8	Work Complete	

LET Update and Email Sample

We have a new look for our Live Event Tracker (LET), but the same information delivered right to your inbox at Case Creation and Case Completion along Work Order Creation and Work Order Completion.

Clicking on the View updates here button as seen below directs you to the Customer Portal for total life cycle updates.



Case #8557637 is complete.

Hi,
AARON ARMSTRONG

Your Case #8557637 was closed on March 14, 2025 at 1:06 PM EST.

Asset Number: 3761 - Tractor
Additional Assets:
Caller Name: Ben Stone
Caller Type:
Driver Name:
Driver Phone:
Opened: March 14, 2025 at 1:01 PM EST
Closed: March 14, 2025 at 1:06 PM EST
Customer PO: N/A
Asset Location: 111 Atlanta Avenue, Commerce, GA, 30529, US
Complaint Details:

* = Invalid Asset

[View updates here](#)