



Cox Fleet

Customer Handbook

Real-time tools, clear guidance, and support built for every mile.

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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.



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.

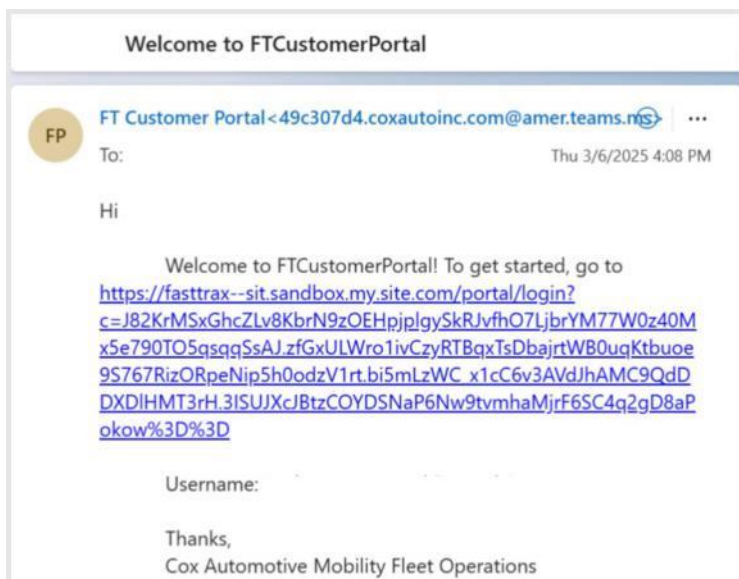
Important Links

- [FastTrax—Cox Fleet](#): Cox Fleet Portal Access, Training & Resource Center
- [FT.FixMyTruck.com](#): New LET (Live Event Tracker) Link
- [FLTAutoNotify@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.

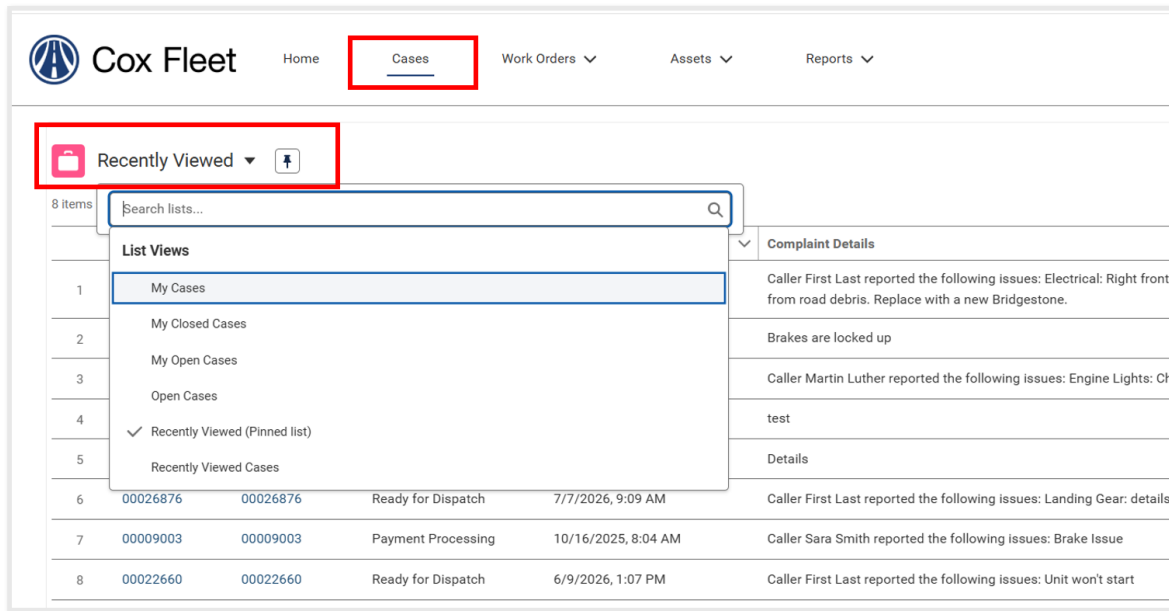
- Click the link to set up your password and preferences.



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.
- **Note:** We have detailed instructions on how to create a case below.

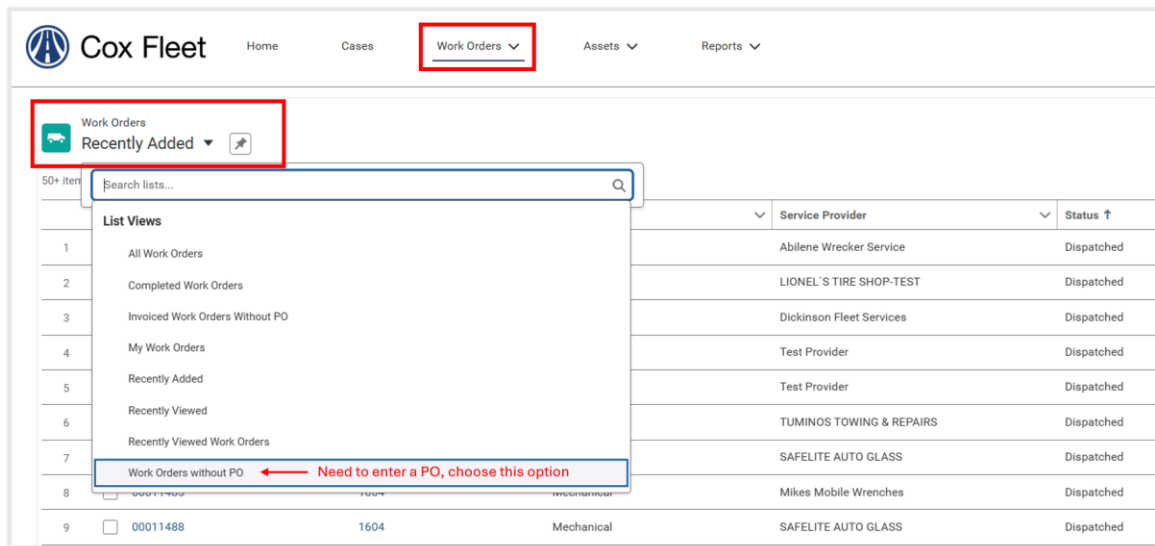


The screenshot shows the Cox Fleet web application interface. The top navigation bar includes the Cox Fleet logo, a 'Home' link, a 'Cases' link (highlighted with a red box), and dropdown menus for 'Work Orders', 'Assets', and 'Reports'. Below the navigation bar, there is a 'Recently Viewed' section (also highlighted with a red box) containing a search bar and a 'List Views' dropdown menu. The 'List Views' menu is open, showing options: 'My Cases', 'My Closed Cases', 'My Open Cases', 'Open Cases', '✓ Recently Viewed (Pinned list)', and 'Recently Viewed Cases'. The 'My Cases' option is selected. Below the menu, a table displays a list of cases with columns for case number, status, and date. To the right of the table, a 'Complaint Details' section is visible, showing details for the selected case.

Case Number	Status	Date	Complaint Details
00026876	Ready for Dispatch	7/7/2026, 9:09 AM	Caller First Last reported the following issues: Electrical: Right front from road debris. Replace with a new Bridgestone.
00009003	Payment Processing	10/16/2025, 8:04 AM	Brakes are locked up
00022660	Ready for Dispatch	6/9/2026, 1:07 PM	Caller Martin Luther reported the following issues: Engine Lights: CH
			test
			Details
			Caller First Last reported the following issues: Landing Gear: details
			Caller Sara Smith reported the following issues: Brake Issue
			Caller First Last reported the following issues: Unit won't start

Work Order

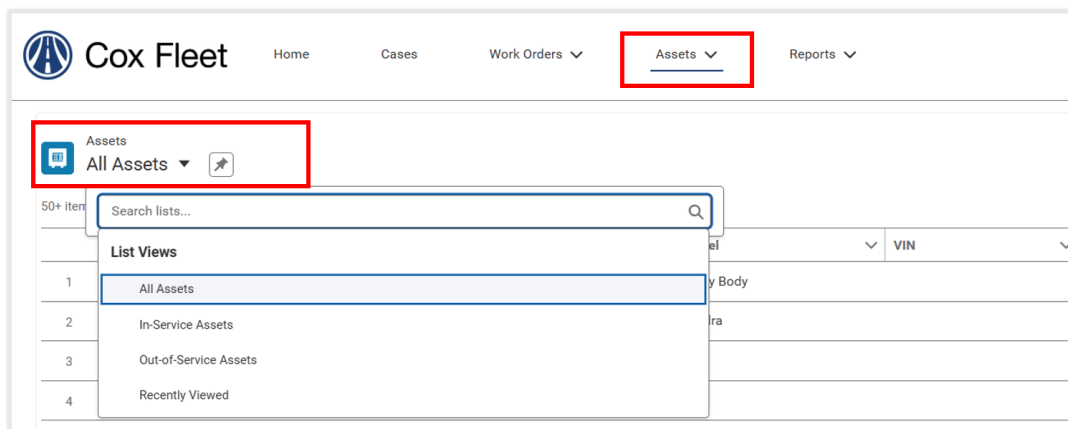
- A work order is created once your initial case request has been dispatched to one of our first party technicians or our network of over 65,000 service providers. A work order is a different number than the case number. You may have more than one work order per case.
- Your work order view displays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



Case ID	Mileage	Service Provider	Status
00011488	1604	Mechanical	Dispatched
		Abilene Wrecker Service	Dispatched
		LIONEL'S TIRE SHOP-TEST	Dispatched
		Dickinson Fleet Services	Dispatched
		Test Provider	Dispatched
		Test Provider	Dispatched
		TUMINOS TOWING & REPAIRS	Dispatched
		SAFELITE AUTO GLASS	Dispatched
		Mikes Mobile Wrenches	Dispatched
		SAFELITE AUTO GLASS	Dispatched

Assets

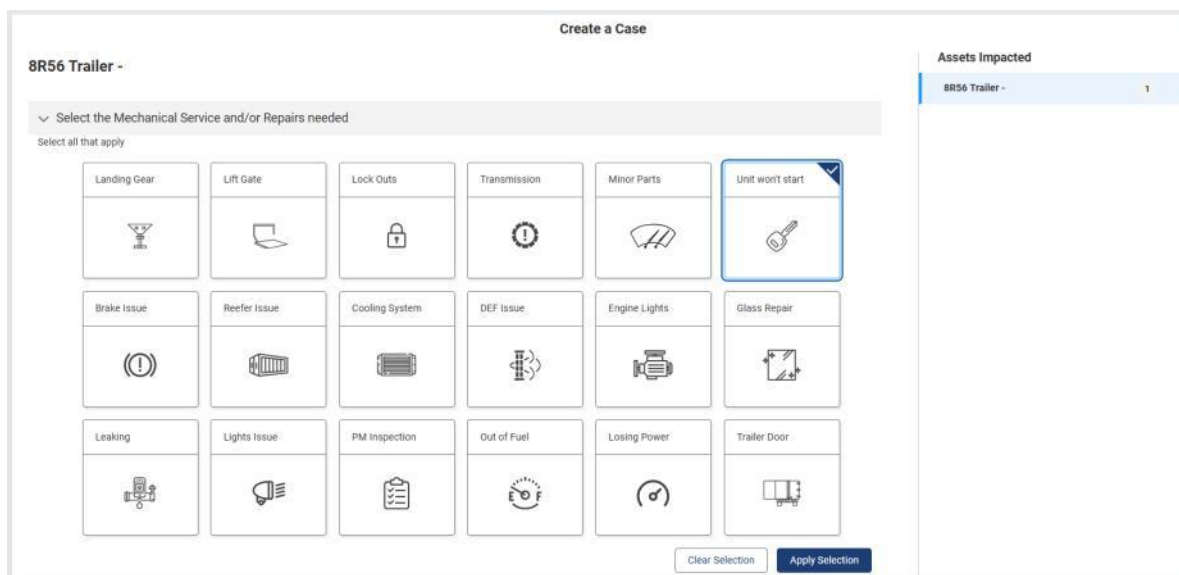
- Also referred to as units or equipment. Examples include tractors, trailers, dollies, reefers, and forklifts to name a few.
- You can update your latest mileage or hours (if applicable) by clicking into the appropriate field. Our latest mileage or hours records will update on the Portal as well.
- **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.



Asset ID	VIN	Status
		Body
		ra

Reported Issue

- What's wrong with the asset. You will choose the most appropriate tile when creating a case in the Customer Portal.
- **Note:** Each Reported Issue asks if you need Service Now or Service Later.



Create a Case

8R56 Trailer

▼ Select the Mechanical Service and/or Repairs needed

Select all that apply

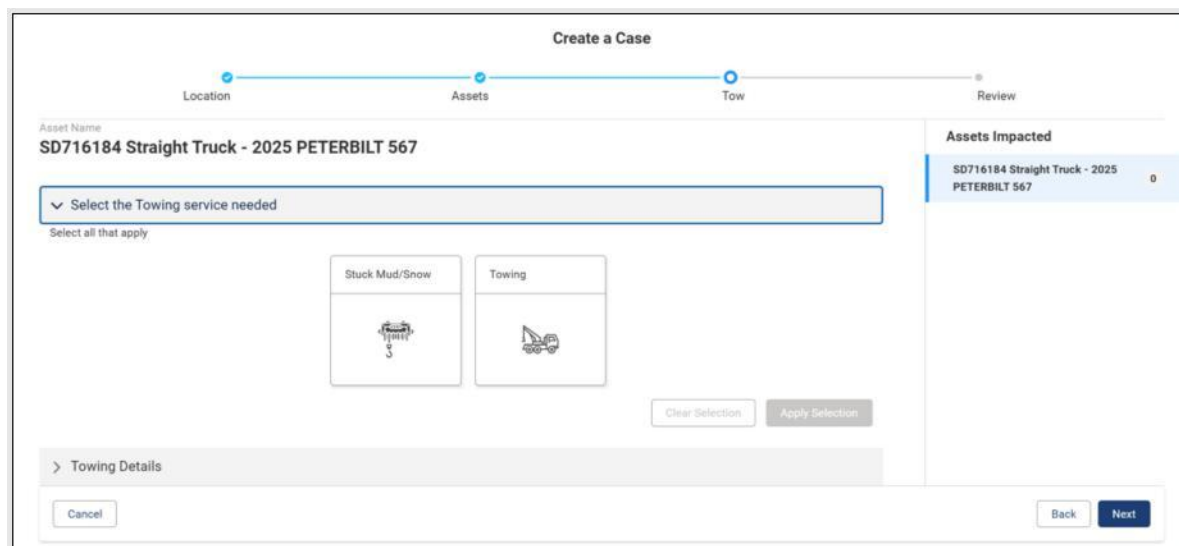
Landing Gear	Lift Gate	Lock Outs	Transmission	Minor Parts	Unit won't start
Brake Issue	Reefer Issue	Cooling System	DEF Issue	Engine Lights	Glass Repair
Leaking	Lights Issue	PM Inspection	Out of Fuel	Losing Power	Trailer Door

Clear Selection Apply Selection

Assets Impacted

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

- **Reported Issue Examples:** Each tile will populate additional questions based on the type of issue your asset is experiencing. Below are some examples to help guide you on types of questions to expect.
- **Note:** We have provided an example in the How to Create a Case section as well.
- **Tow Reported Issue:** Are you stuck, need a tow or both? Our intuitive and dynamic questions guide you so we may get you the help you need quickly.



Create a Case

Location Assets Tow Review

Asset Name

SD716184 Straight Truck - 2025 PETERBILT 567

▼ Select the Towing service needed

Select all that apply

Stuck Mud/Snow	Towing
----------------	--------

Clear Selection Apply Selection

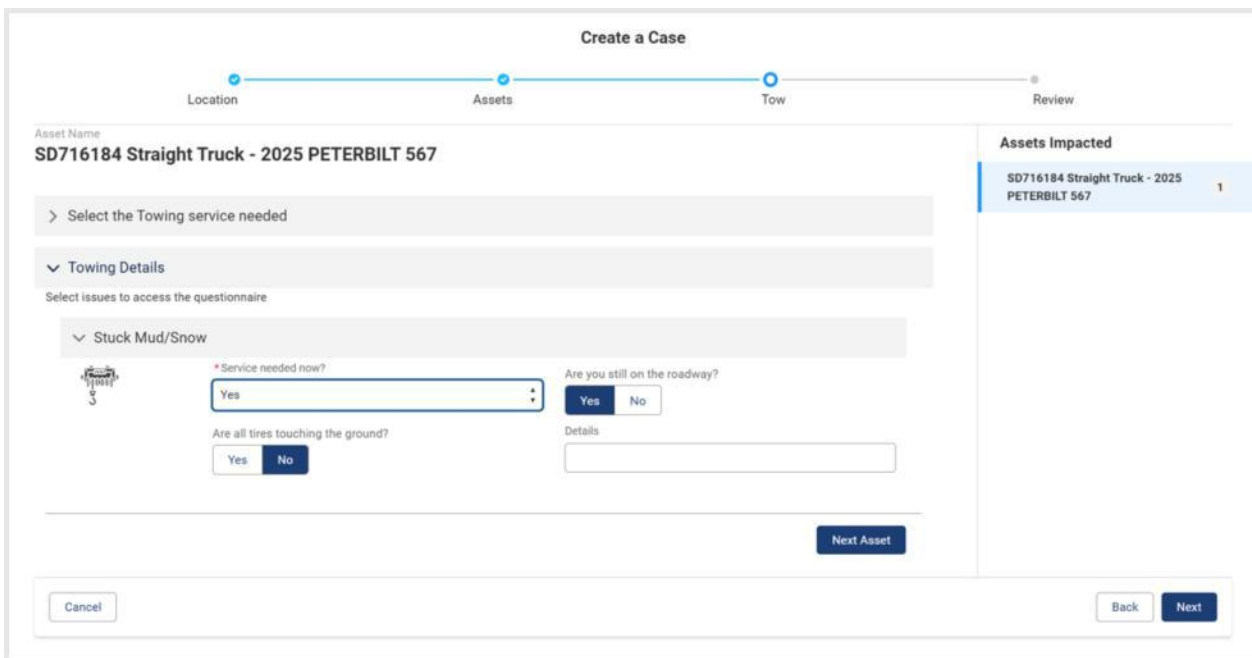
> Towing Details

Cancel Back Next

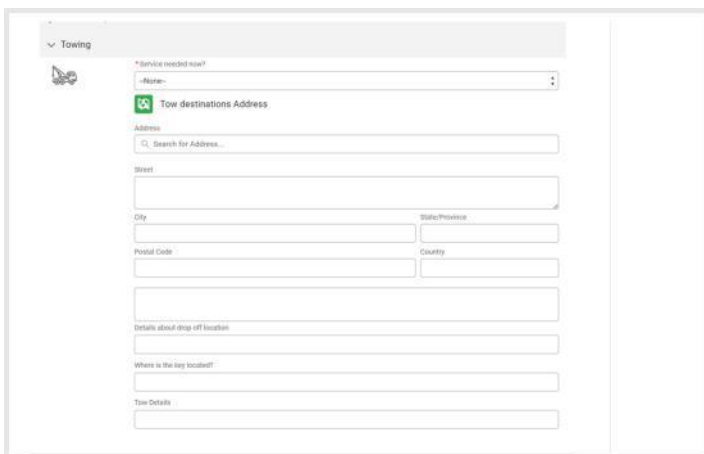
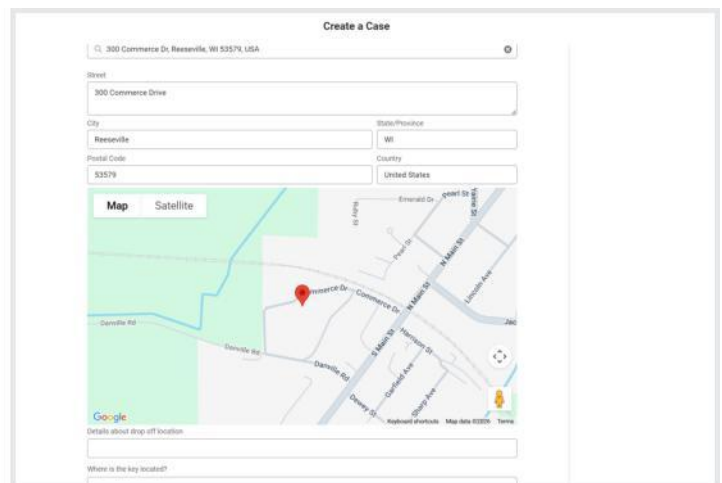
Assets Impacted

SD716184 Straight Truck - 2025 PETERBILT 567	0
--	---

- **Stuck?** It is helpful to know if you are on or off the roadway and if all tires are touching the ground.



- **Towing:** The Destination Address is vital your work order success. Once you populate the address a map appears.
- **Note:** Adding additional details like where the keys are located and any details about the drop off location can reduce back and forth communication

- **Tires:** Answering the tire questions help us locate your tire preferences with what is wrong with the tire(s) on your asset and the right service provider for the job.
- Understanding if you have a spare, if there are expendables like mudflaps that need to be replaced an tire positioning are all important.
- **Note:** We provide a diagram for reference and also allow for different asset axles configurations.

Create a Case

▼ Tire, Wheel, Rim

 *Service needed now?

Yes

Can you locate tires with issues?

Yes

Is there any damage to the mud flap or bracket?

Yes

*Repair Type

Tire Replacement

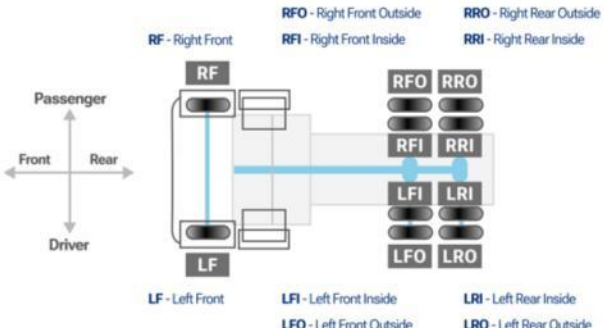
Do you have a spare?

Yes

Details

Enter details here...

+ Add Steer Axle + Add Drop Axle + Add Drive Axle



- **Mechanical Reported Issues:** While the questions may be different depending on the tile you choose, below is an example of the types of questions you may see.
- **Brakes Reported Issue:** Offers a variety of questions that change based on your selection.
 - If you answer **"Yes"** to "Are the brakes locked up?" You are presented with new questions to understand the source of a possible air leak and air line material. These questions are not required.
 - If you answer **"Yes"** to "Do you hear an air leak?" You are presented with new questions about the color of the air line and air pressure.

Create a Case

Location
Assets
Mechanical
Review

Asset Name
SD716184 Straight Truck - 2025 PETERBILT 567

> Select the Mechanical Service and/or Repairs needed

▼ Issues/Repair Details

Select issues to access the questionnaire

▼ Brake Issue

*Service needed now?
--None--

*Do you see smoke/fire?
Yes No

*Are the brakes locked up?
Yes No

Where is the source of the air leak?
--None--

What is the air line material?
--None--

*Are the gladhands hooked up correctly?
Yes No

*Is there any tire damage?
Yes No

*Do you hear an air leak?
Yes No

What color is the air line?
--None--

What is the air pressure?
--None--

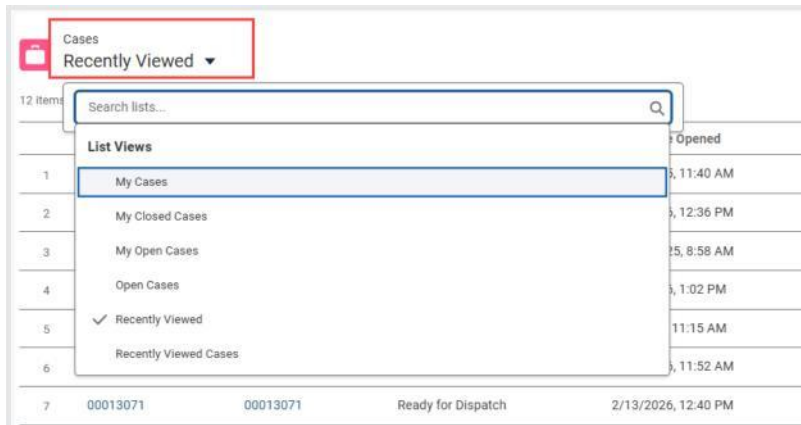
Details

Assets Impacted

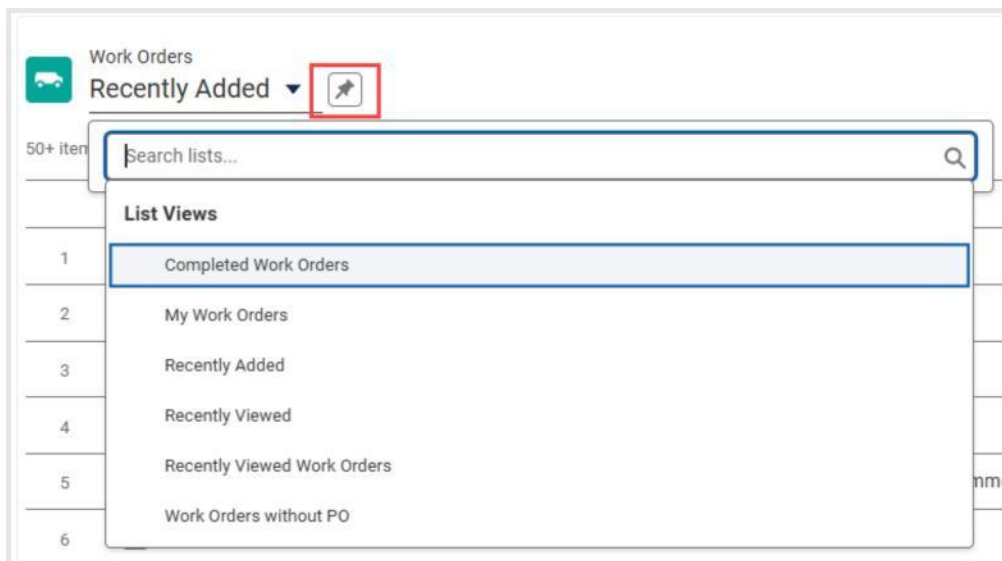
SD716184 Straight Truck - 2025 PETERBILT 567	1
--	---

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 reported issues, notes, files, and history. Work Orders also provide the timeline of the work performed.

Work Order

00007891

Purchase Order No.

Assignee / Owner

Follow-Up Team

Status

Dispatched

Follow up date and time

Service Family

Tow

Service Provider

Work Completed Date

Reported Issues (2)

2 items • Updated a few seconds ago

Issue Type

Service Date/...

Details

Asset

Step 1

Towing - Destination

Tow destination address:

1212 Crane

88 Spear Street

San Francisco, CA

94105

United States

Tow Details:

Where is the key?:

Step 2

Towing - Storage

Estimated Storage

1212 Crane

End Date:

10/23/2025

Storage Type:

Accident Storage

Storage location:

Service Provider

Yard

Notes (0)

0 items • Updated a few seconds ago

Details

Files

Service Provider Pay

Customer Pay

WorkOrder

Reference No.

00007891

Case ID

00009133

Status

Dispatched

Account ID

CPAUG1

Cause

Correction

Service Provider

Abilene Wrecker Service

Timeline

Assigned

10/20/2025, 2:56 PM

Estimated Time of Arrival

10/20/2025, 3:56 PM

ETA Provided by

Jim

On-Site Time

Estimated Roll Time

10/20/2025, 5:26 PM

Work Order History (5)

Date

Field

User

Original Value

New Value

5/11/2026, 3...

PO No.

First Last

11454

10/20/2025, ...

Assignee / Ow...

Call Center Ag...

Follow-Up Team

10/20/2025, ...

Created.

10/20/2025, ...

Estimated Roll...

10/20/2025, 5...

10/20/2025, ...

Pay Type

On Account

View All

Case

00041718

Printable View

Account Name

DM LOGISTICS

Asset

1017

Case Owner

Coordinator Team

Requested Schedule Date

Case Status

Ready for Dispatch

Details

Files

Work Orders

History

Case

Account Name

DM LOGISTICS

Accident?

Requester | Driver

Contact Name

Driver Name

Martin Luther

Driver Phone

(998) 860-0630

Driver waiting?

Issue

Customer Request Details

Driver Details:

- Driver Name: Martin Luther

- Driver Phone: (998) 860-0630

- Caller: George Walker (calling on behalf of driver)

Location Details:

49 Market Street, Los Angeles, California 90012. Vehicle is on Highway

47 heading south near the FedEx distribution center.

Issue Details:

The check engine light is illuminated on the dashboard. No other

warnings or signs are present. The caller requests immediate

assistance.

Reported Issues (1)

1 items • Updated a few seconds ago

Issue Type

Service Family

Details

Asset

Engine Lights

Mechanical

Check engine light on the dashboard is illuminated.

1017 Automobile

View All

Case Assets (1)

1 items • Updated a few seconds ago

Asset

Valid Asset?

1017 Automobile

No

View All

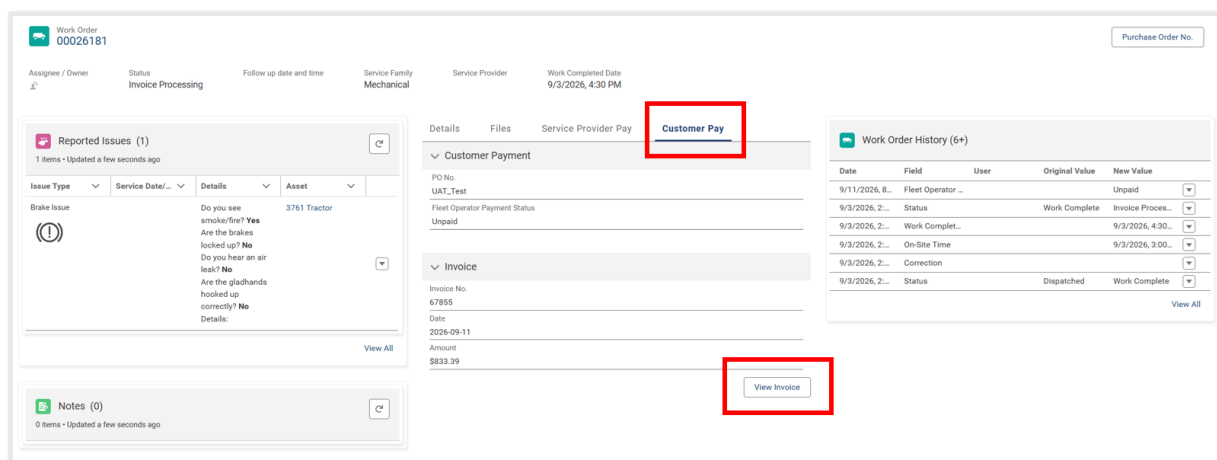
Notes (0)

0 items • Updated a few seconds ago

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.
- **WC – Req. Docs Needed:** The Work Order is complete, but we are waiting on documentation to move to the next steps in the Billing process. Example: Required PM Sheets
- **WC – Req. Docs Review:** The Work Order is complete, and we have received the Inspection documents. Documents are pending review by our teams.
- **Cancelled – Awaiting Invoice:** You have cancelled the Work Order after the assigned Service Provider was enroute or on-site with the asset and we expect charges from the Service Provider.
- **Non Doc Processing:** We do not expect a document from the Service Provider and can begin the customer billing process.
- **Payment Processing:** We have received payment and applying the payment to the applicable Work Order.
- **Invoice Approval:** The invoice is in the Audit process.
- **Invoice Processing:** The AR invoice is presented for the first time in the Portal (as seen below).

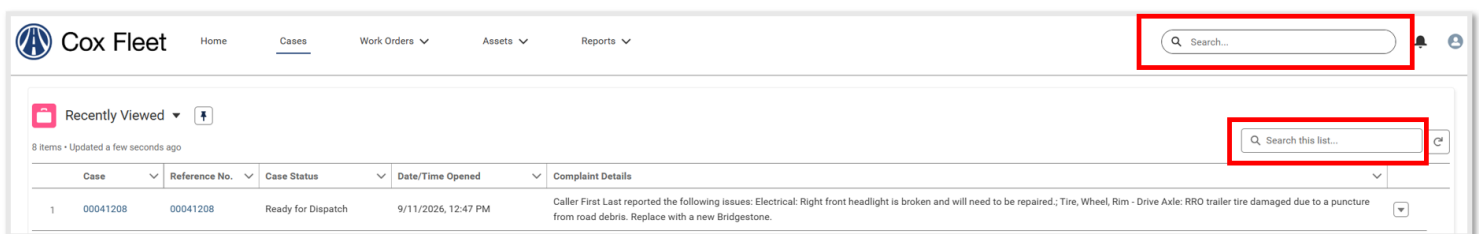
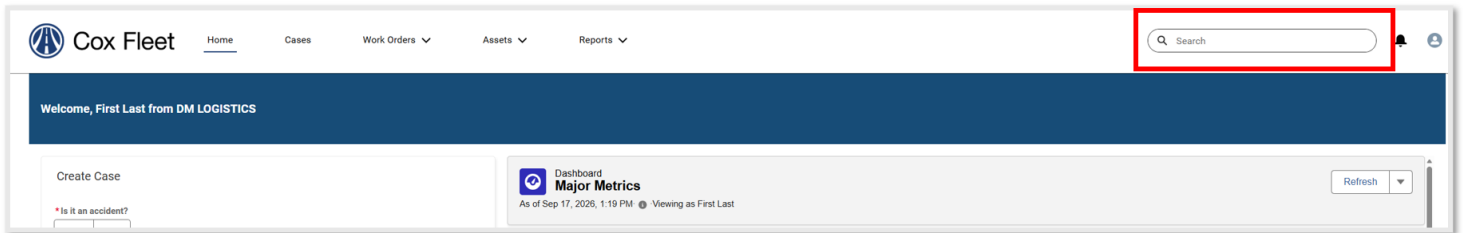


The screenshot displays the 'Work Order' details for ID 00026181. The status is 'Invoice Processing'. The 'Customer Pay' button is highlighted with a red box. Below it, the 'Invoice' section shows an invoice number of 67855, dated 2026-09-11, for an amount of \$833.39. A 'View Invoice' button is also highlighted with a red box. The 'Reported Issues' section shows a 'Brake Issue' for asset 3761 Tractor. The 'Work Order History' table on the right shows the status progression from 'Unpaid' to 'Work Complete'.

Date	Field	User	Original Value	New Value
9/11/2026, 8:...	Fleet Operator ...		Unpaid	
9/3/2026, 2:...	Status		Work Complete	Invoice Proces...
9/3/2026, 2:...	Work Complet...		9/3/2026, 4:30...	
9/3/2026, 2:...	On-Site Time		9/3/2026, 3:00...	
9/3/2026, 2:...	Correction			
9/3/2026, 2:...	Status		Dispatched	Work Complete

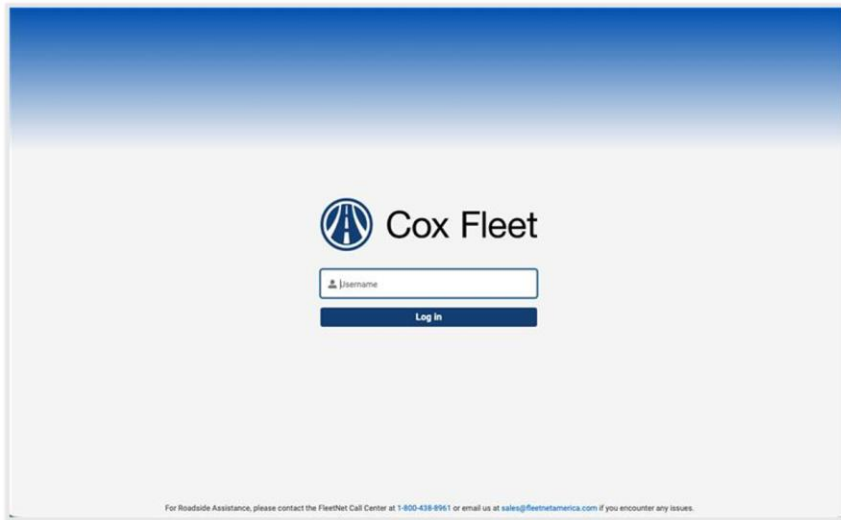
How to Search

- 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.

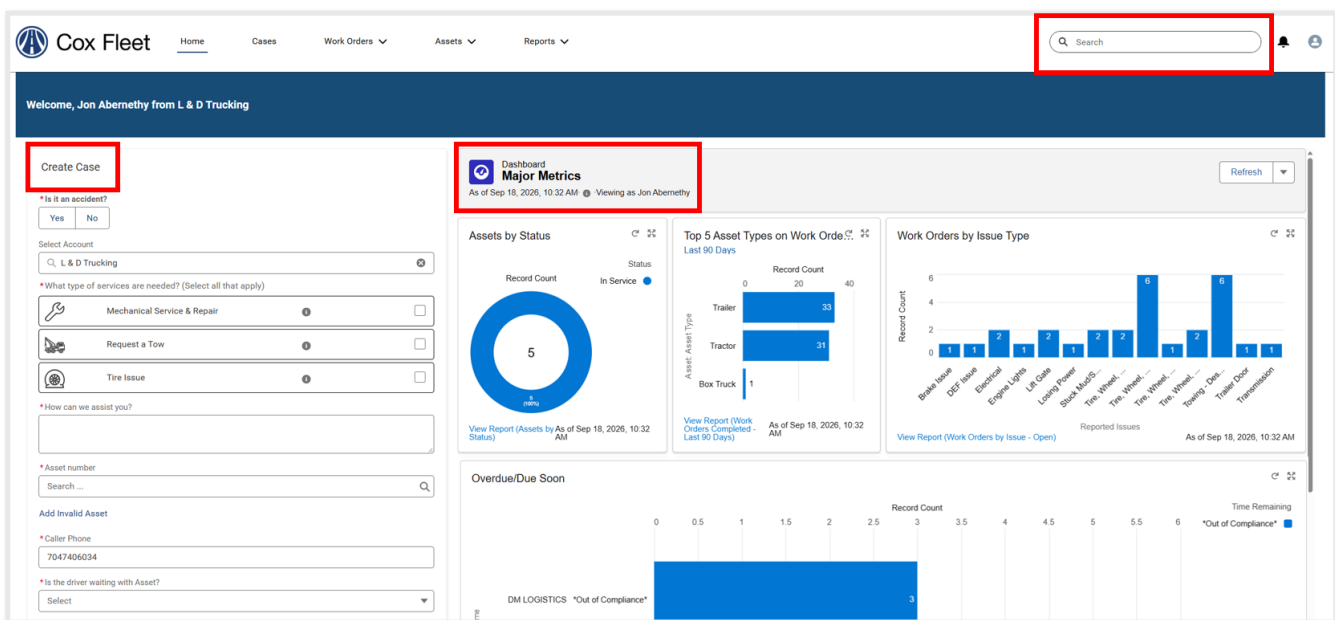


How To Create a Case

1. Login to the **Customer Portal**.



2. The **Home Screen** allows you to Create a Case, view Cases, view Metrics regarding Assets, Work Orders and Scheduled Services, and search by key items such as the asset number, Case or Work Order number.



The image shows the Cox Fleet Home Screen. The top navigation bar includes the Cox Fleet logo, a search bar (highlighted with a red box), and navigation links for Home, Cases, Work Orders, Assets, and Reports. Below the navigation bar is a welcome message: "Welcome, Jon Abernethy from L & D Trucking".

The main content area is divided into several sections:

- Create Case** (highlighted with a red box): A section for creating a new case. It includes a "What type of services are needed?" section with checkboxes for Mechanical Service & Repair, Request a Tow, and Tire Issue. It also has a "How can we assist you?" section with a text input field. Below this is an "Asset number" search field and an "Add Invalid Asset" section with fields for Caller Phone and a dropdown for "Is the driver waiting with Asset?".
- Dashboard Major Metrics** (highlighted with a red box): A section showing key metrics. It includes a "Assets by Status" donut chart showing 5 assets in service. It also has a "Top 5 Asset Types on Work Orders" bar chart and a "Work Orders by Issue Type" bar chart.
- Overdue/Due Soon**: A section showing a bar chart for assets that are overdue or due soon. The chart shows a record count of 3 for "DM LOGISTICS *Out of Compliance*".

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

Create Case

*** Is it an accident?**

Yes **No**

*** What type of services are needed? (Select all that apply)**


Mechanical Service & Repair
☐


Request a Tow
☐


Tire Issue
☐

Cases

My Open Cases ▼

16 items • Sorted by Date/Time Opened • Filter

		Asset N...
1	00001660	140207
2	00001933	140207
3	00001955	8R51
4	00001976	8R51

Services and repairs for common vehicle issues, such as engine, brakes, cooling, locks, and more.

*** How can we assist you?**

Provide a detailed description of the service(s) needed.

*** Asset number**

Search ...

Add Invalid Asset

*** Caller Phone**

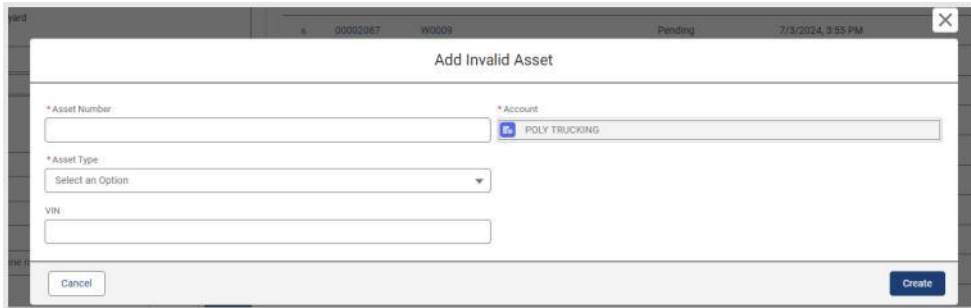
1234567890

*** 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.



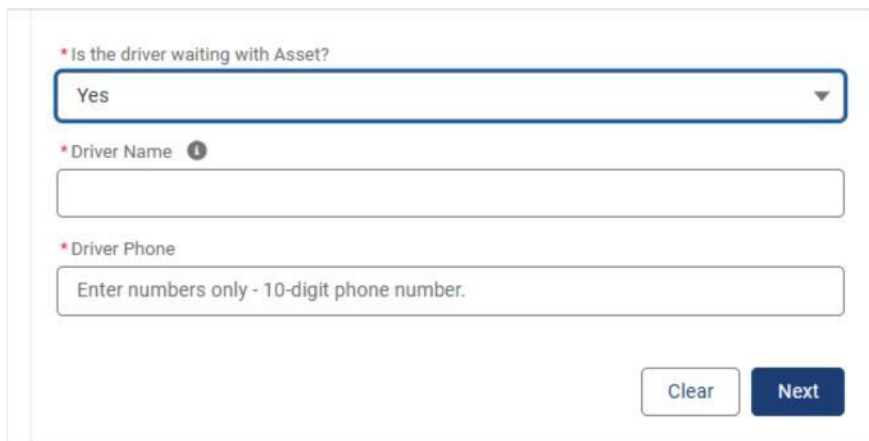
Asset Number:

Account:

Asset Type:

VIN:

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

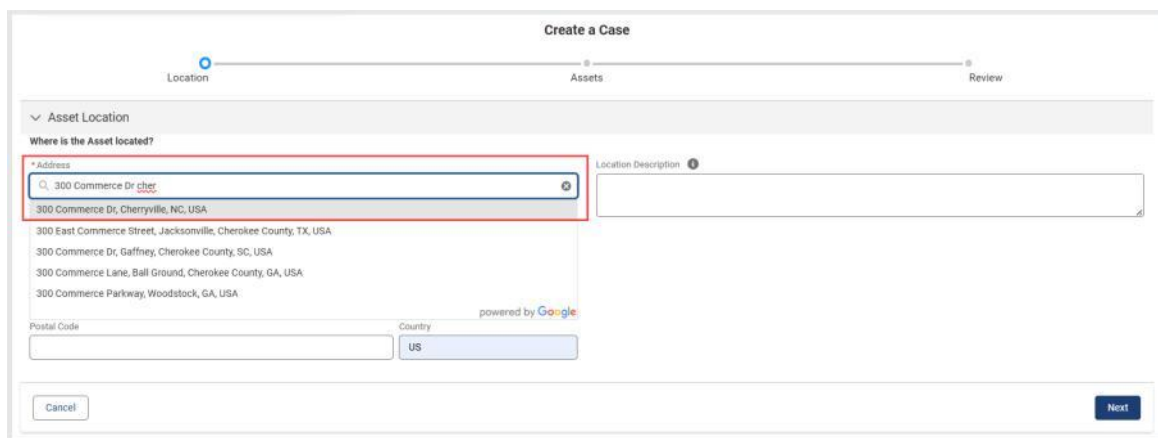


Is the driver waiting with Asset?

Driver Name

Driver Phone

4. 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, 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

Location Description

Postal Code

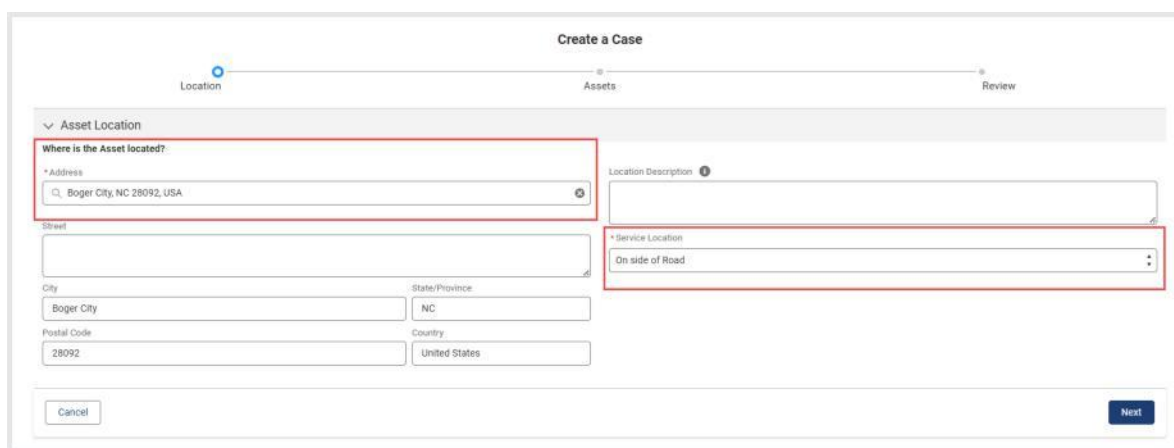
Country

US

powered by Google

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

Boger City

State/Province

NC

Postal Code

28092

Country

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
 1
☒

 Request a Tow
 1
☒

 Tire Issue
 1
☐

 No Service Needed
 1
☐

Any additional assets at the scene?

Search Assets

Search...

	251310-RO 11 10
	6002
	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


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

Assets Impacted	
8R56 Trailer -	1

BUILT FOR EVERY MILE 19

Example: Additional questions based on your selections

Create a Case

Location
Assets
Mechanical
Review

Asset Name:
123456 Tractor - 2024 FTL CASCADIA

> Select the Mechanical Service and/or Repairs needed

Issues/Repair Details

Select issues to access the questionnaire

Unit won't start

* Service needed now?

Yes

Any sound when you turn on the key?

Yes No

What is the voltage?

< 12 Volts

What is the air pressure?

< 60 PSI

What is the transmission type?

Automatic

How long since the unit shut down?

< 2

Do you have fuel?

Yes No

Details

Tractor will not start. The batteries in the asset have recently been replaced.

Next Asset

Assets Impacted

123456 Tractor - 2024 FTL CASCADIA	1
------------------------------------	---

Cancel
Back Next

8. Review your case information before submitting

Create a Case

Location
Assets
Mechanical
Review

Case

Driver Name
Jon Smith

Driver Phone
5552223333

Is the driver waiting with Asset?
Yes

How can we assist you?
Tractor won't start. All of the batteries have been recently replaced. May be an issue with the starter.

Requester Name
First Last

Requester Phone
1234567890

Is it an accident?
No

Asset loaded?
No

Location

Address
300 Commerce Dr, Cherryville, NC, United States 28021-8969

Latitude
35.39068

Longitude
-81.33851

Service Location
Terminal/Domicile

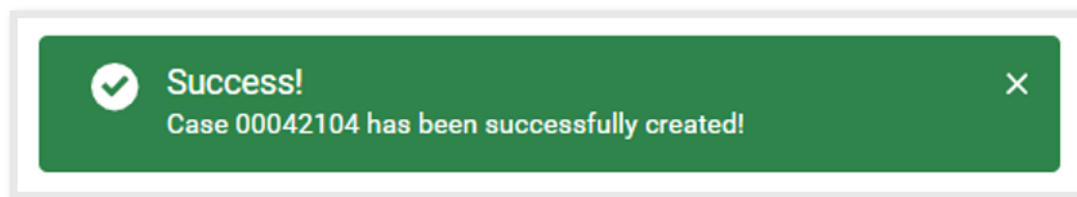
Location Description
Back parking lot behind the gate.

Repairs & Services

Issue Type	Service Family	Details
Unit won't start	Mechanical	Any sound when you turn on the key? No What is the transmission type? Automatic 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 Service Needed Now? Yes Requested Scheduled Date: 09/18/2026, 01:18 PM Details: Tractor will not start. The batteries in the asset have recently been replaced.

Cancel
Back Submit

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



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


Case 00041718

Account Name

DM LOGISTICS

Asset

1017

Case Owner

Coordinator Team 

Requested Schedule Date

Case Status

Ready for Dispatch

Printable View

Details

Files

Work Orders

History

Case

Account Name

DM LOGISTICS

Requester | Driver

Contact Name

Driver Name

Martin Luther

Driver Phone

(998) 860-0630

Driver waiting?

Issue

Customer Request Details

Driver Details:

- Driver Name: Martin Luther

- Driver Phone: (998) 860-0630

- Caller: George Walker (calling on behalf of driver)

Location Details:

49 Market Street, Los Angeles, California 90012. Vehicle is on Highway 47 heading south near the FedEx distribution center.

Issue Details:

The check engine light is illuminated on the dashboard. No other warnings or signs are present. The caller requests immediate assistance.

Reported Issues (1)

1 Items • Updated a few seconds ago

Issue Type

Service Family

Details

Asset

Engine Lights

Mechanical

Check engine light on the dashboard is illuminated.

1017 Automobile

View All

Case Assets (1)

1 Items • Updated a few seconds ago

Asset

Valid Asset?

1017 Automobile

No

View All

Notes (0)

0 Items • Updated a few seconds ago

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.

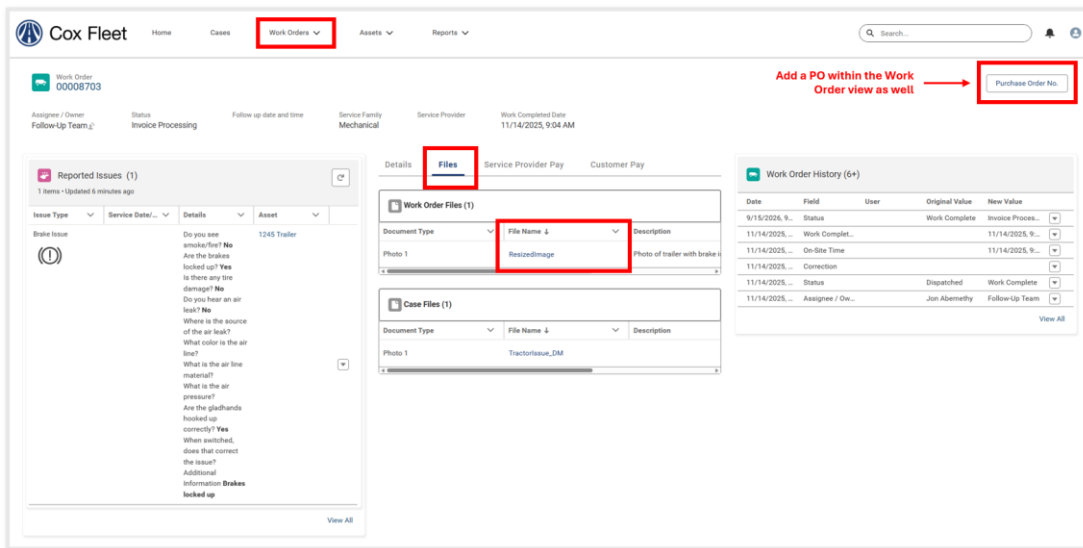
– **Note:** You may also access the same information by choosing the Reports option at the top of the page.

Dashboard Asset Management Overview			
As of May 4, 2026, 9:44 AM Viewing as First Last			
Filter by Created Date			
All			
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	
	Riverside	1	
	Losangeles	1	
View Report (Cases by City/State)			As of May 4, 2026, 9:44 AM
Cases by Driver		Record Count	
Driver Name			
-		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
00012646	Kevin	1245	Other
00015253	Test M	RFA36512	Unit is invalid
00019579	Joe Smith	1245	Customer repaired unit
View Report (Cancelled Cases)			

- 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.

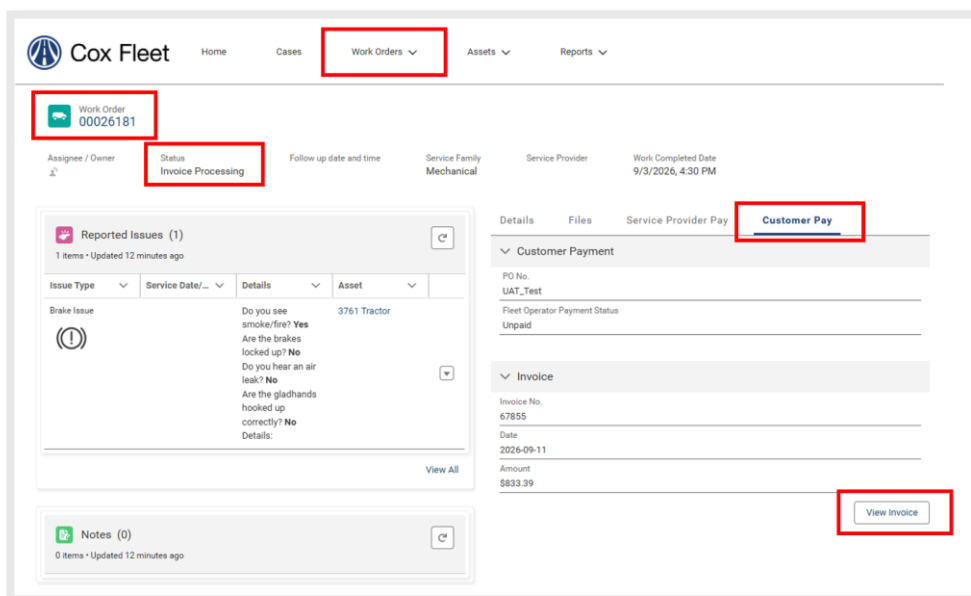
Viewing Files

- 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.
- File Types may include: Photos, Estimates, PM Inspection forms (if applicable)
 - Note:** You can enter a PO from this view as seen below.



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.



AR Invoice Example

- The Cox Fleet Invoice provides an overview of each Work Order with the work VMRS coded for your convenience. Below is an example with fields of interest highlighted.

 **FleetNet America**
by Cox Automotive

Invoice: 46323

CUSTOMER LOCATION		REMIT PAYMENT TO	INVOICE DATE	16-JUL-2026
MFO002125		FleetNet America, Inc	PAYMENT DUE DATE	31-JUL-2026
Location Address Here		PO Box 604165	DATE OF SERVICE	2026-02-14
		Charlotte, NC 28260-4165	CUSTOMER PO	PONUMBERTEST
		US		
BILL TO	MFO002125	LOCATION OF SERVICE	VIN	802560
Bill To Address Here		Service Address Here	ASSET NUMBER	1123
			YEAR MAKE MODEL	2020 Honda Pilot
			ODOMETER	90346 Miles

CHARGE DATE	WORK ORDER	DESCRIPTION	PRICE /RATE	UNITS /HRS	TAX	LINE TOTAL
16-JUL-2026	8569725	Part (VMRS: 002-035-015 - Wiper Blade Assembly)	\$170.00	1	\$15.13	\$185.13
16-JUL-2026	8569725	Part (VMRS: 002-024-001 - Glass - Windshield)	\$416.80	1	\$37.10	\$453.90
16-JUL-2026	8569725	Labor (VMRS: 901-002-007 - Tow - Other / Unknown Mechanical Issue)	\$270.00	1	\$0.00	\$270.00
16-JUL-2026	8569725	Unscheduled Service - Equipment - Managed Asset (VMRS: 999-001-001 - Admin Fee)	\$60.81	1	\$0.00	\$60.81

ADJUSTMENTS		AMOUNT
DATE	DESCRIPTION	
TOTAL ADJUSTMENTS		\$0.00

PAYMENTS		AMOUNT
DATE	REF NO	
TOTAL PAYMENTS		\$0.00

SERVICE REQUESTED BY	SUB TOTAL	\$917.61
Case Header Approved By	TAX	\$52.23
	ADJUSTMENTS	\$0.00
	TOTAL BEFORE PAYMENTS	\$969.84
	PAYMENTS	\$0.00
	TOTAL AMOUNT DUE	\$969.84

NATURE OF REPAIRS
Service call out for a tow.

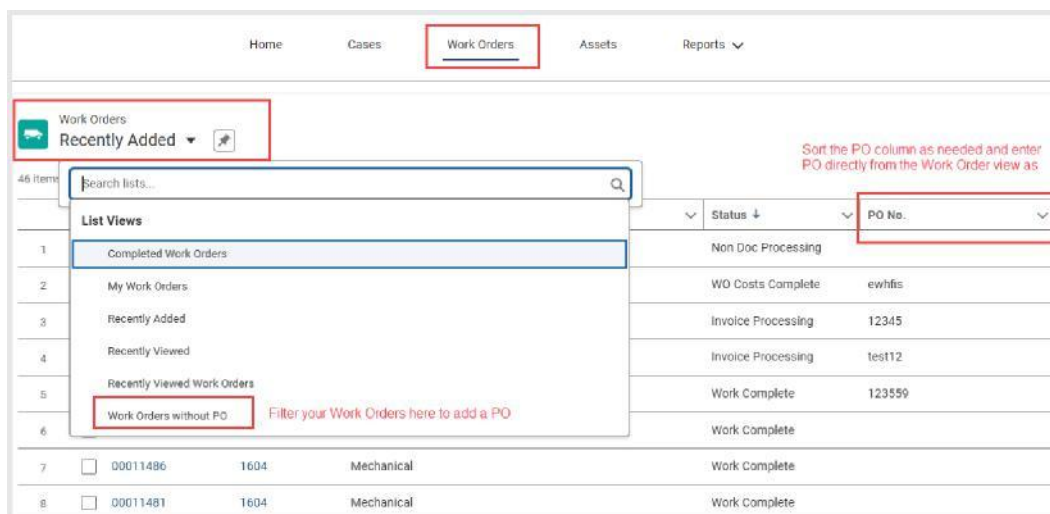
SPECIAL INSTRUCTIONS

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.

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.

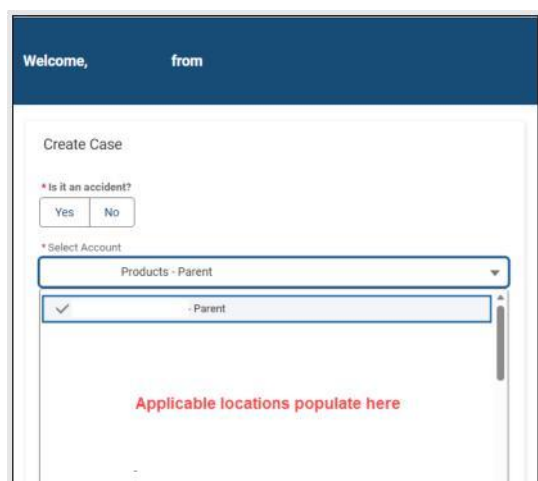


The screenshot shows the 'Work Orders' tab in the application. A search filter 'Work Orders without PO' is applied, showing 46 items. The table lists work orders with columns for ID, Status, and PO No. A red box highlights the 'PO No.' column header, and a red text box indicates that the PO column can be sorted and used to enter POs directly from the Work Order view.

ID	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	

Account Sharing Across Hierarchy

- If your account preferences (set by our Onboarding team) are configured to include account sharing across your corporate hierarchy, your default account location populates along with all other corporate accounts as follows:



The screenshot shows the 'Create Case' form. It includes a 'Welcome, from' header, a 'Create Case' section, and a 'Select Account' dropdown menu. The dropdown menu is open, showing 'Products - Parent' and '- Parent'. A red text box indicates that applicable locations will populate here.

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.

 **FleetNet America**
by Cox Automotive



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

Frequently Asked Questions

A few quick answers to the questions we hear most.

What if my asset isn't recognized in the system?

- That's an Invalid Asset — a unit that hasn't been validated in our systems yet. Depending on how your account is set up, you may be able to add it yourself right in the Portal during case creation; otherwise, reach out to your Performance Manager to get it validated.

What if I can't find a Case or Work Order?

- Use Search from the Home screen or any list view. You can search by a full Case or Work Order number, an Asset number, a VIN, or even a general term like 'trailer.'

What if I didn't receive my Welcome Email or LET update?

- First, check your spam or junk folder for messages from FLTAutoNotify@FleetNetAmerica.com. If it's still missing, contact your Performance Manager so they can resend your Portal access or check your notification settings.

Can I create a Case or Work Order on an asset marked Out of Service?

- No—Cases and Work Orders can only be created on assets marked In Service. If an asset's status looks wrong, let our team know so we can update it.

When can I see my AR Invoice?

- Once a Work Order reaches Invoice Processing status or beyond. Invoices aren't available yet at the Work Complete status.

Can I add a PO after the Work Order is already created?

- Yes—you can add a PO through the Customer Portal at any time, either from the Work Order list view or by editing the PO field directly on an open Work Order.
 - **Note:** This is dependent on your account setup.