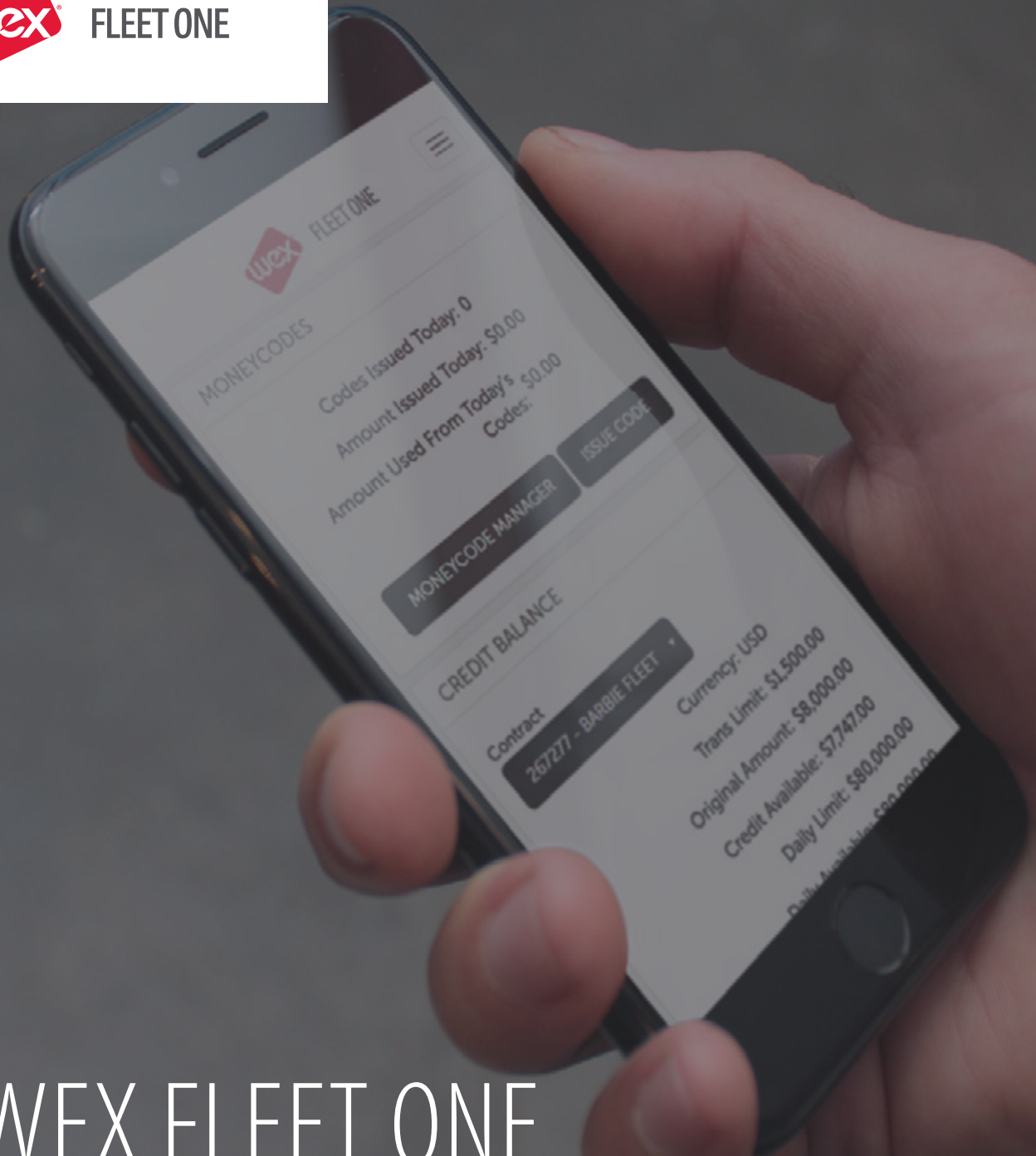




FLEET ONE



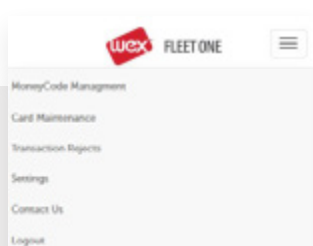
WEX FLEET ONE *CarrierControl*

Mobile App User Guide

DECEMBER 2017

CONTENTS

- 3 APPLICATION DESCRIPTION
- 4 USING THE WEX FLEET ONE CARRIERCONTROL MOBILE APP
 - 4 **Login**
 - 4 **App Use**
 - 4 Home Page
 - 4 MoneyCodes®
 - 5 Credit Balance
 - 5 Transactions
 - 5 Menu Button
- 6 APPLICATION FUNCTIONS
 - 6 **MoneyCode Management**
 - 6 MoneyCode Summary
 - 6 Issue a New MoneyCode
 - 7 MoneyCode Activity
 - 7 *Show Previous MoneyCodes*
 - 8 *Filter MoneyCode Transactions*
 - 9 **Card Maintenance**
 - 9 Card Information
 - 9 Change Card Search
 - 10 Card Maintenance Tasks
 - 10 *Inactivate Card*
 - 10 *Change Hold or Inactive Card Status*
 - 11 *Override Card Limit (Active Card Only)*
 - 11 *Load Cash to Card (Active Card Only)*
 - 12 **Transaction Rejects**
 - 12 **Settings**



Support

Click **Contact Us** on the Main menu to display the toll-free WEX FLEET ONE Support telephone number: **877.208.2195**. Support is available 24/7.

INTRODUCTION & APPLICATION DESCRIPTION

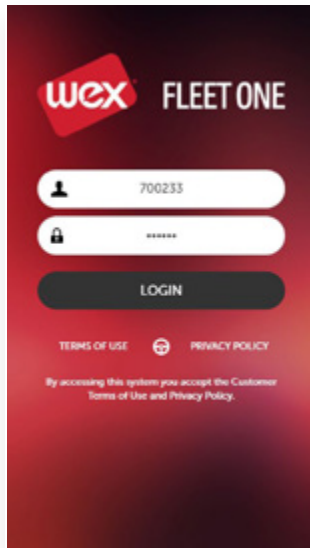
WEX FLEET ONE *CarrierControl* is a mobile application designed for fleet managers. The mobile app allows you to monitor your account and manage time-sensitive driver/cardholder card needs.

You can quickly:

- Authorize MoneyCodes for checks
- Monitor the number and cost of today's MoneyCode transactions
- Track rejected transactions
- Monitor the amount of available credit on your contract
- Activate or Inactivate a card
- Override card use limits
- Load cash to card(s)

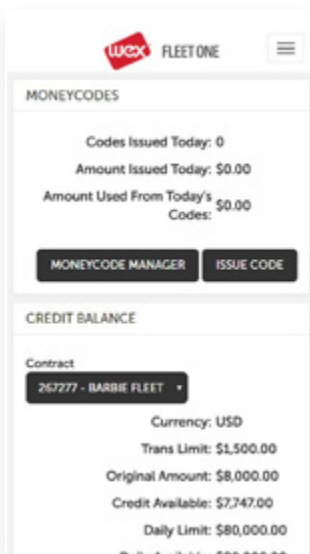
USING THE WEX FLEET ONE CARRIERCONTROL MOBILE APP

This section explains how to log in, display the menu, and move to other pages. It also provides a brief description of each management task you can perform with the app.



LOGIN

1. Start the mobile app by selecting the *CarrierControl* icon.
2. On the Login screen, enter your username and password, then click **Login**.



APP USE

Home Page

The Home Page summarizes today's MoneyCode activity, credit balance, and transactions. You can expand or collapse each section of the page by clicking **MONEYCODE MANAGER** or **ISSUE CODE**.

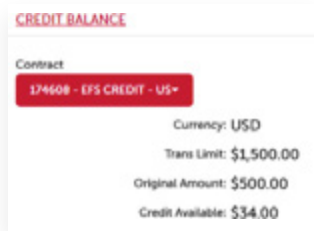
MoneyCodes

The MoneyCodes section summarizes today's MoneyCode activity, showing the number issued, the total amount issued, and the amount used. See **MONEYCODE MANAGER** for details.

APP USE

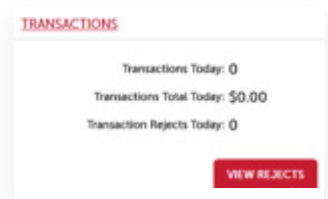
Credit Balance

The Credit Balance section shows the total amount of credit issued by WEX FLEET ONE and the amount of credit currently available for the selected contract. You can monitor the Credit Available line to ensure that it is enough to cover planned expenses.





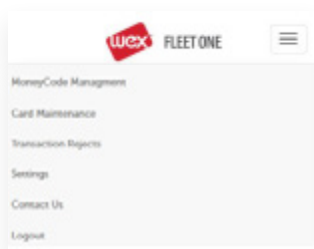
Transactions

The Transactions section summarizes the number and total cost of today's transactions, and shows the number of transaction rejects. To view a detailed list of rejects, click **View Rejects** (described in "Transaction Rejects"). This information can aid in troubleshooting rejected transactions.



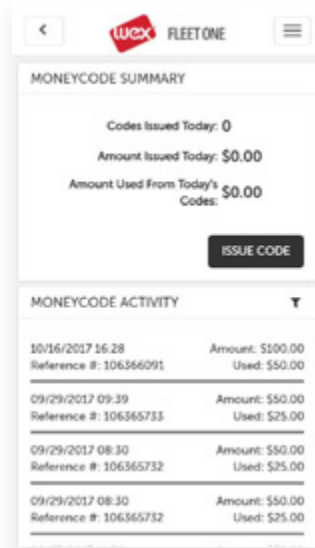
Menu Button

Click the **Menu** button  in the top right corner of the page to select app functions. When you leave the Home page, a **Back**  button is added to the top of the page so you can quickly return to the Home page.



| Menu Option | Purpose |
|----------------------|---|
| MoneyCode Management | View MoneyCode usage and activity; issue new MoneyCodes |
| Card Maintenance | Find a specific card, view card activity and balances, inactivate the card, override card use limits, and load cash to the card |
| Transaction Rejects | View each rejected transaction, the transaction type, and the reason for rejection |
| Home | Return to the Home page |
| Settings | Change your name, cell phone number, and email address |
| Contact Us | WEX FLEET ONE Customer Support, available 24/7 toll free: 877.208.2195 |
| Logout | Exit app |

APPLICATION FUNCTIONS

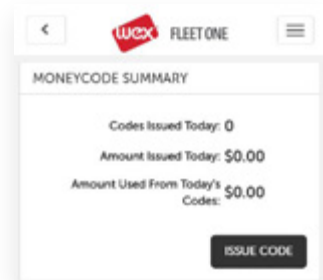


MONEYCODE MANAGEMENT

Each check written by a driver/cardholder needs a company-issued MoneyCode to authorize the check. The MoneyCode Management page summarizes MoneyCode usage and activity, and allows you to issue new MoneyCodes.

MoneyCode Summary

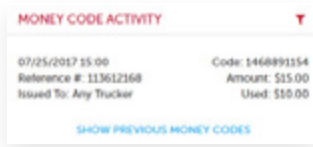
MoneyCode Summary totals the MoneyCodes issued today, showing the number of codes, the total dollar amount issued, and the total dollar amount used.



Issue a New MoneyCode

This page allows you to edit user settings for your online account such as your mailing address, email address, and phone number. All fields are required.

- To issue a new MoneyCode, click **Issue Code** on the Home or MoneyCode Management page.
- Fill in the form
 - Amount to Fund:** Check amount
 - Issue To:** The payee the check will be issued to
 - Notes:** Optional explanation of the MoneyCode
- Click **Issue Code**



MoneyCode Activity

Initially this section lists the MoneyCodes issued today, if any. You can view previous MoneyCode transactions and filter the results to find specific data.

The section displays the following transaction information.

| | |
|-------------|--|
| Date, Time | Date and time of transaction |
| Reference # | An internal tracking number |
| Issued To | The driver/cardholder (or payee) the code was issued to |
| Code | The issued MoneyCode – Each MoneyCode can only be used once |
| Amount | Amount issued for that MoneyCode |
| Used | Amount used – The transaction may be less than the full amount |



Show Previous MoneyCodes

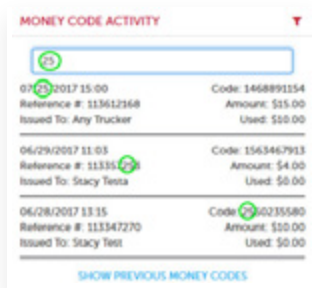
Click **Show Previous MoneyCodes** to see the previous ten MoneyCode transactions, ordered by date and time. Click the button again to view additional transactions.

Filter MoneyCode Transactions

The filter searches for your specified search string anywhere within the displayed fields: date, time, code, reference #, amount, issued to, and amount used.

Click the filter icon and type your search term into the box.

As you type, the list immediately changes to show only items that contain the characters you typed. For example, **st** finds **Stacy** and **Test**.



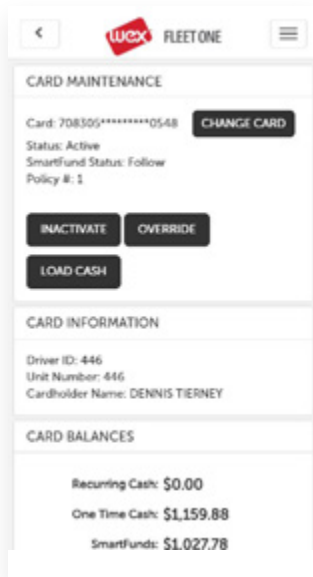
In this example, **25** finds matches in the date, reference #, and code fields.

- Click **Show Previous MoneyCodes** to display more results that match the search term
- To clear the search and display all transactions, delete the characters in the search box

CARD MAINTENANCE

The Card Maintenance page allows you to find a specific card, view card activity and balances, inactivate (or activate) the card, override card limits, and load cash to the card.

- The first time you use the app, you must click **Select a Card** to begin (see “Card Search”)
- After that, the screen shows information for the last card you viewed
- To view information for a different card, click **Change Card** (see “Card Search”)



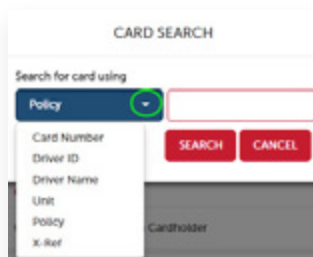
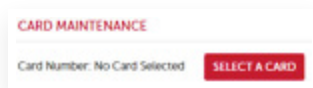
Card Information

- **Card Maintenance:** card number, card status, and policy #
- **Card Information:** cardholder name (for active cards)
- **Card Balances:** the amounts available to the card for recurring cash, one-time cash
- **Recent Activity:** red indicates debits; blue indicates credits

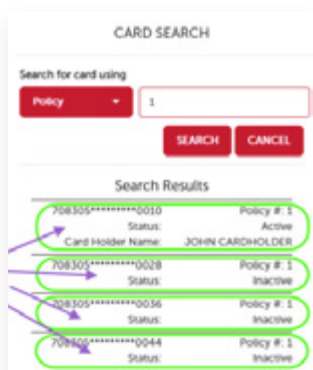
Change Card Search

The app provides multiple ways for you to find a specific card: by card number, driver ID, driver name, unit, policy, or X-ref number.

- On the Card Maintenance page, click **Change Card** or **Select a Card** (app first use)



- Click the arrow and select what to search. The system remembers your choice, such as Policy



- Type the search term, such as the policy number
Click **Search** – The list of cards that matches is displayed
- Click anywhere within a card to select the card and display its Card Maintenance detail page

Card Maintenance Tasks

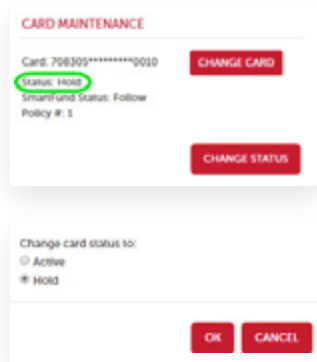
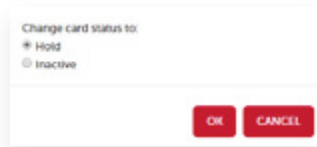
The maintenance tasks you can perform for the selected card depend on the card's current status:

- If the card status is **Active**, you can deactivate the card, override card limits, and load cash
- If the card status is **Inactive** or **Hold**, you can change the card status

Inactivate Card

You can temporarily deactivate an active card while the driver is on vacation, leave, etc.

1. To change the status of the card, click Inactivate
2. Select the new status for the card
 - *Hold*: deactivate the card; the PIN is not reset
 - *Inactive*: deactivate the card and reset the PIN
3. Click **OK**
4. To restore card use, select the card marked inactive or hold to display the detail Card Maintenance page – See “Change Hold or Inactive Card Status”



Change Hold or Inactive Card Status

1. On the detail page of a card with Hold or Inactive status, click **Change Status**
2. Select the new status for the card and click **OK**
 - For an inactive card, the options are Active or Hold
 - For a Hold card, the options are Active or Inactive
 - **Active**: return the card to full-use status
 - **Hold**: deactivate the card; the PIN is not reset
 - **Inactive**: deactivate the card and reset the PIN
3. A “Card Updated” message is displayed on the Card Maintenance page, and the status is changed

**** Note:** When you change the card status from Inactive to Active, the driver/cardholder must create a new PIN. **

OVERRIDE CARD

Card to Override: 708305*****0010 Number of uses:

1

OVERRIDE

Override Card Limit (Active Card Only)

1. To override the card limit on the number of uses per day, click **Override**
2. Enter the number of additional uses allowed today, and click **Override**

The additional uses are only available for the current day.

LOAD CASH

Card: 708305*****0010

Recurring Cash: \$25.00

One Time Cash: \$116.00

Which side of the card do you want to load cash to?

Pick One

Load Cash to Card (Active Cards Only)

To load additional cash to the card, click **Load Cash**

1. The screen displays the amount of cash currently available

LOAD CASH

Which side of the card do you want to load cash to?

Company One Time Cash

2. Select which side of the card will receive the additional cash: company one-time cash

LOAD CASH

Which side of the card do you want to load cash to?

Company One Time Cash

Amount

10.00

Reference #

1122

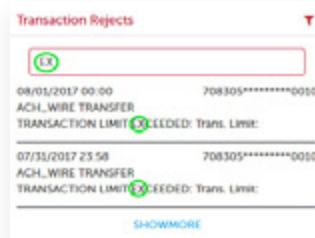
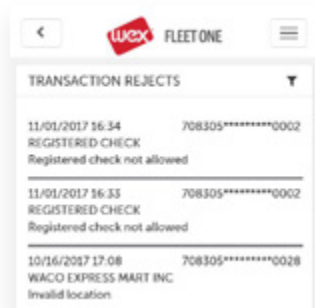
Note

For Maintenance

Add Cash Remove Cash

Cancel

3. Type the amount – You don't need to type the \$ or .00
1 is displayed as \$1.00 – Reference # and note are optional
4. Click **Add Cash** – A confirmation message is displayed, and the amount is added to the card balance
5. To remove a portion of a cash advance, enter the amount and click **Remove Cash** to return the cash to the company



TRANSACTION REJECTS

The Transaction Rejects page lists each rejected transaction, the transaction type, and the reason for rejection. The list aids you in troubleshooting rejected transactions, such as for a particular card (driver).

You can filter the list to find specific cards, transaction types, dates, etc. The filter searches for your specified search string anywhere within the displayed fields.

- Click the **Filter** button in the right corner to search for a specific value
- Type the search value in the field – For letters, use all capitals
 - As you type, the list immediately changes to show only items that contain the characters you typed
 - For example, **EX** finds all transactions with EXCEEDED
- Click **Show More** to display more results that match the search term.
- To clear the search and display all transactions, delete the characters in the search box



SETTINGS

The Settings page allows you to change your name, cell phone number, and email address.

- Click in a field and make changes as needed
- Click **Save Changes**. A confirmation message is displayed

Contact Information

WEX Fleet One
3100 West End Avenue
Suite 1150
Nashville, TN 37203

Toll-Free Support: 877.208.2195

Trademarks

All trademarks appearing in this document, whether or not bearing the trademark symbol, are the property of their respective owners.

Copyright

© 2017 WEX, Inc.