



Frequently Asked Questions

COMPATIBILITY and SYSTEM REQUIREMENTS:

What version of Windows does FLEETMATE require?

FLEETMATE is compatible with all versions of Windows operating systems from Windows 7 SP-1 forward. Windows 10 or 11 is recommended.

What type of computer hardware/software does FLEETMATE require?

Your computer should offer the following **minimum** features:

- Windows compatible PC with a CPU running @ 1.5 GHz
- 4 Gb of RAM (*Random Access Memory*)
- 500 Mb Free Disk Space
- Laser or Ink Jet Printer
- 1280 x 720 Display Resolution – *Standard 4:3 or 16:9 Aspect Ratio*
- 1 Gbps (*or faster*) Network Interface Card

If you wish to fully utilize the barcode features in FLEETMATE, you will need:

- A Barcode Scanner
- A Barcode Printer
- A Commercial Grade Linear 1D Barcode Font

Does FLEETMATE support Microsoft SQL Server?

Yes, if you have a Microsoft SQL Server 2012 (*or later*) license, you may optionally use a SQL Server database for data storage. We include a database creation script that your DBA (database administrator) can run to quickly and easily create your SQL Server database. Refer to page 15 in the FLEETMATE Installation Guide for step-by-step instructions.



Frequently Asked Questions

GENERAL QUESTIONS:

I need help. What type of support is available?

Support is available weekdays, 9am to 5pm U.S. east coast time via email and telephone. The email address is **support@fleetmate.com**. Telephone support is available by calling **443-808-2719**. If you leave a message, please clearly state your name, your company name, and your telephone number beginning with your area code.

Self-service support is available by viewing our Instructional Videos, and by referencing the documentation on the Support page of the FLEETMATE Website.

The FLEETMATE Support Office observes all U.S. federal holidays. Our Support Office also closes during the following periods each year:

- The second week in July
- The second week in September
- The last two weeks in December

How many assets can I manage with FLEETMATE.

There is no fixed-limit on assets. FLEETMATE supports any number of vehicles and/or pieces of equipment. If you are managing several thousand assets, you may want to consider using Microsoft® SQL Server 2012 (*or later*) for data storage, for increased capacity and scalability.

Will FLEETMATE run on the Cloud?

Yes, if you have a cloud services account that runs Microsoft® Server 2012 R2 or later, you can install FLEETMATE on a virtual cloud server and run FLEETMATE as if the software was installed on your computer. Your data will reside on the cloud as well.



Frequently Asked Questions

Where is my data stored?

As a *default*, your FLEETMATE JET database file exists on your local disk. However, you may move your database file to any device anywhere within your Windows File System, such as a network file server. This will enable multiple users to simultaneously access and use one consolidated database.

You can also opt to store your data in a Microsoft® SQL Server database, rather than the *default* JET database file. You will need to have a Microsoft® SQL Server 2012 (*or later*) license to do this. Refer to page 15 in the FLEETMATE Installation Guide for step-by-step instructions.

A Microsoft SQL Server license is not included in FLEETMATE, and must be purchased separately.

If using a cloud account, your data will reside on the cloud server as well.

Can I try FLEETMATE before making a purchase decision?

Yes, in fact we encourage you to do so. The FLEETMATE download is the actual commercial software, not a 'demo.' Unlicensed, FLEETMATE will remain fully functional for 30 days. This way you will have an opportunity to determine whether FLEETMATE offers the features that you need, prior to purchase.

Is FLEETMATE easy to use?

Even if you have only basic PC experience, we believe you will find FLEETMATE easy to learn and use. The Online Lessons will demonstrate all major features. Viewing the lessons is a great way to quickly gain an understanding of how FLEETMATE works.

Is documentation available for FLEETMATE?

Yes, you will find Customer Guides on the Support page of the FLEETMATE Website. These are PDF documents that are also suitable for printing.



Frequently Asked Questions

Does FLEETMATE include work orders?

Yes. A work order in FLEETMATE is very comprehensive.

To the right is a sample that shows you how a typical FLEETMATE work order will appear when printed, and when emailed.

You may itemize any number of parts that were replaced, and any number of labor activities on a work order.

You may also attach externally stored content to a work order, such as a sublet receipt.

LABOR UNITS		DESCRIPTION	INVOICE NO	TECH/VENDOR	ACCOUNT	Price Ea	Price Ext
3	Replaced Battery Connector/	UNK		Tech E00006	10000 - Fleet Maintenance	\$60.00	\$180.00
Bolt was supplied.							
2	Replaced Oil Filter and Motor	UNK		Tech E00006	10000 - Fleet Maintenance	\$60.00	\$120.00
Defective seal.							
2	Rotate Tires	UNK		Tech E00007	10000 - Fleet Maintenance	\$50.00	\$100.00

PARTS	QTY	DESCRIPTION	PART NO	STOCK	VENDOR	ACCOUNT	Price Ea	Price Ext
5	30W10 Motor Oil		20000	Yes	General Auto Parts	10010 - Replacement Parts	\$4.88	\$24.40
1	Battery Connector and Home	66-189		No	Fleet Maintenance Dep	10000 - Fleet Maintenance	\$94.55	\$94.55
1	Electrical Contact Grease		60001	Yes	Inventory	10000 - Fleet Maintenance	\$2.50	\$2.50
1	Oil Filter		PF-65	No	Auto Pros	10010 - Replacement Parts	\$19.90	\$19.90

WORK APPROVED BY		
TECHNICIAN	DATE	ODOMETER/HOURS
SERVICE MANAGER	DATE	

BILLING / CHARGES	
LABOR	400.00
MISC/SHOP SUPPLIES	20.00
PARTS/MATERIALS	141.35
DISCOUNT	0.00
5.000% SALES TAX	7.07
ORDER TOTAL	\$568.42

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Frequently Asked Questions

Does FLEETMATE require an annual fee?

It's your choice. With FLEETMATE you may choose *either* a one-time perpetual license, *or* an annual subscription. Refer to the Pricing page of the FLEETMATE Website for current pricing.

➤ FLEETMATE One-Time Purchase

Your license fee is paid once. Includes free periodic software updates and free functional support.

- **Multi-User Office License**

One registration key will support unlimited fleet assets for up to five (5) concurrent users.

- **Corporate Site License**

One registration key will cover all assets and all FLEETMATE users throughout your entire corporate enterprise or government agency.

➤ FLEETMATE Annual Subscription

Your FLEETMATE license is renewed annually. Includes free periodic updates and free functional support.

- **Multi-User Office License**

One registration key will support unlimited fleet assets for up to five (5) concurrent users.

- **Corporate Site License**

One registration key will cover all assets and all FLEETMATE users throughout your corporate enterprise or government agency.



Frequently Asked Questions

Does FLEETMATE support Metric measures?

Yes, you may choose from U.S., Metric (SI), or U.K. systems of measure. These measures include

- Distance – miles, kilometers
- Volume – gallons, litres, Imperial Gallons, cubic inches, cubic centimetres
- Pressure – psi, kPa
- Torque – lb-ft, Nm
- Power – bhp, kW
- Fuel economy – MPG, MPGe, L/100 km

Can I use FLEETMATE to manage equipment as well as vehicles?

Yes, you may manage maintenance for any type of mechanized equipment with FLEETMATE. You may manage any asset by distance driven (miles or kilometers), in-use hours, or a combination of the two.

Does FLEETMATE support reminders for DOT inspections?

Yes, you may setup recurring tasks for DOT inspections and other regulatory requirements.

Is FLEETMATE compatible with fuel card data?

Yes, the optional FLEETMATE Fuel Import Manager can be used to automate the process of importing fuel transaction data, from most any fuel card vendor, into your FLEETMATE database. The fuel card data must be in delimited, clear-text format, one record per physical line.

Does FLEETMATE support IFTA reporting?

If you use the Fuel Log feature in FLEETMATE, you will be capturing miles, gallons, cost, and State on each Fuel Log record. You can then run reports that will summarize fuel data by State. This can be used to help you prepare your IFTA reports.



Frequently Asked Questions

Can FLEETMATE remind me of driver's license/CDL renewals?

Yes, you may setup personnel reminders for items such as license/CDL renewals, required training classes, certifications, etc.



Frequently Asked Questions

Can FLEETMATE remind me of registration renewals for each vehicle?

Yes, you may setup due dates and renewal intervals for vehicle registration, insurance premiums, loan/lease payments, and emissions/smog tests. FLEETMATE will remind you when these items come due for each vehicle.

Can FLEETMATE send email reminders when service is due?

Yes, you'll click one button to transmit email reminders for PM service that is due for your entire fleet. Or you may choose which reminders to email.

Can I email work orders from within FLEETMATE?

Yes, you may email work orders, invoices, and reports directly from within FLEETMATE.

Does FLEETMATE include inventory tracking for replacement parts?

Yes, FLEETMATE will track any number of replacement parts that you stock on the shelf. You will create a Stock No for each unique replacement part that you have on-hand. You'll also set your inventory control values, such as low-stock point, and reorder quantity.

Inventory tracking is fully integrated with work orders in FLEETMATE. So as you use inventory items on a work order, your quantity on-hand is automatically updated accordingly.

Whenever you have reached your low-stock point for a replacement part, or whenever a stock item becomes depleted, FLEETMATE will also automatically generate a SMS text message to designated employees.

The inventory module also features a Cross-Reference function. So when you need a part for a work order, you can search by your stock number, or by any of the equivalent manufacturer part numbers that you have defined. Wildcard searches are supported to help you find the part you need.



Frequently Asked Questions

NETWORKING:

Is FLEETMATE network compatible?

Yes, network compatibility is built-in, regardless of the license that you purchase. You may store your FLEETMATE JET database on a file server for simultaneous, multi-user access. Your network connection should be hardwired (i.e., a twisted-pair cable) at 1Gbps or faster. Using a wireless 802.11x (Wi-Fi) connection to your FLEETMATE JET database is **not** supported. If wide-area connectivity is required, FLEETMATE is compatible with Windows Remote Desktop Services for end-user RDP sessions. Contact your IT support staff for additional information.

Will FLEETMATE run on the Cloud?

Yes, if you have a cloud services account that runs Microsoft Server 2012 or later, you can install FLEETMATE on a virtual server and run FLEETMATE as if the software was installed on your computer. Your data will reside on the cloud as well.

You will need a Windows® PC or an Apple® device with the Microsoft RDP client software installed. This type of setup has been tested successfully over the Internet with an Amazon Web Services (AWS) EC2 instance as the host, using both Windows and Apple devices.

Can I run FLEETMATE using Windows Remote Desktop Services?

Yes, FLEETMATE is compatible with Windows Remote Desktop Services (*formerly known as Windows Terminal Services*) to support users at your remote office locations. Refer to the Installation Guide on the Support page on the FLEETMATE Website for additional information.



Frequently Asked Questions

BARCODE FEATURES and REPORTS:

Does FLEETMATE have barcode related features?

Yes, support for linear 1D barcodes is featured on the main window, the work order window, and in the inventory module. All popular linear 1D barcode symbologies are supported, such as Code 39, 128, UPC, etc.

You will need a barcode scanner, commercial-grade linear 1D barcode font, and barcode label printer to take full advantage of the barcode features in FLEETMATE. Refer to the Customer Guide entitled "Barcode Support" for complete details.

REPORTS:

Does FLEETMATE include reports?

Yes, FLEETMATE comes with over 100 pre-designed reports, all built-in. The reports are arranged into categories such as Fuel Economy, Maintenance, Inventory, Personnel, etc.

To run a report, open the Report Viewer window, then choose the report category you need.

The report preview is automatic, so you will not need to print the report unless you need hardcopy. And you can email any report to coworkers, vendors, and/or customers at any time.

Can I create my own custom reports in FLEETMATE?

Yes, the optional FLEETMATE Report Designer may be used by your IT staff to create custom reports, and to create data extracts for sending data to other systems.