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## Frequently Asked Questions

### GENERAL QUESTIONS:

#### I need help. What type of support do you provide?

Support is available weekdays 9am to 5pm U.S. EST via email and phone. The email address is [support@fleetmate.com](mailto:support@fleetmate.com). Telephone support is available by calling 410-282-3603. 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 on the Support page of the FLEETMATE Website. There you will find Customer Guides and technical articles. Our Support Office typically closes during the second week of July each year as our annual company holiday.

#### Will FLEETMATE run on the Cloud?

Yes, if you have a cloud services account that runs Microsoft Server 2016 or 2019, 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**<sup>®</sup> PC or an **Apple**<sup>®</sup> MacOS or iOS device (Macbook Pro, iPad, etc.) with the Microsoft RDP (remote desktop protocol) Client software installed. This type of setup has been tested successfully over the Internet using both **Windows** and **Apple** devices.

#### Where is my data stored?

As a *default*, your FLEETMATE database exists on your local disk. However, you can move your database file to any device anywhere within your Windows File System. If there will be more than one simultaneous FLEETMATE user, you will want to move your database file to a file server on your network to enable shared, multi-user access. Please refer to the Installation Guide for easy to follow instructions. For a single-user installation, if you have an online account (i.e., Microsoft<sup>®</sup> OneDrive), you can opt to move your database file to OneDrive on the *cloud*, and access your data from there.

#### Does FLEETMATE require an annual fee?

With FLEETMATE you can choose either a one-time license fee, or an annual subscription fee. Please refer to the Purchase page of the FLEETMATE Website for current pricing and occasional special offers and discounts.



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### 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 it 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.

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

Yes, you can manage maintenance for any type of mechanized equipment with FLEETMATE.

### Does FLEETMATE support reminders for DOT inspections?

Yes, you can 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 your fuel card vendor into the Fuel Log in FLEETMATE.

### 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 (miles, volume, and cost) by State. This can be used to help you prepare your IFTA reports.



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## Frequently Asked Questions

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

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

### Can FLEETMATE remind me of State Registration renewals for each vehicle?

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

### Can I email work orders and/or invoices from within FLEETMATE?

Yes, you can email work orders, invoices, and any report directly from within FLEETMATE.

### Does FLEETMATE include inventory for replacement parts?

Yes, FLEETMATE will track replacement parts that you stock. The inventory-tracking 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.



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## Frequently Asked Questions

### NETWORKING and BARCODE FEATURES:

#### Is FLEETMATE network compatible?

Yes, you can store your FLEETMATE database on a file server for simultaneous, multi-user access. Your network connection should be hardwired (i.e., a twisted-pair cable) at 100Mbps or faster. If remote connectivity is required, FLEETMATE is compatible with Windows Terminal Services for RDP (remote desktop protocol) sessions.

#### Will FLEETMATE run on the Cloud?

Yes, if you have a cloud services account that runs Microsoft Server 2016 or 2019, 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**<sup>®</sup> PC or an **Apple**<sup>®</sup> **MacOS** or **iOS** device (Macbook Pro, iPad, etc.) with the Microsoft RDP (remote desktop protocol) Client software installed. This type of setup has been tested successfully over the Internet with Amazon Web Services as the host, using both **Windows** and **Apple** devices.

#### I have several locations. Can I run FLEETMATE remotely via the Internet using Windows Terminal Services?

Yes, FLEETMATE is compatible with Windows Terminal Services to support users at your remote office locations. Refer to the Support page on the FLEETMATE Website for instructions on installing FLEETMATE on a Windows Terminal Server.

#### Does FLEETMATE have barcode related features?

Yes, support for linear barcodes is featured on the main window, the work order window, and in the inventory module. All popular barcode symbologies are supported, such as Code 39, 128, UPC, etc. You will need a barcode scanner, barcode font, and barcode label printer to take full advantage of the barcode features in FLEETMATE. Your barcode scanner must transmit the scan immediately. A scanner that caches scans for off-loading later is not compatible with FLEETMATE. Refer to the Customer Guide entitled "Barcode Support" for complete details.



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## Frequently Asked Questions

### REPORTS:

#### Does FLEETMATE include reports?

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

#### Can I create my own custom reports in FLEETMATE?

Yes, the optional FLEETMATE Report Designer can be used to create your own custom reports, as well as create data extracts for sending data to other systems.

### COMPATIBILITY and SYSTEM REQUIREMENTS:

#### What version of Windows does FLEETMATE require?

FLEETMATE is compatible with all versions of Windows from Windows XP forward, including Windows 10 and Windows Server 2019.

#### What type of computer hardware does FLEETMATE require?

Your PC should offer the following equipment and features:

- 1.5 GHz CPU
- 4Gb of RAM
- 100 Mb Free Disk Space
- Laser or Ink Jet Printer
- 1280 x 720 Display Resolution
- File Server (*network environment only*)
- Microsoft SQL Server 2008 R2 or later (*optional*)

If you wish to utilize the barcode features in FLEETMATE, you will need a barcode scanner, printer, and font.



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## Frequently Asked Questions

Thank you for your interest in FLEETMATE. If you need additional assistance, please contact us. We will be glad to assist you.

E-Mail: [support@FLEETMATE.com](mailto:support@FLEETMATE.com)

Telephone: 410-282-3603 - Weekdays 9:00 am to 5:00 pm Eastern