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## *DIRECTIONS FOR SUPPOSE U DRIVE (CUSTOMER WEB ACCESS)*

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### I. Login

#### A. Two ways to Log-in

1. Go to our website: [www.supposeudrive.com](http://www.supposeudrive.com) and select the Customer Web Access Icon on the left hand side of our website.
2. Or, go directly to the CWA address: [customer.supposeudrive.com](http://customer.supposeudrive.com)

#### B. Enter your user name

1. This will be your own email address.

#### C. Enter a Password

1. All Passwords will be assigned via email and set to expire in 12 months time.
  - To obtain a password, please contact your Suppose U Drive Sales or Accounting Rep.

### II. My Account

#### A. Customer Details

1. Select your Customer ID number on left to view correct information

#### B. Invoices

1. Here you will have to select your criteria for search, if you immediately select the search button, you will be able to see an aging report.
2. Otherwise you can use the search criteria including the calendar function to be more specific in finding information.
  - a. If you see a (\*) or (asterisk symbol), this indicates an “all” search function, for any criteria, ie. (\*) next to the unit will pull up all units and (\*) next to the invoices will pull up all invoices regardless of type.
  - b. You can search by total, outstanding, aging, etc. simply select the desired look up highlighted in blue.
  - c. To look up by date search, select either invoice date or due date and select the calendar accordingly
    - To activate the calendar, click on the calendar icon and again input your date range you wish to look at.
    - Don't forget to hit ok
    - You can look up a period as well, but this is not a preferred way to review your account as our fiscal periods may be different than yours.
  - d. You can also choose the sort button for different search criteria and invoice types
  - e. You can also look up a specific Unit Number instead of all units
  - f. You can select the open/fully paid button to review all invoices of either nature.
    - Fully paid invoices will line up with amounts highlighted in blue. To view the payment number (check #) select the highlighted amount.
  - g. Remember that your aging starts with current which is any invoice under 30 days. 1-29 days past due is actually a 30-59 day balance and anything in the 30-59 days past due is actually 60-90 days over -due.

*h. Don't forget to select the Search Button in the middle of the screen after you enter all criteria in order for the program to load your data.*

C. Contract Details

1. This will allow you to review your lease, rental, gma contracts accordingly.
  - a. You can again choose to look at one contract or all contracts, select the unit/equipment type function if looking at a particular unit.
  - b. Again, the (\*) function will indicate a total lookup of all contracts accordingly.
  - c. All truck numbers will line up on the left hand side of the page with a contract number highlighted in blue.
    - All the truck information can be achieved in either this section or the other header sections ie. My assets, maintenance, rental and fuel by clicking on the truck number.
    - For the contract information, select contract number to the right of the truck number to view the details.

D. Non-Contract Details

1. This section is really not applicable, as any non-contract information can be achieved through all other header sections ie. My assets, maintenance, rental and fuel

E. Outstanding Invoices

1. This will allow you to review all outstanding invoices, similar to the regular invoice section mentioned above in Part II-B.
  - a. Same search criteria applies, and to select the invoice, you can click on it to view.

F. Downloading to Excel

1. You may download to excel any particular group of invoices, trucks and truck info, etc. based on your search criteria.
  - a. Simply select your information, and hit the excel icon to view in Excel.
    - This is a great way to organize your information onto an external spreadsheet.

III. My Assets

A. Vehicle Status

1. This will identify your active, non active vehicles and give you some particulars about the vehicle.
2. As in the My Account Header, you can select the specific vehicle to review the particulars about the vehicle.
  - a. You can again apply the search fields to look at any group or individual trucks.

B. Vehicle Information

1. This will allow you to once again look at a particular vehicle, group of vehicles and lease contract information attached.

C. Individual Vehicle information

1. Select the particular truck number highlighted in blue.
  - a. You will see the basic truck information including the latest meter readings.
  - b. Above the vehicle information you will see the applicable header information including permits, contract and PM's.
    - Select any of these to review current information
  - c. Underneath you will see fuel and meter management, PM Planner and history. This will be explained in Section 4, "Maintenance" to follow:.

#### D. Meter Management

1. You can review or even add a meter reading at any time.
  - a. Simply select the unit as mentioned above and select the “meter reading” icon.
    - To add a current reading select “add meter reading” icon.
    - Enter the reading on the next page and select “submit”

#### E. Mileage

1. This section is for reviewing current mileages against the contracted.
  - Simply select the truck or group of trucks and you can review accordingly
  - This is a great tool to avoid per truck over-mileage penalties

#### G. Downloading to Excel

1. You may download to excel any particular group of invoices, trucks and truck info, etc. based on your search criteria.
  - b. Simply select your information, and hit the excel icon to view in Excel.

### IV. Maintenance

#### A. Repair History

1. Select your criteria for search.
  - a. If you see an (\*) or (asterisk symbol), this indicates an “all” search function, for any criteria, ie. (\*) next to the unit will pull up all units and (\*) next to the invoices will pull up all invoices regardless of type.
  - b. You can search by open or closed, billable or non-billable or individual work orders for a particular unit.
  - c. To look up by period, select the date range or due date and select the calendar accordingly
    - To activate the calendar, click on the calendar icon and again input your date range you wish to look at.
    - Don’t forget to hit ok
    - You can look up a period as well, but this is not a preferred way to review your account as our fiscal periods may be different than yours.
  - d. You can also choose to sort button for different search criteria and invoice types
  - e. You can also look up a specific Unit Number instead of all units
  - f. You can select the open/closed button to review all invoices of either nature.
  - g. VMRS translates to Vehicle Maintenance Reporting Standard
    - This is the language used by mechanics to describe components of a truck
    - You use this section as a lookup for reasons for repair, should you need help with this please contact your branch service manager.
  - h. Lastly, you must select the Search Button in the middle of the screen after you enter all criteria in order for the program to load your data.**
2. Individual or group work orders
  - a. To look at these, select the work order number highlighted in blue
  - b. Start & Finish dates along with VMRS line items, meter readings and part numbers will be displayed on the work order .
    - Note if the Work Order is non-billable, there will not be any costs shown as this is an internal cost to Suppose U Drive.
    - All billable work orders are considered invoices thus you can review these along with the charges accordingly.

- c. You can also again look at the truck information as mentioned above.
- B. PM Planner
1. This section is used for PM (Preventative Maintenance) Review and planning.
    - a. Simply identify a unit or a group of units and the unit(s) PM status will appear.
      - Remember there are several types PM's that we use on each type of truck and some are more important than others with respect to being completed on time.
      - If you see that you have a PM Overdue, please contact your branch Service Manager for an appointment.
    - b. Again, you can look at both the truck information and the information of the last PM work order completed.

## V. Rental

- A. Rental Spend
1. Select your criteria for search.
    - a. If you see a (\*) (asterisk symbol), this indicates a "all" search function, for any criteria, ie. (\*) next to the unit will pull up all units and (\*) next to the invoices will pull up all invoices regardless of type.
    - b. You can search by all units or for a particular unit.
    - c. To look up by period, select the date range or due date and select the calendar accordingly
      - To activate the calendar, click on the calendar icon and again input your date range you wish to look at.
      - Don't forget to hit ok
      - You can look up a period as well, but this is not a preferred way to review your account as our fiscal periods may be different than yours.
  2. All Rentals and Rental Contracts will appear
    - a. The RA Numbers, dates and costs will also be shown on this screen.
    - b. You can review an individual RA or you can again download to Excel to create a spreadsheet for your review.
- B. Rental Agreement Listings
1. Like the Rental Spend, you can review individual or group RA's
    - a. This section would be more used for identifying your current and past RA's.  
Select the Derived Status on the Right hand side of the screen  
Again you can download to Excel to create a spreadsheet for your review.

## VI. Fuel

- A. Fuel Entry
1. Fuel can be tracked in our system by two ways:
    - a. Fueling at our facility- This will automatically appear in both the invoice section and the fuel section accordingly.
    - b. Fueling on the outside- You would need to upload either a fuel file or fuel ticket individually to track your fuel expenditures
      - The advantage of both is that you can capture your costs for fuel and further identify your total fuel spend as well as fuel mileage per gallon (See Fuel Usage below).

2. To upload a fuel ticket, simply select the “Add Fuel Ticket” on the right side of the screen
    - a. Enter the information accordingly, then select “Add”
  3. To upload a fuel file, you will need to click on the “Add Fuel File” and then you will be prompted to another screen where you will need to browse your computer desktop for a transferrable file.
    - This will be a little more difficult as the spreadsheet must be readable by the system. For more information, please contact your Sales/Accounting Rep.
- B. Fuel Usage
1. Select your criteria for search.
    - a. If you see a “\*” (asteric symbol), this indicates a “all” search function, for any criteria, ie. \* next to the unit will pull up all units and \*next to the invoices will pull up all invoices regardless of type.
    - b. You can search by all units or a for a particular unit.
    - c. To look up by period, select the date range or due date and select the calendar accordingly
  2. Here you will see all trucks (including any rentals your company had during the period) their gallons used as well as their respective miles per gallon.
    - a. This can be as useful tool to identify how your drivers are doing, (There are several ways to interpret this statement)
      - Again you can download to excel or perhaps use a pie chart for a presentation to your staff on how to drive effectively, especially in today’s high fuel price market.
- C. Fuel Spend
1. Like Rental Spend, Fuel Spend allows you to track your fuel expenditures
    - a. You will be able to see total gallons, average cost per gallon and total cost spent on fuel.
    - b. Again, you can download this to an Excel Spreadsheet and review your fleet accordingly.

## VII. Document Library

- A. This is solely for the uploading of documents. We will use this as a place to put the original Contract and their respective Schedules A & B.
- B. If there are any other communications that we have or will have, this will also be a place that we can store information.
 

Should you have any documents or questions please contact your Sales/Service or AR Reps.

## VIII. Security Levels & Additional User Rules

- A. There are three levels of security at this time
  1. All system User
  2. AP & Invoicing
  3. Mileage Entry Only
- B. For any additional users, please provide us with the name of the user and what information you wish to give them access to.
  1. We will need the Name, Email Address and Position as we will then grant them access accordingly.

2. Should you wish to change your passwords, please let your Sales/AR Rep know. We can also set an expiration date for each user as we can always renew immediately upon expiration.

**\*\*\*DON'T FORGET TO HIT THE SEARCH BUTTON  
AFTER YOU ENTER YOUR SEARCH CRITERIA**