

Mansfield Oil Company
Fuel Net Navigation
Commonwealth of Virginia



Contents

To go to a specified page, please click on the name of the topic of your choice.

- Fuel Card Program Overview 3
- About the Voyager Fuel Card 4
- Contacts 5
- Exception Codes 6
- Welcome to Fuel Net! 7
- The Home Screen 8
- Reports 9
- Compatibility Issues 13
- Adding Vehicles 14
- Modifying Vehicle Information 17
- Cancel Requests 19
- Reissue Card 20
- Terminate Card 22

Fuel Card Program Overview

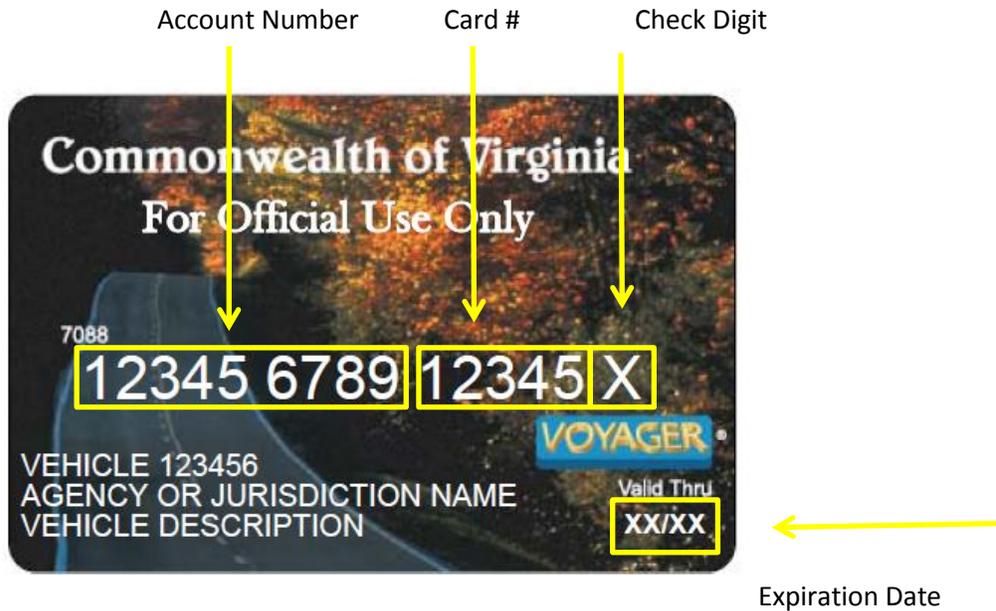
- Mansfield Oil Company will issue the Voyager card for the State Fuel Card Program. It provides the flexibility to fuel your vehicles at 90% of the retail stations nationwide. Contract prices under this program allow your cardholders to purchase tax exempt motor fuels at participating retail stations. The card will give your organization the ability to purchase all brands of fuel products. The Mansfield Oil/Voyager card is a powerful and dependable fleet card with extensive management features that increases accountability and security, providing you a method to eliminate theft and fraud.
- Access to numerous online tools will be available through the Mansfield Oil website. This presentation will assist you in navigating the Mansfield website and managing your account online.

About the Voyager Fuel Card

The Voyager fuel card consists of a 9 digit account number, the card number and a check digit.

Below is an example of a card and how the numbers are laid out on the card.

The back of the card has a toll free number to call for assistance. The number is 1-800-987-6591. Please be aware that this telephone number goes to Voyager Fleet Services and does not go to Mansfield Oil. You are welcome to request the Voyager representative to transfer you to Mansfield Customer Service.



Contacts

1-866-275-7338

Mansfield Government Services Customer Representatives – 866-275-7338

Linda Franklin, Ext. 2275

Jessica Patrick, Ext. 2071

Freida McClendon, Ext. 2266

Bill Hammond, Government Services Supervisor, Ext. 2082

Lost, Stolen or Damaged Cards

During normal business, please report on the Fuel Net website.

After business hours please contact Voyager at 800-987-6591

For Assistance while at the pump, contact Mansfield at 866-275-7338

Questions regarding the DGS OFMS Fuel Card Program contact Patricia Roach at 804-367-6935

Exception Codes

M (Mileage) – Odometer

D – Duplicate Transaction

O – Other than fuel

A – After Hours (7pm to 5am)

X – Exceeds tank capacity

H – High grade fuel (anything above Unleaded)

P – Product Type

V – Aviation Fuel

W – Weekend

R – Propane

2-9 – Multiple Fuelings

S – Special –Over \$15 carwash

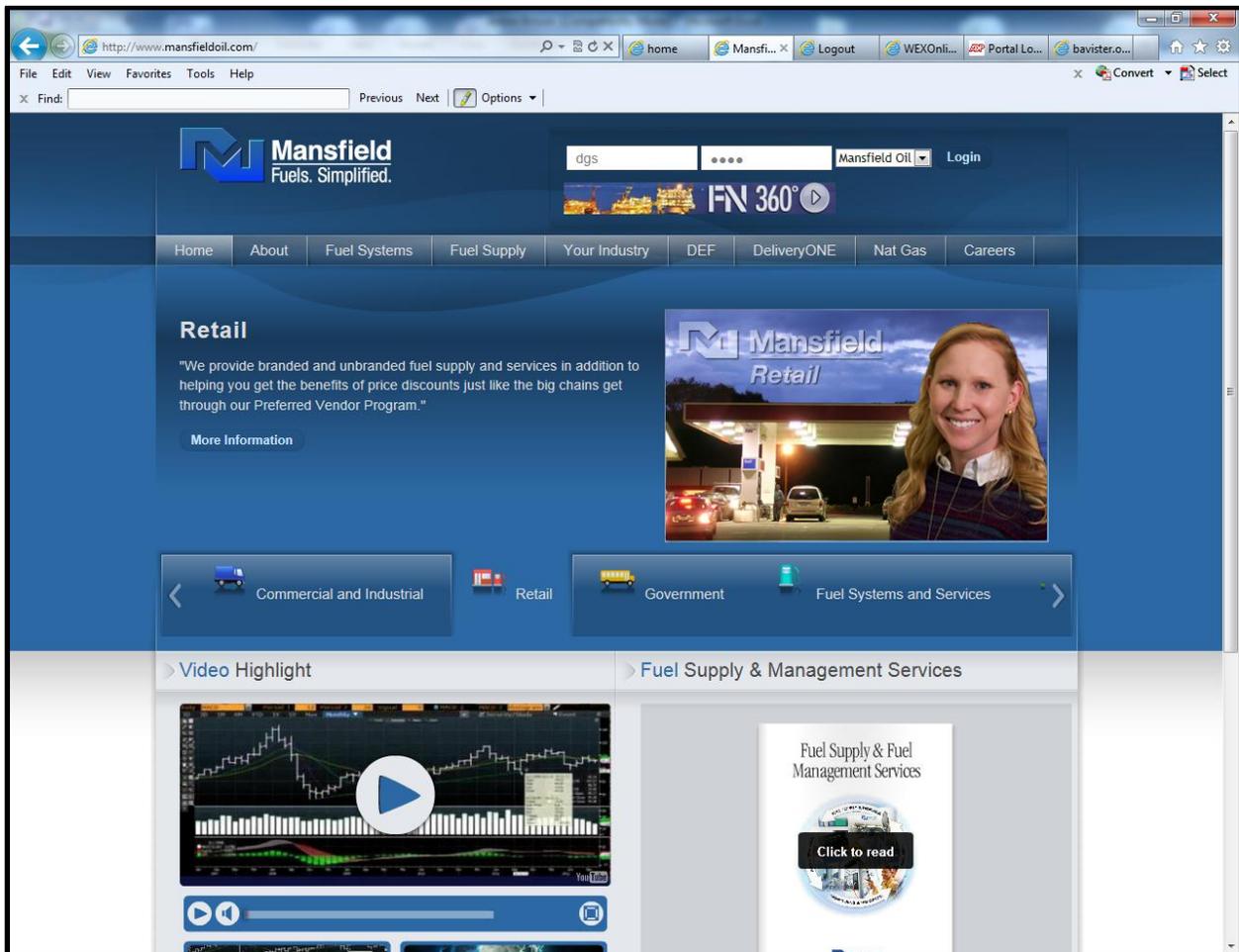
Welcome to Fuel Net!

Fuel Net is Mansfield Oil Company's information portal for customers regarding card information, transaction reports and invoices.

To begin, go to www.mansfieldoil.com.

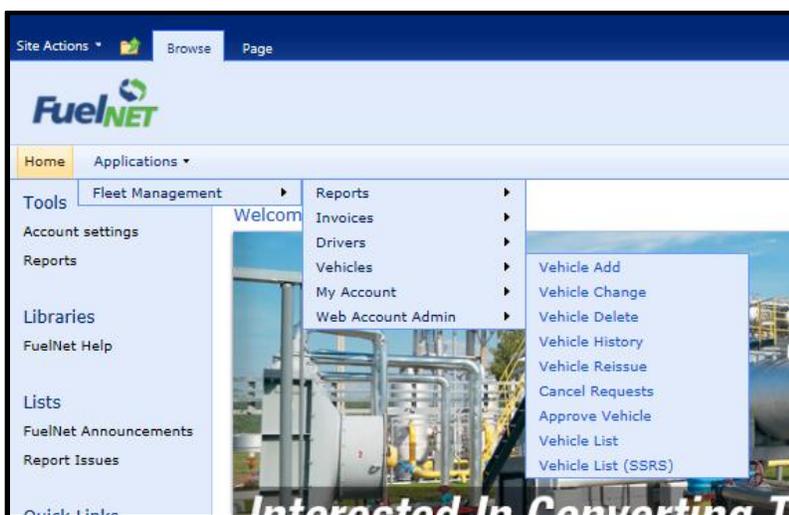
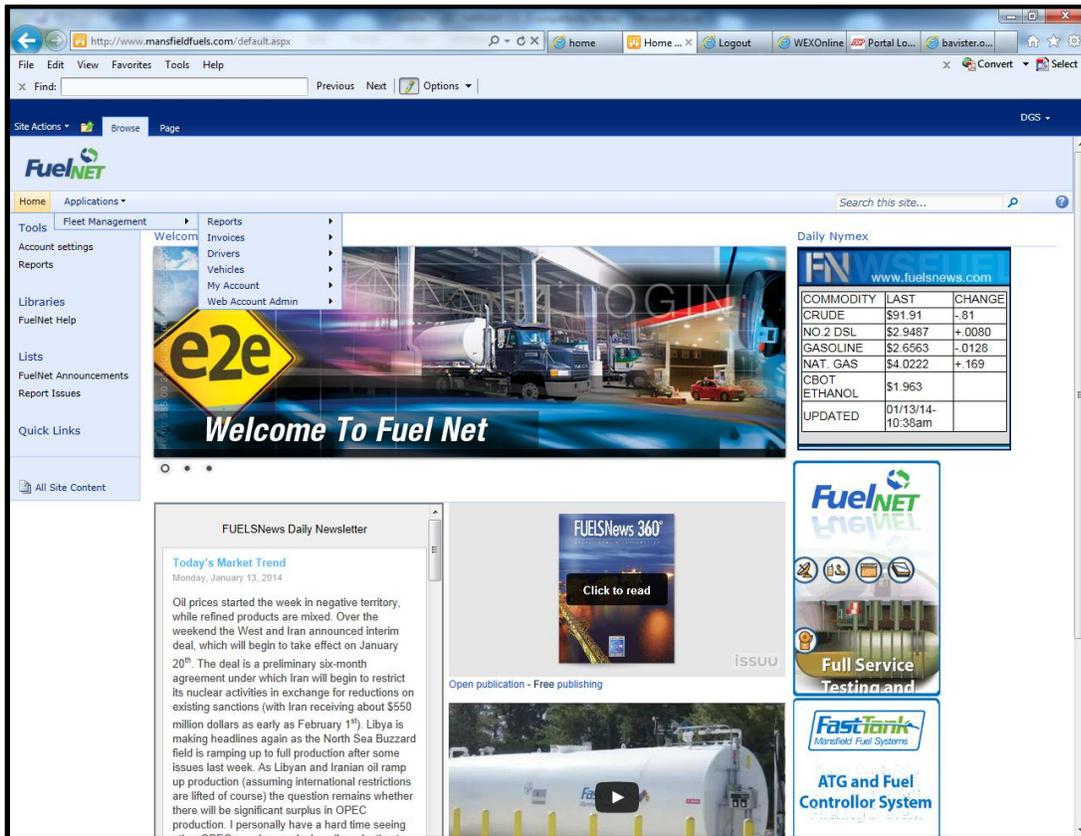
At the top center of the webpage enter your username and password. After you enter your password please select "FuelNet" from the drop down box. After you have selected "FuelNet" from the drop down box you may click "Login".

If you receive an error message and have verified what you have entered was correct, please send an email to fuelcard@mansfieldoil.com or call 866-275-7338 for assistance. Always include your agency name, account number, your name, your email address and your call back number.



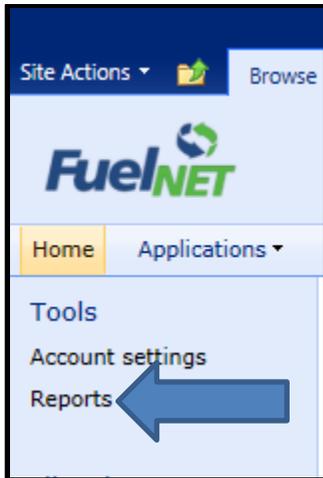
The Home Screen

Once you login you will be directed to the Home Page. From the Home Page, depending on your level of access, you can access Reports under the Tools section and Vehicles and Invoices through the Applications Tab.



Reports

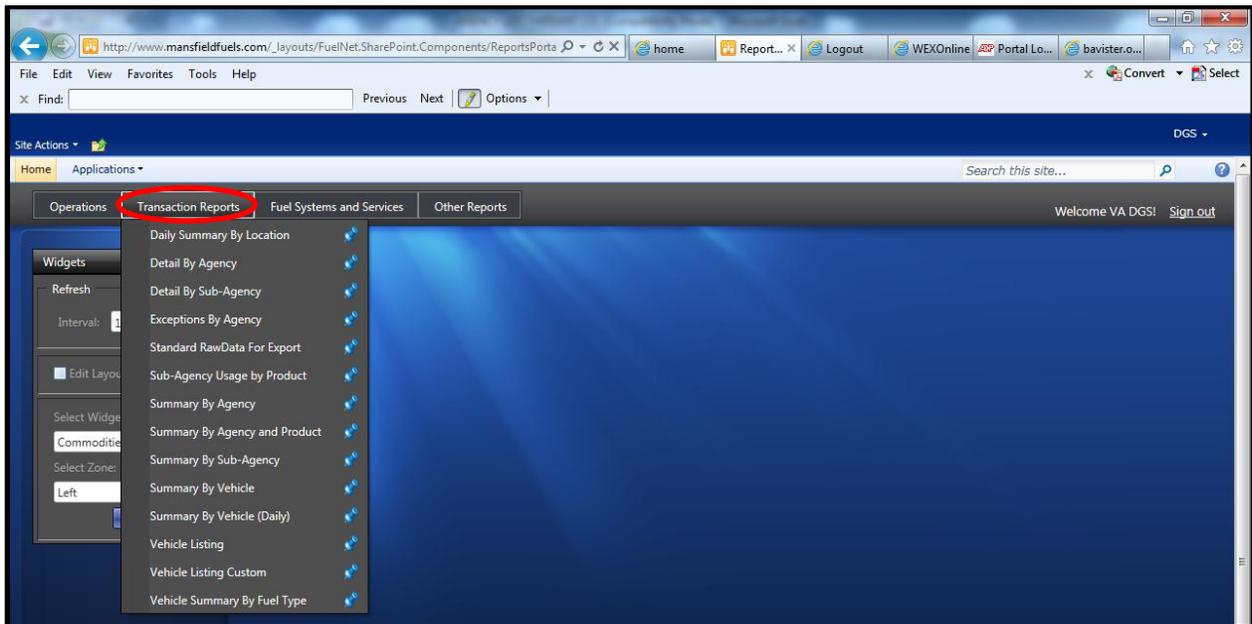
To access reports, click on Reports below the Home button that is highlighted in orange.



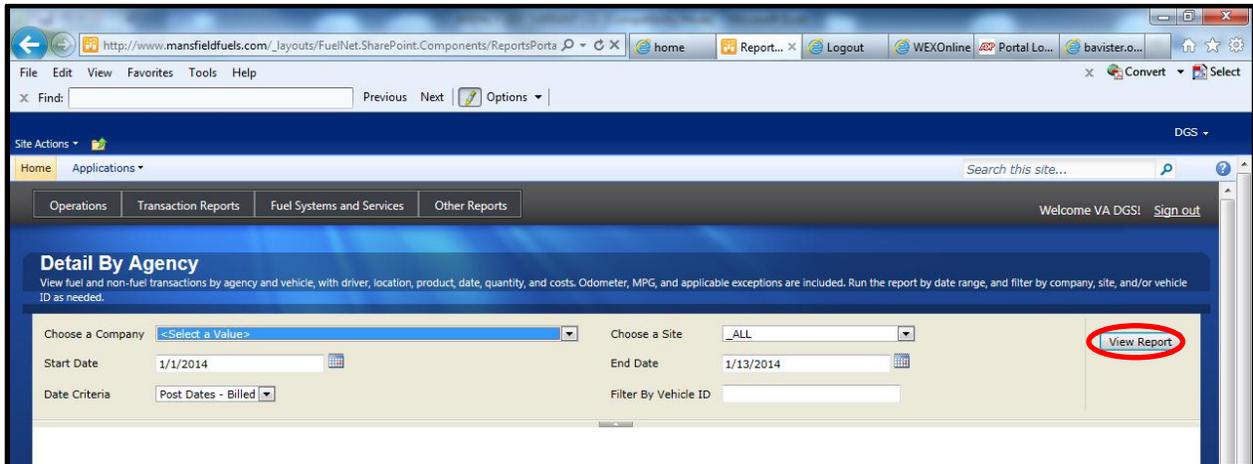
You will be redirected to the “Reports Portal”.

Place your mouse on top of “Transaction Reports”. A list of available reports will populate in a drop down box. You can place your cursor over each report for a description of information provided.

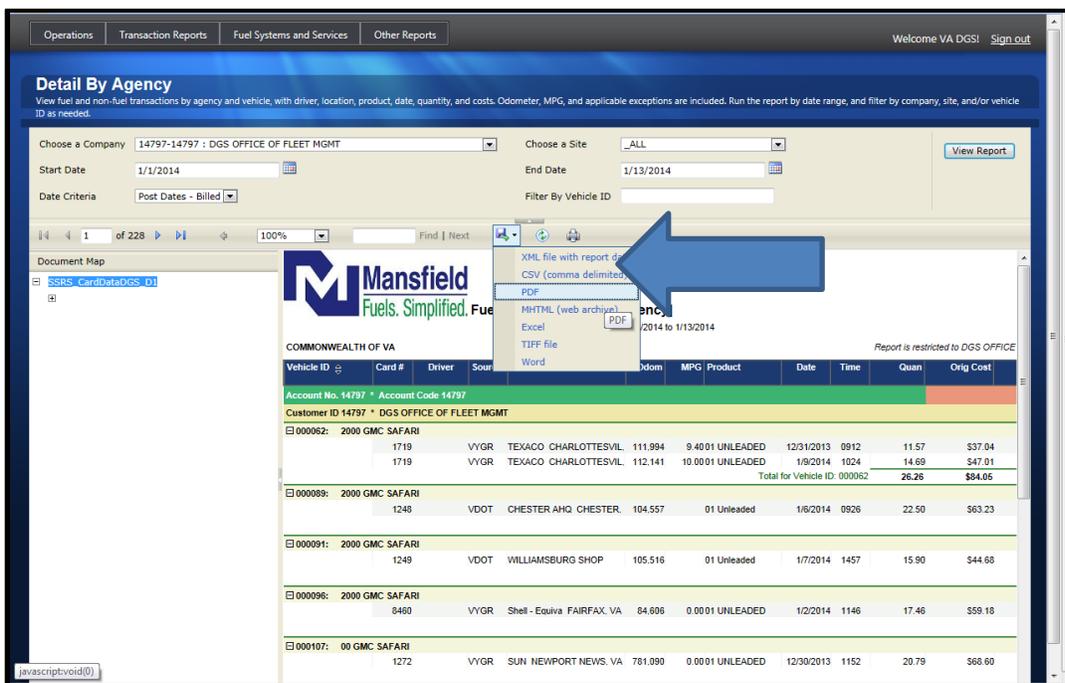
To select the report you want to run, simply click the report name. The selection will turn green in color and may take a few seconds or more to redirect you to the data entry page. You will only need to click it once.



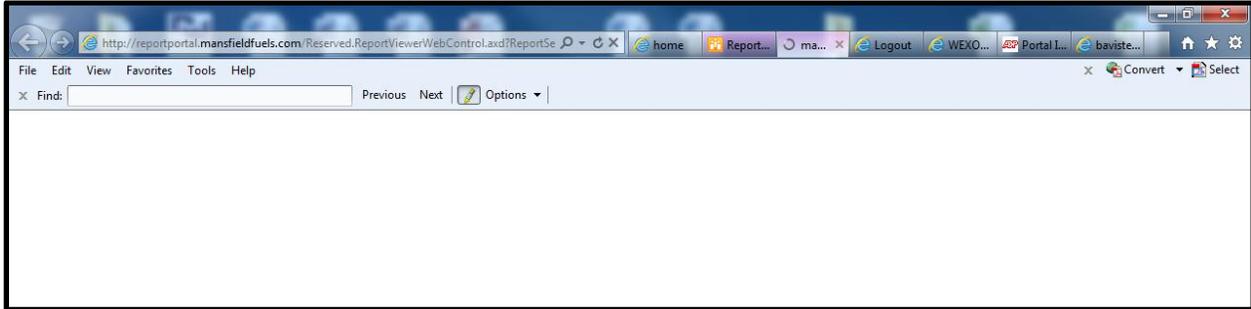
Each report will have sections to specify the information you need including the date frame, site (backyard sites), Start and End dates, and Date Criteria. If you are pulling reports as backup for an invoice always select "Post Dates Billed" for the date criteria. Also, you will generally select "All" for the "Choose a Site" field. Below is a standard example of how to retrieve transaction details. When you have entered your information click "View Report".



The screen will show a rotating green circle with the word "Loading". The report will populate on the screen as shown below. To save or print your report click on the blue save icon indicated below. You can choose the format you want to export the report. ***If the report does not populate on your screen you may be experiencing compatibility issues. Please see the [Compatibility Issues](#) section to change your settings.



When you export the report, a temporary second window will appear for a short time. This is normal and expected.



A box will appear on your screen, normally on the bottom, asking if you want to open or save the report. Click OPEN.

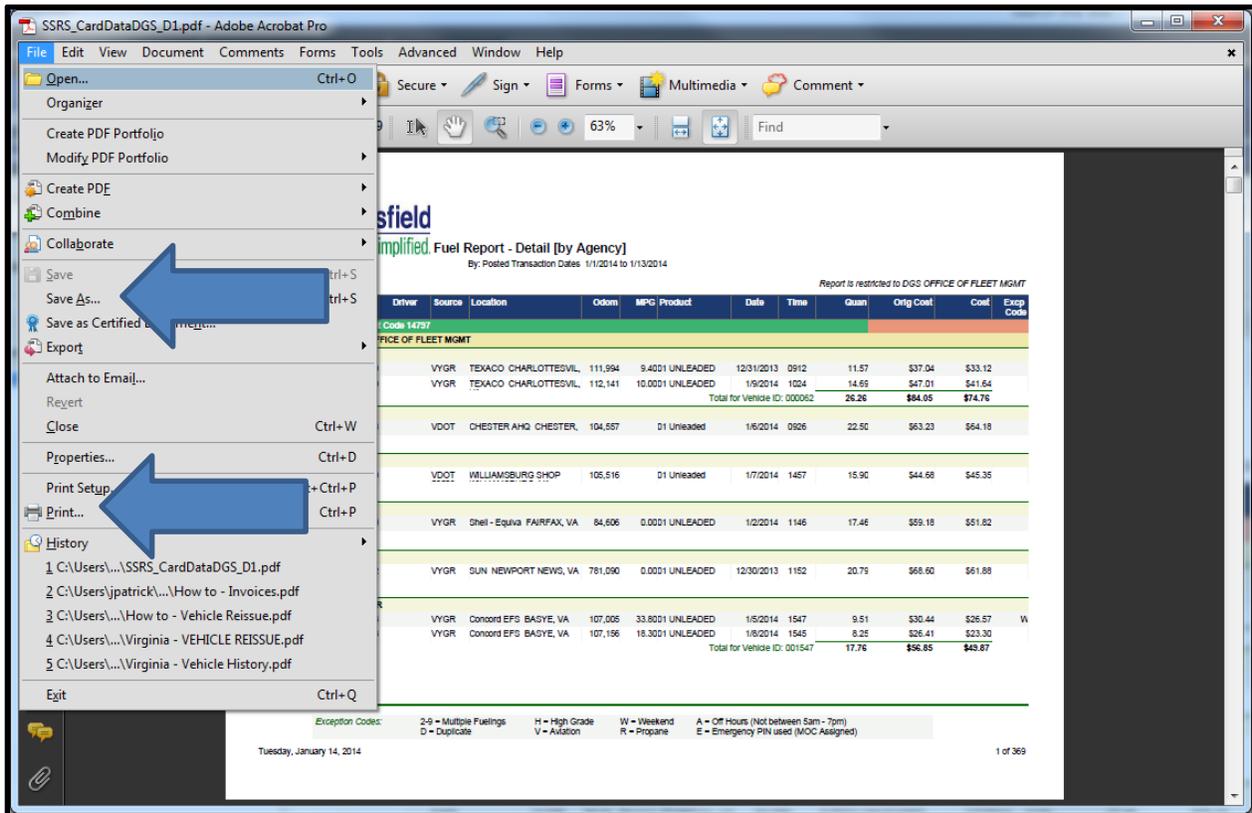
Mansfield Fuels. Simplified. Fuel Report - Detail [by Agency]
By: Posted Transaction Dates 1/1/2014 to 1/13/2014

COMMONWEALTH OF VA Report is restricted to DGS OFFICE

Vehicle ID	Card #	Driver	Source	Location	Odom	MPG	Product	Date	Time	Quan	Orig Cost	
Account No. 14797 * Account Code 14797												
Customer ID 14797 * DGS OFFICE OF FLEET MGMT												
000062: 2000 GMC SAFARI												
	1719	VYGR	TEXACO	CHARLOTTESVIL	111.994	9.4001	UNLEADED	12/31/2013	0912	11.57	\$37.04	
	1719	VYGR	TEXACO	CHARLOTTESVIL	112.141	10.0001	UNLEADED	1/9/2014	1024	14.69	\$47.01	
	Total for Vehicle ID: 000062										26.26	\$84.05
000089: 2000 GMC SAFARI												
	1248	VDOT	CHESTER AHQ	CHESTER	104.557	01 U		1/6/2014	0926	22.50	\$63.23	
000091: 2000 GMC SAFARI												
	1249	VDOT	WILLIAMSBURG SHOP		105.516	01 U		1/7/2014	1457	15.90	\$44.68	
000096: 2000 GMC SAFARI												
	8460	VYGR	Shell - Equiva	FAIRFAX, VA	84.606	0.0001		1/2/2014	1146	17.46	\$59.18	
	Total										\$68.60	

Do you want to open or save SSRS_CardDataDGS_D1.pdf from reportportal.mansfieldfuels.com? Open Save Cancel

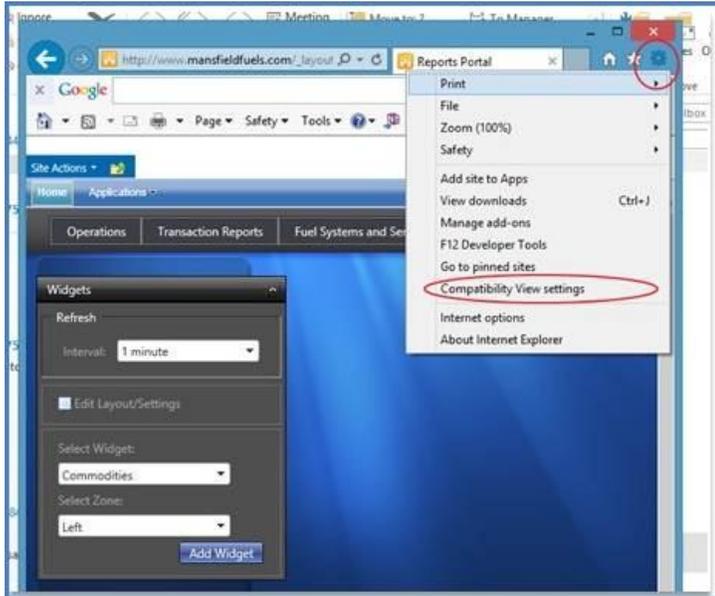
The report will open up in the format you specified. You can now choose to save this report to your computer or print it by going to the file menu at the top left side of the screen.



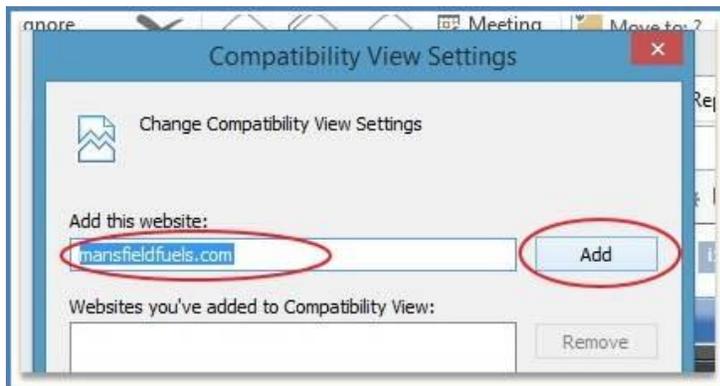
Compatibility Issues

Recently many users have upgraded to Internet Explorer 11. This upgrade has caused compatibility issues with running reports on the Mansfield Oil Website. To ensure you are able to view and run reports you will need to put your browser in “Compatibility Mode” to run your transaction reports.

1. With Internet Explorer 11 open and the report portal page displayed, select the settings “Gear” at the top of the screen and then select the Compatibility View Settings menu item.



2. After the Compatibility View Settings box opens, select the “Add” button to add Mansfieldfuels.com to the list.

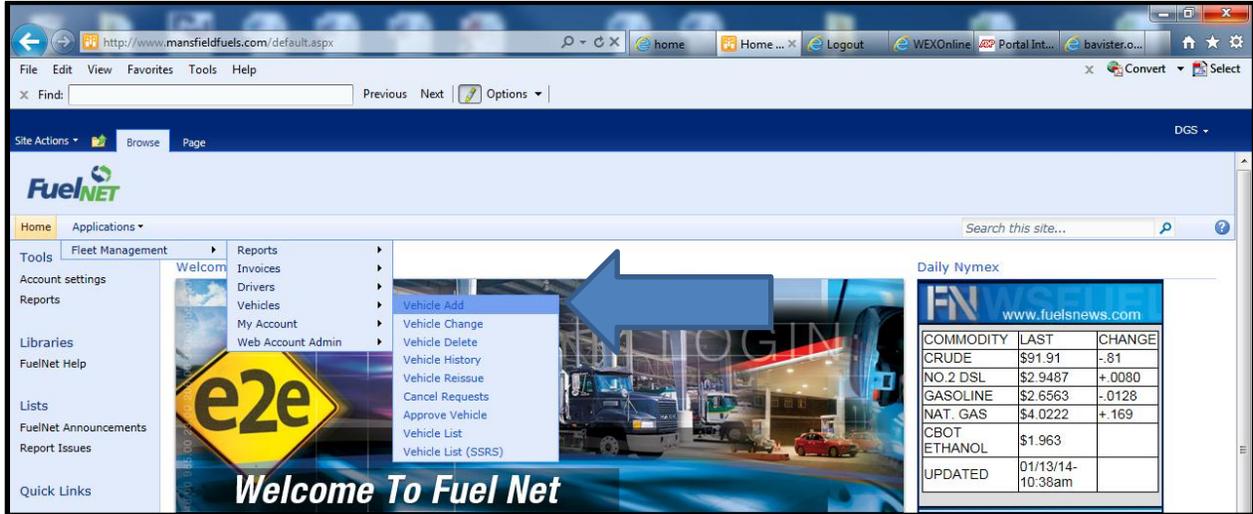


3. Click Close
4. Close and then reopen the web browser and the reports should work as you expect.
5. After the servers are upgraded, Internet Explorer will ignore this setting so no further action will be necessary.

Adding Vehicles

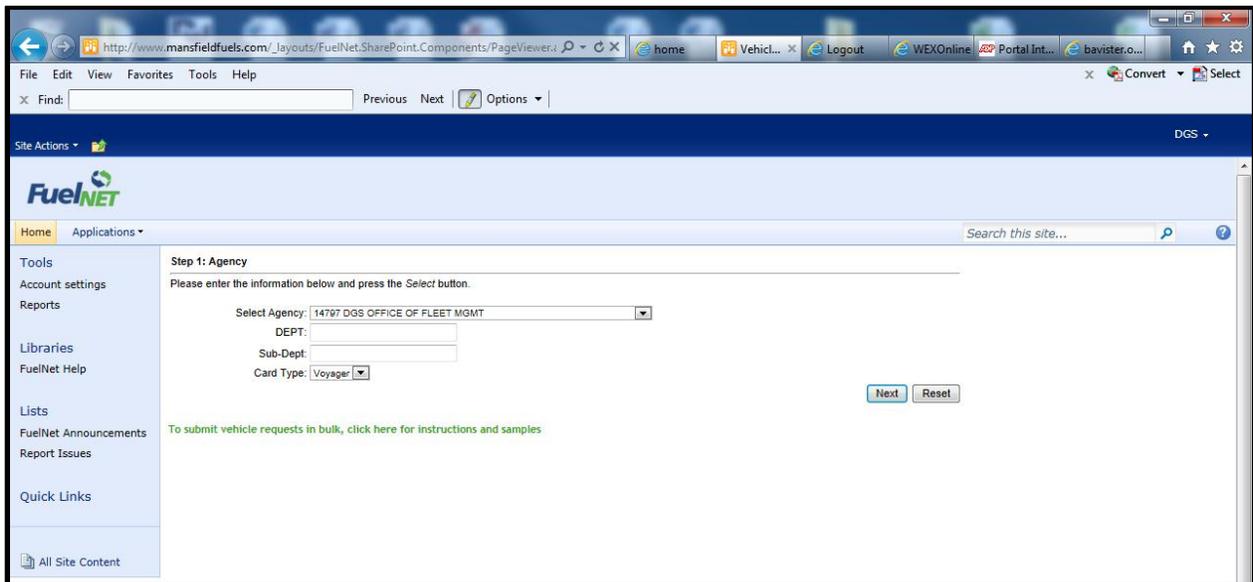
Vehicles are tied to fleet fuel cards rather than drivers. When you add a vehicle to your fleet, you will need to request a new fleet fuel card for it.

From the Home Page on Fuel Net, Go to Applications > Fleet Management > Vehicles > Vehicle Add



You should be at Step 1: Agency

On this screen please select your agency from the drop down box. Please enter the DEPT and Sub-Dept if applicable. Click "Next" when you have entered your information correctly.



Step 3: Completed!

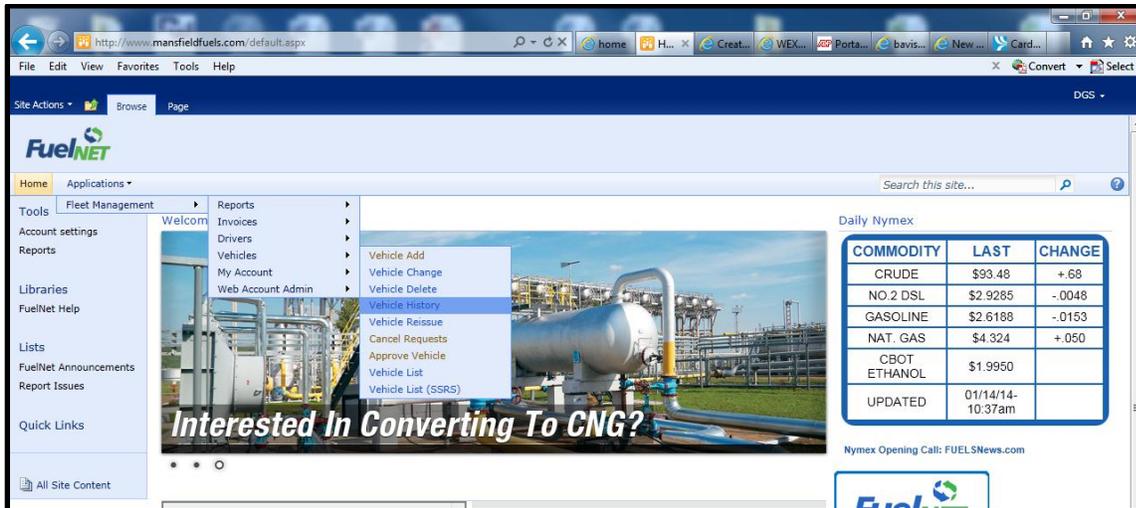
The screenshot shows a web browser window with the URL http://www.mansfieldfuels.com/_layouts/FuelNet.SharePoint.Components/PageViewer.aspx. The page features the FuelNET logo and a navigation menu with options like Home, Applications, Tools, Account settings, Reports, Libraries, Lists, and Quick Links. A search bar is located at the top right. The main content area displays a message: "To submit vehicle requests in bulk, click here for instructions and samples. Step 3: Completed! Your entries have been submitted for approval. You should receive an email message when your request has been approved and processed." Below this message is a table with the following data:

Vehicle ID	License	VIN	Description	Tank Capacity	Product Restriction	Confirmation
987654	XYZ123	1TEST2VEHICLE1234	2014 TEST VEHICLE	20	Unlimited	434467

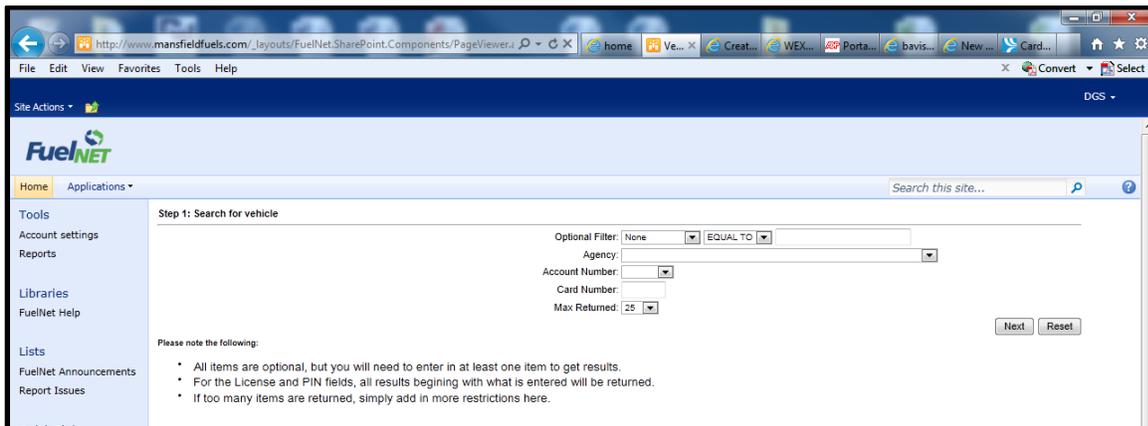
Below the table, there is a link: "To create more vehicle cards, [Click Here](#)."

Modifying Vehicle Information

Occasionally vehicle information and License information will change (i.e. transferring of a license plate to another vehicle). To modify vehicle information go to Applications > Fleet Management > Vehicles > Vehicle History



Step 1: Search For Vehicle



Optional Filter: Choose between None, Vehicle ID, License, VIN, Description or Tank Capacity.

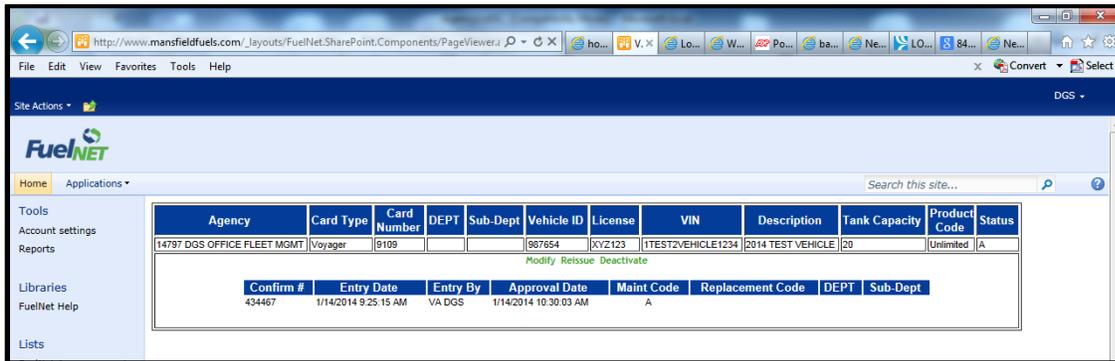
When you choose any of the choices other than "None" you will need to select from the adjacent drop down box "Equal To", "Begins" or "Contains". In the third box you will need to enter your criteria. For example if you want to search for a vehicle and you know the VIN ends with 12345, then Select VIN and "Contains" and then enter 12345 in the third box. It is not necessary to select your agency from the drop down box nor do you have to select your Account Number.

If you want to search for a vehicle by its card number you can enter the card number in the Card Number field and click Next.

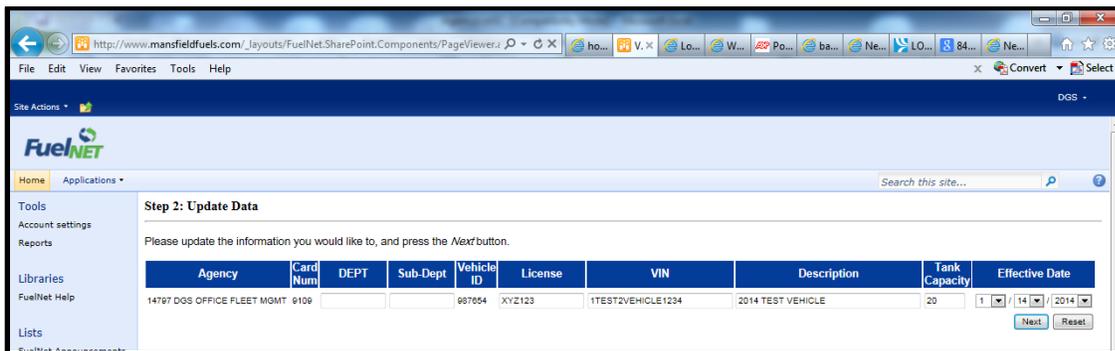
Step 2: After you click Next a screen will appear with your vehicle information. The top line will have information pertinent to the vehicle. The bottom section will show the history of changes to the vehicle.

In the middle of the information you will see “Modify”, “Reissue” and “Deactivate” in green. It is always advisable to make your changes through Vehicle History simply because you have the opportunity to search and see your information before modifying it.

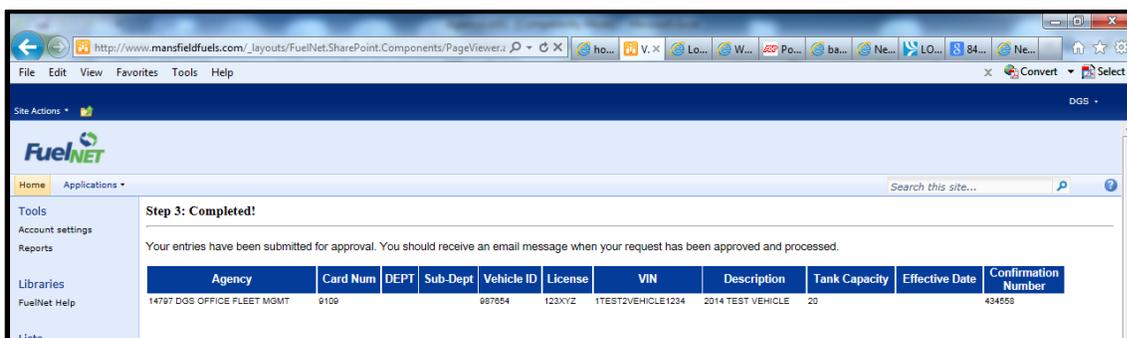
To Modify the information click on “Modify”.



You can modify the Department, Sub-Dept, License, VIN and Description. Simply make your changes and if you want you can change the Effective Date to coincide with your reporting. Click Next.



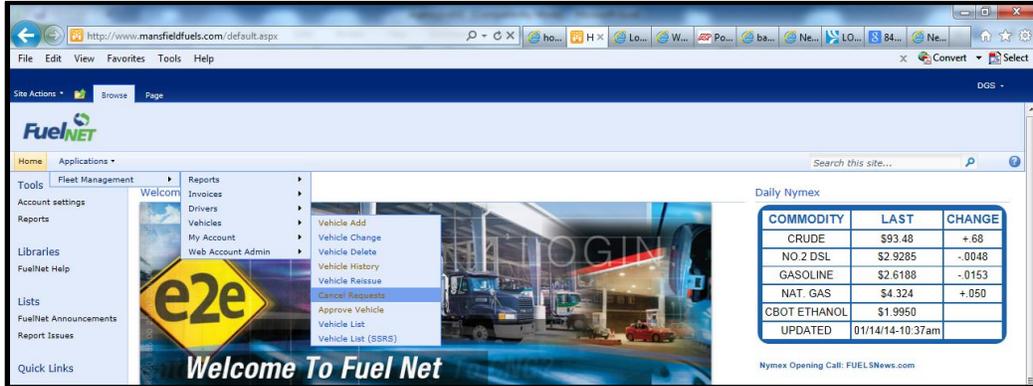
After you click Next you will receive confirmation of your changes. It will take approximately an hour for the changes to take effect.



Cancel Requests

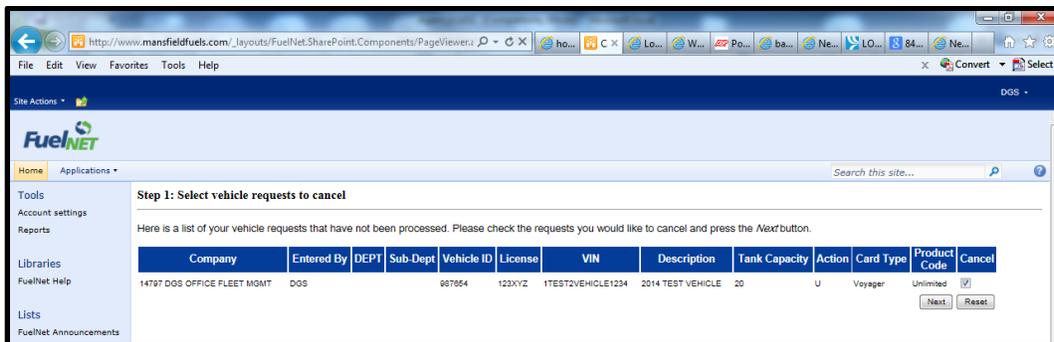
Sometimes there will be an instance when you enter a vehicle in error and need to cancel the request. If you act on this quickly enough you can cancel it on Fuel Net without having to terminate the card.

To cancel requests go to Applications > Fleet Management > Vehicles > Cancel Requests

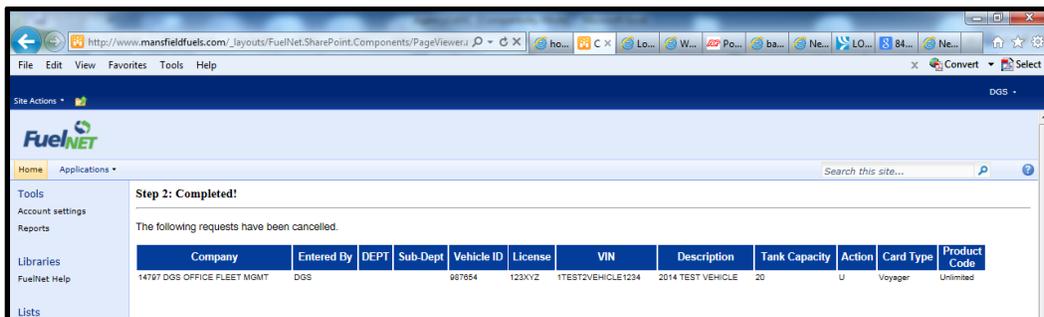


Step 1: Select vehicle requests to cancel

Verify the vehicle you want to cancel appears on the screen. Place a check in the box under "Cancel" and click Next.



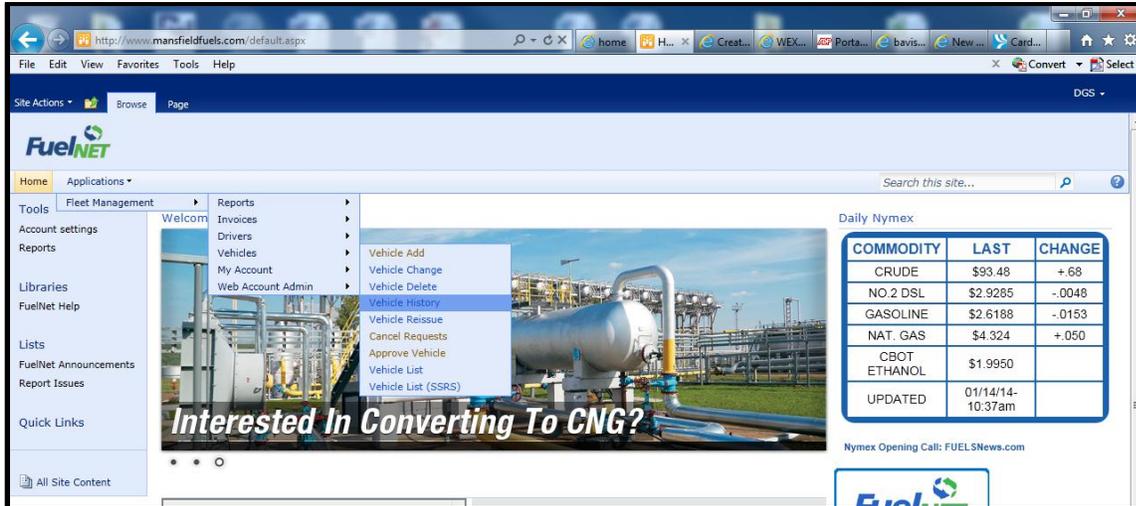
Step 2: Complete!



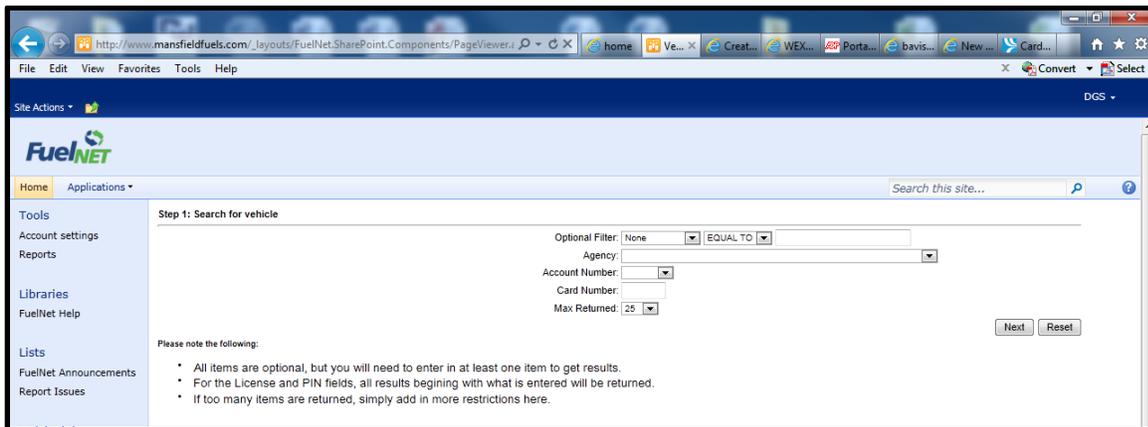
Reissue Card

When a card is damaged, lost or stolen a card will need to be reissued.

Go to Applications > Fleet Management > Vehicles > Vehicle History



Step 1: Search For Vehicle



Optional Filter: Choose between None, Vehicle ID, License, VIN, Description or Tank Capacity.

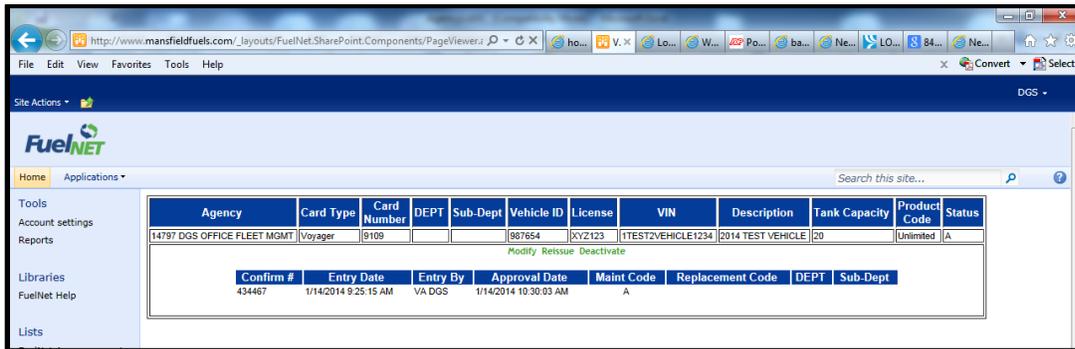
When you choose any of the choices other than "None" you will need to select from the adjacent drop down box "Equal To", "Begins" or "Contains". In the third box you will need to enter your criteria. For example if you want to search for a vehicle and you know the VIN ends with 12345, then Select VIN and "Contains" and then enter 12345 in the third box. It is not necessary to select your agency from the drop down box nor do you have to select your Account Number.

If you want to search for a vehicle by its card number you can enter the card number in the Card Number field and click Next.

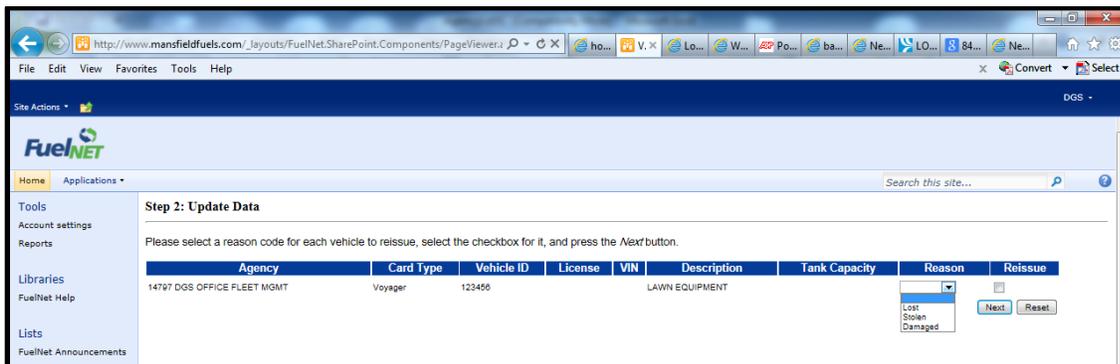
Step 2: After you click Next a screen will appear with your vehicle information. The top line will have information pertinent to the vehicle. The bottom section will show the history of changes to the vehicle.

In the middle of the information you will see “Modify”, “Reissue” and “Deactivate” in green. It is always advisable to make your changes through Vehicle History simply because you have the opportunity to search and see your information before modifying it.

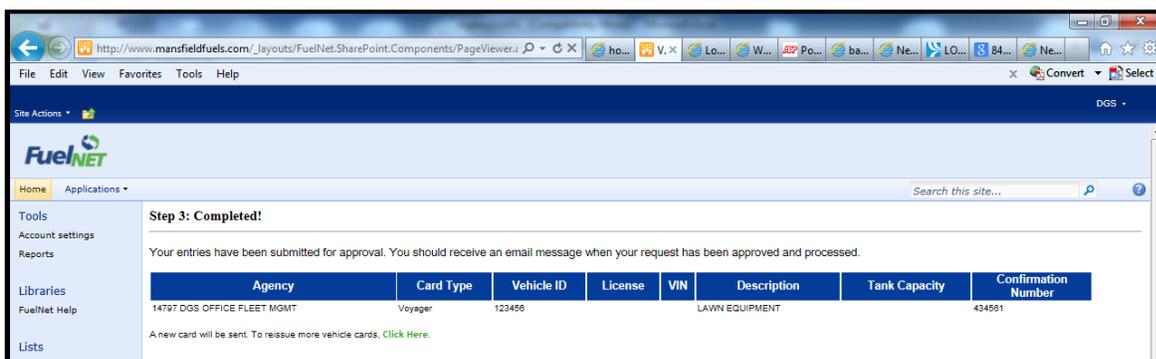
To Reissue the information click on “Reissue”.



Step 2: Update Data. To the far right under the “Reason” drop down box, select Lost, Stolen or Damaged. Be sure to click the “Reissue” check box. If you don’t click the check box a card will not be issued. Click Next.



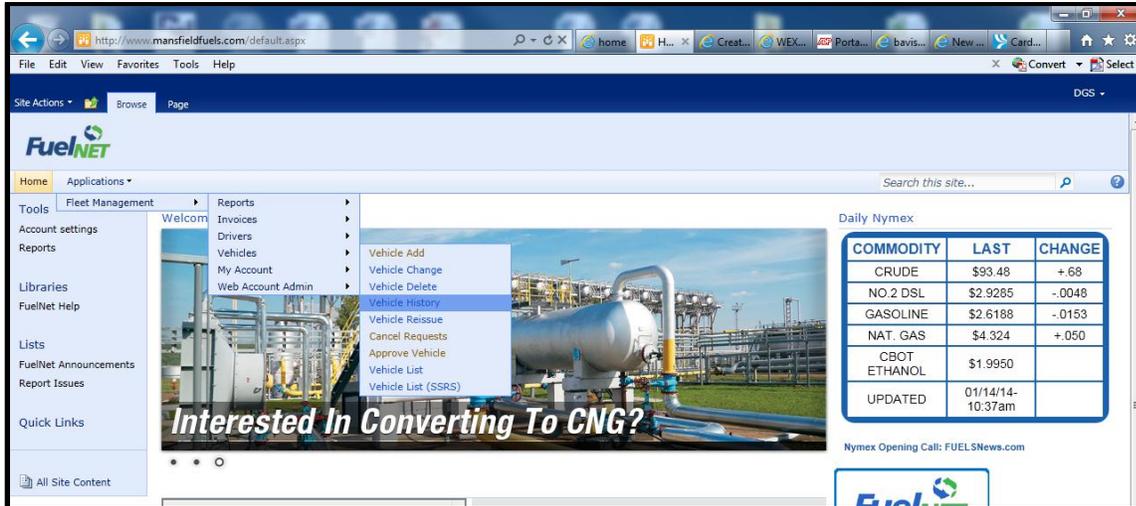
Step 3: Completed!



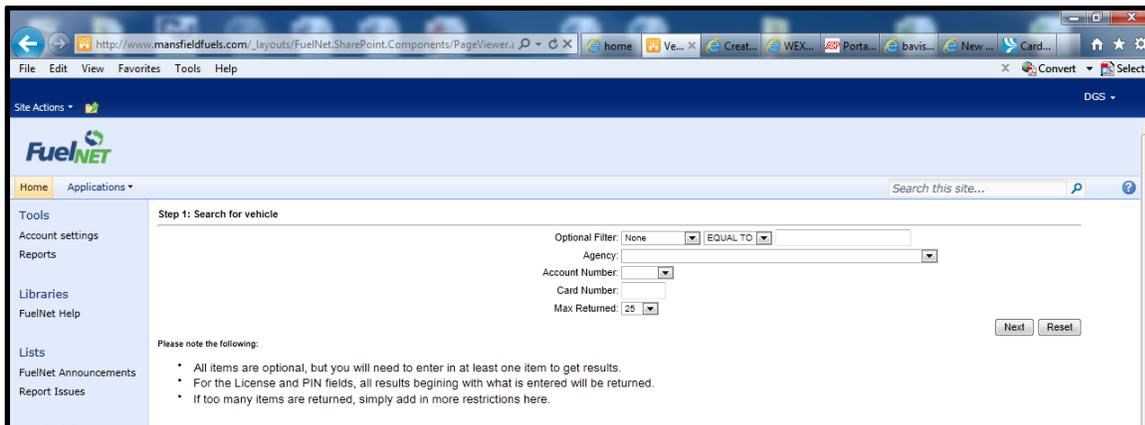
Terminate Card

When a card is no longer needed it will need to be terminated.

Go to Applications > Fleet Management > Vehicles > Vehicle History



Step 1: Search For Vehicle



Optional Filter: Choose between None, Vehicle ID, License, VIN, Description or Tank Capacity.

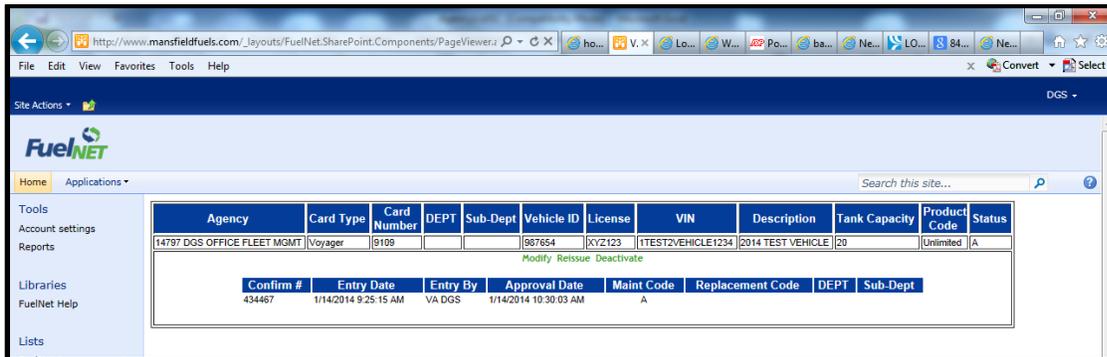
When you choose any of the choices other than "None" you will need to select from the adjacent drop down box "Equal To", "Begins" or "Contains". In the third box you will need to enter your criteria. For example if you want to search for a vehicle and you know the VIN ends with 12345, then Select VIN and "Contains" and then enter 12345 in the third box. It is not necessary to select your agency from the drop down box nor do you have to select your Account Number.

If you want to search for a vehicle by its card number you can enter the card number in the Card Number field and click Next.

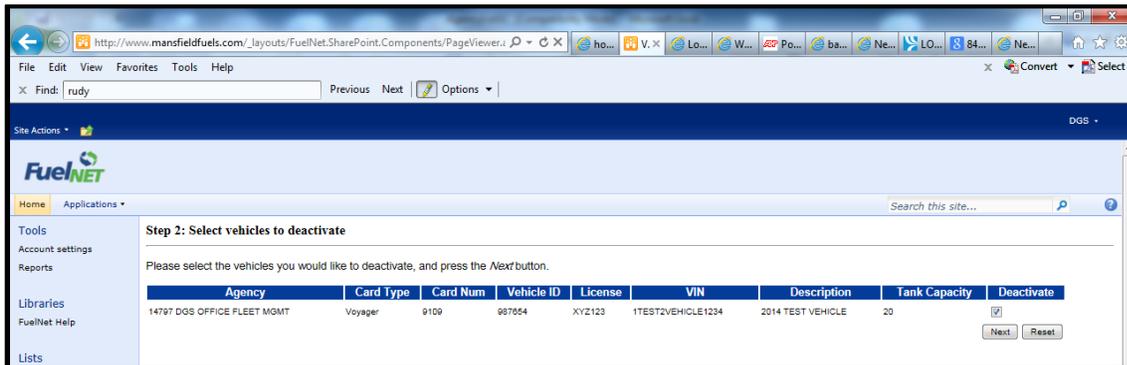
Step 2: After you click Next a screen will appear with your vehicle information. The top line will have information pertinent to the vehicle. The bottom section will show the history of changes to the vehicle.

In the middle of the information you will see “Modify”, “Reissue” and “Deactivate” in green. It is always advisable to make your changes through Vehicle History simply because you have the opportunity to search and see your information before modifying it.

To terminate the information click on “Deactivate”.



Step 2: Select Vehicles to Deactivate. To the far right under the “Deactivate” column, click the check box. If you don’t click the check box the card will not be terminated. Click Next.



Step 3: Completed!

