



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. 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.

Is my data stored in the "Cloud"?

No. Your critically important data exists within your computing environment, under your direct control. This avoids the risk of information theft, hacking and other malicious activity that can occur on the Internet. You can choose "cloud" (i.e. Internet) storage for data backups.

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 FLEETMATE Website for current pricing and special offers.

Can I try FLEETMATE before making a purchase decision?

Yes. 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, and how to use it.

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.



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Will FLEETMATE manage equipment as well as vehicles?

Yes, you can manage any type of mechanized equipment with FLEETMATE. For non-vehicular equipment, you will manage the asset by hours.

Does FLEETMATE support reminders for DOT inspections?

Yes, you can setup recurring tasks for DOT inspections as well as any other regulatory requirements.

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, which can be used to help you prepare your IFTA reports.

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

Yes, you can setup personnel reminders for items such as license renewals, training, 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, and emissions 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 select 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 also supported.



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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.

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.

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.



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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, except Windows 8 **RT**. That is the only exception.

What type of computer hardware does FLEETMATE require?

At a minimum, your PC should offer the following equipment and features:

- 1.5 GHz CPU
- 2Gb of RAM
- 100 Mb Free Disk Space
- Laser or Ink Jet Printer
- 1280 x 720 Display Resolution
- File Server (network only)
- Microsoft SQL Server 2005 or later (Enterprise Edition only)

If running FLEETMATE in a networked environment, each PC will need a 100mbps (or faster) hardwired connection. If you wish to use the barcode features in FLEETMATE, you will need a scanner, printer, and font.

I have several locations. Can I run the FLEETMATE client software remotely through 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.

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

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