



FLEET CENTER

MyFleetCenter Condensed User's Guide

How to search for an invoice in MyFleetCenter

The first page you see when you log into MyFleetCenter is the Invoice page. This page defaults to unpaid invoices. You can sort the list by clicking on the column header.

To search for a specific invoice, click the Search Invoices box. You will find the following options:

Quick Search – Unpaid invoices, Paid invoices or All invoices

Advanced Search – this is where you can search by specific criteria within the following items:

Paid Status: No filter (all), Unpaid invoices, Paid invoices

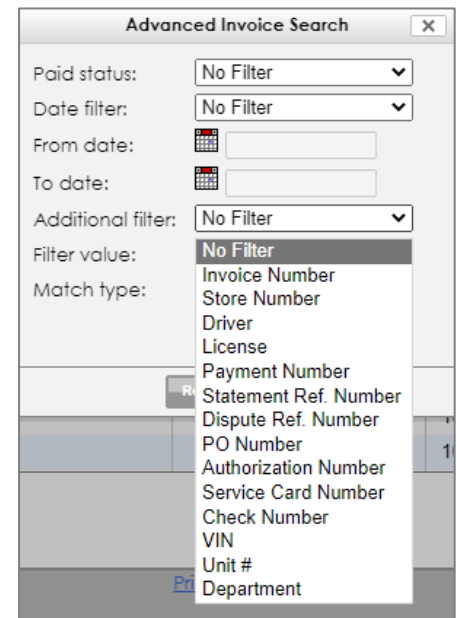
Date Filter: No filter (all), Service date, Paid date

From Date and To Date: Calendar option allows you to search a date range.

Additional Filter: This provides more detailed options for finding invoices. When you select one of these choices, you will need to enter a filter value in the box below the dropdown list. **The fastest way to find an invoice that does not match with an invoice number search is by VIN.**

Match Type: This section enables you to search for very specific criteria or a range of details. The more specific you are, the more limited the data that is returned. Match type options include:

- **Match any characters**
- **Exact character match** – note that this will limit the data set that is returned from your search. It is helpful when you know the exact details but can be limiting if there is a risk of typos in your data.



The screenshot shows the 'Advanced Invoice Search' dialog box with the following fields and options:

- Paid status:** No Filter (dropdown)
- Date filter:** No Filter (dropdown)
- From date:** [Calendar icon] [Text box]
- To date:** [Calendar icon] [Text box]
- Additional filter:** No Filter (dropdown)
- Filter value:** No Filter (dropdown)
- Match type:**
 - No Filter
 - Invoice Number
 - Store Number
 - Driver
 - License
 - Payment Number
 - Statement Ref. Number
 - Dispute Ref. Number
 - PO Number
 - Authorization Number
 - Service Card Number
 - Check Number
 - VIN
 - Unit #
 - Department

Has MyFleetCenter Been Paid?

There are two ways to tell if MyFleetCenter has been paid for an invoice:

1. Find the invoice on the invoice screen. If MyFleetCenter has been paid, the payment amount will be in the Payments column. Click on the payment amount to display the details of when MyFleetCenter was paid.
2. Run the Invoice Report.
 - Go to Reports
 - Invoice Reports
 - Invoice Summary Report, select appropriate date range
 - Click Generate Report

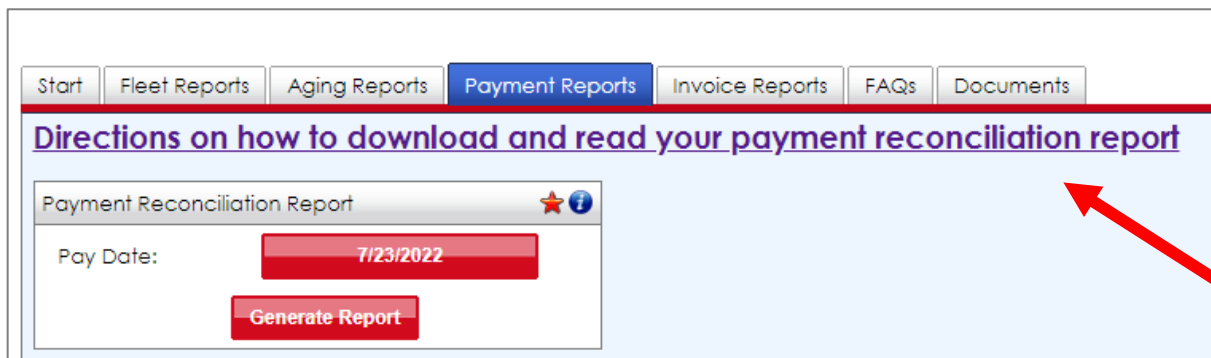
On the Excel report that is generated, column J is when MyFleetCenter was paid, column L is the date of the payment report when your payment was generated (NOT the deposit date, which follows your payment cycle).

Has MyFleetCenter paid me?

If MyFleetCenter has been paid, the easiest way to see if you were paid is by looking at the Invoice Summary Report.

- If there is **no date in Column L**, then you will be paid on your next payment cycle.
- If there is **a date in Column L**, then your payment has been generated. The next step is to run a Payment Reconciliation Report.
 - Go to Reports
 - Payment Reports
 - Payment Reconciliation Report
 - Select the date that corresponds to the date in Column L for the invoice you are searching.
 - On the Summary Tab of the file generated, cell E18 shows the date funds were deposited to your bank.

For details on how to read a Payment Reconciliation Report, download the file found at the link just above Payment Reconciliation Report in the MyFleetCenter portal.



The screenshot shows the MyFleetCenter portal interface. At the top, there is a navigation bar with tabs: Start, Fleet Reports, Aging Reports, Payment Reports (highlighted in blue), Invoice Reports, FAQs, and Documents. Below the navigation bar, there is a link titled "Directions on how to download and read your payment reconciliation report" in purple text. Below this link, there is a form titled "Payment Reconciliation Report" with a star icon and a help icon. The form contains a "Pay Date:" field with a red button containing the date "7/23/2022". Below the date field is a red button labeled "Generate Report". A red arrow points from the right side of the form towards the link above it.



FLEET CENTER

Questions?

Contact MyFleetCenter

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Monday-Friday

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Call us! We love to help.
