

FleetAdvance Mobile Frequently Asked Questions

1. What is FleetAdvance Mobile?

FleetAdvance Mobile is a mobile application designed to allow fleet drivers to search for the best priced fueling locations within their area on the road. Drivers can add their Comdata cards to the mobile app and search for the locations closest to them. If the Comdata card has Express Cash features, they can even check their card balance, transaction history, perform direct deposit, and register Comchek drafts.

2. What makes FleetAdvance Mobile unique?

There are several features of FleetAdvance Mobile that set it apart from other mobile fueling applications, including:

- Net prices that include discounts
- Recommended best price locations
- Ability to rate each location on a 1-5 scale
- An interface designed by User Experience experts

3. How does it work?

Once you download the app, you can begin adding your Comdata cards, and then search for locations with a selected card. The app provides detailed information on each fueling location such as the name, address, phone number, and directions through the phone's map application. Also, drivers can select to display only gas or diesel fuel prices and filter the map to only display truck stop service centers (diesel fuel and Proprietary cards only).

In the application, select **Find Fuel** to search for a nearby location by city, state, zip, etc. or view the recommended closest fueling locations.

FleetAdvance Mobile also provides Free Agent mode for non-Comdata cardholders. Free Agent mode does not offer all of the features that Comdata cardholders receive, but still allows users to find the best priced fueling locations.

Finally, if a card has Express Cash, you can view the card's balance, transaction history, perform direct deposit, and register Comchek drafts. This feature allows you to monitor the balance on cards and transfer funds to a designated bank account.

Note: *To perform Express Cash functions, you must already have a direct deposit bank account set up with Comdata prior to downloading the app.*

4. How do I get FleetAdvance Mobile and what platforms are supported?

You can download the app by visiting the following link:

<http://www.comdata.com/FleetAdvanceMobile>, or by visiting the Apple Store or Google Play Store and searching for “FleetAdvance”.

Currently, the app is only supported on iPhones versions 4, 5, and 6 with iOS 8 or later and Android phones versions 4.0 and 5.0. Windows phones are not supported.

5. How do I inform my drivers and encourage them to use the app?

The FleetAdvance Mobile site mentioned above contains communication tools (email content, web copies, posters, etc.) that you can use to promote the app to your drivers.

6. Is there a cost?

No, FleetAdvance Mobile is free of charge.

7. Is a Login required?

No, however you will need to register and sign in to view your balance, perform direct deposit, and register Comchek drafts on Express Cash cards. The login includes:

- Email address
- Password (must be at least 8 characters, contain at least one uppercase and lowercase character and one number)
- Activation Code (usually the employee ID or driver number)

Note: If you do not know the activation code, contact your program administrator.

8. Can I view a card’s transaction history?

Yes, through the app’s Express Cash features, you can view up to 25 recent transactions. This includes the transaction type (load, ATM withdrawal, purchase, etc.), description, amount, date, and the previous balance.

9. Can drivers deposit funds without a Comdata bank account?

No, in order to deposit funds with the app, a bank account must *already* be set up with Comdata. If you have not set this up, contact your program administrator.

10. When I select Find Fuel, how does the app decide a location to recommend?

By selecting **Find Fuel** as a Comdata cardholder, the app will recommend a fueling location close to the driver’s current location. The recommended stop represents the best cost saving price in the area and is displayed by a green-colored box.

11. Can I hide retail or net prices from my drivers?

Yes, you can display retail, net or both by using the **Preferences** option within the online FleetAdvance web application accessible via iConnectData.

12. I'm worried my drivers will be using the app while driving a truck. Will they be locked out while a vehicle is in motion?

At this time, drivers will not be locked out under any scenario. This feature is planned for a later release. However, drivers may need to sign back into the Express Cash feature after a period of no activity.

13. Does the app provide routing to each location?

No, but once you view details on a location, you can select the **Take me there** button to launch your phone's native mapping application for routing.

14. Does the app support international usage (Canada, Mexico, etc.)?

No, currently the app does not support international usage.

15. Will my discounts apply to the net price?

Yes, only if the driver is a Comdata cardholder.

16. Can I use blocked cards?

No, any card that is not active in Comdata's systems will not be available in the app.

17. Can I see non-Comdata locations?

No, whether you are in Free Agent Mode or not, the app will only show Comdata-accepted locations. Contact Comdata if you notice a location that we do not accept.

18. What grade of gasoline is shown?

Grade 87.

19. Is the FleetAdvance Mobile App going to replace the existing Comdata Mobile App?

No, the current Comdata Mobile App will remain and is primarily intended for fleet/driver managers. Once additional fleet manager features are built in to FleetAdvance Mobile, the Comdata Mobile App will be retired.

20. Who do I contact for more information or technical issues?

Contact a Comdata Customer Relations Representative or email support@comdata.com.