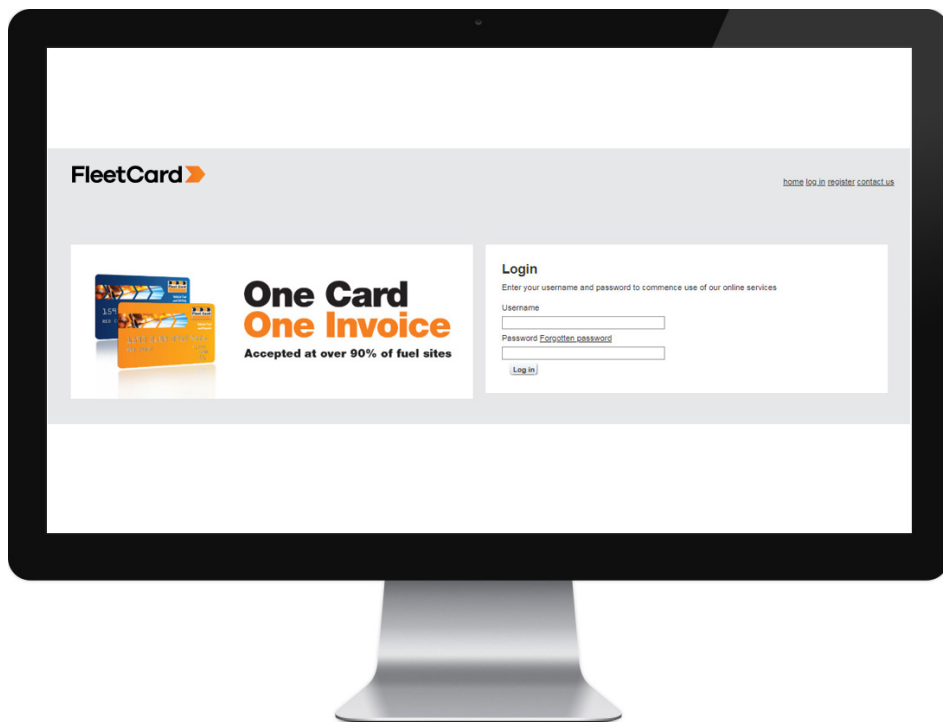




## User Guide FleetCard Online



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## 1 Getting Started

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### 1.1 Introduction to FleetCard Online

FleetCard Online is a 24 hours 7 days a week tool that allows FleetCard account holders to manage their accounts and cards online. FleetCard Online can be used to administer your account and card details, order new cards and report on overall account activity.

### 1.2 Logging On to FleetCard Online for the first time

Go to <https://fco.fleetcard.com.au/>

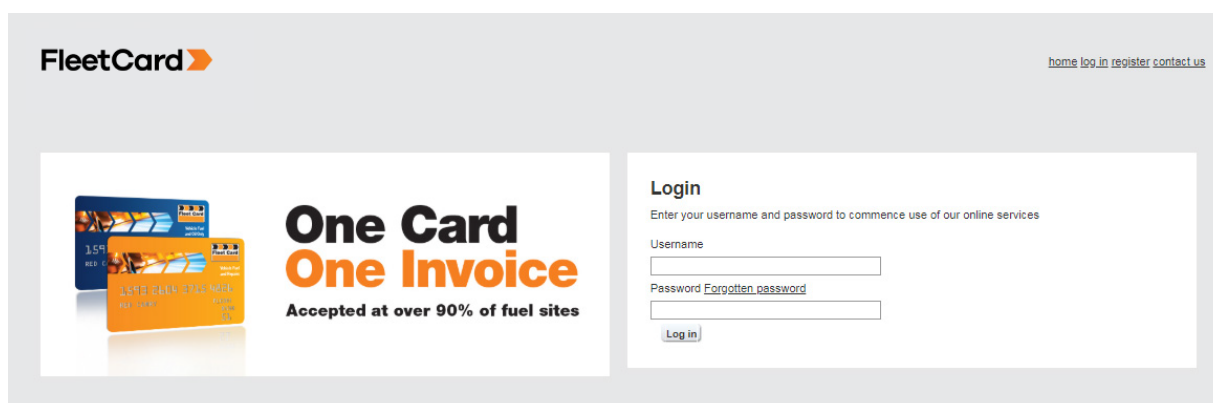
- Select 'Register'
- Enter the following mandatory details:
  - i. Username of your choice e.g. [john.smith@mycompany.com.au](mailto:john.smith@mycompany.com.au)
  - ii. First and Last Name
  - iii. Email Address
  - iv. Account (Card) Number as listed on the letter you received or on the front of your card.


Select 'Submit Request'

You will receive a validation email with your Username and Temporary Password in the Email Address you provided

You will be prompted to change your Password when you login on FleetCard Online with the Username and Temporary Password for the first time

\*Please note your Password needs to be between 8 to 14 characters, including letters and numbers.



**FleetCard**  [home](#) [log in](#) [register](#) [contact us](#)

**One Card  
One Invoice**  
Accepted at over 90% of fuel sites

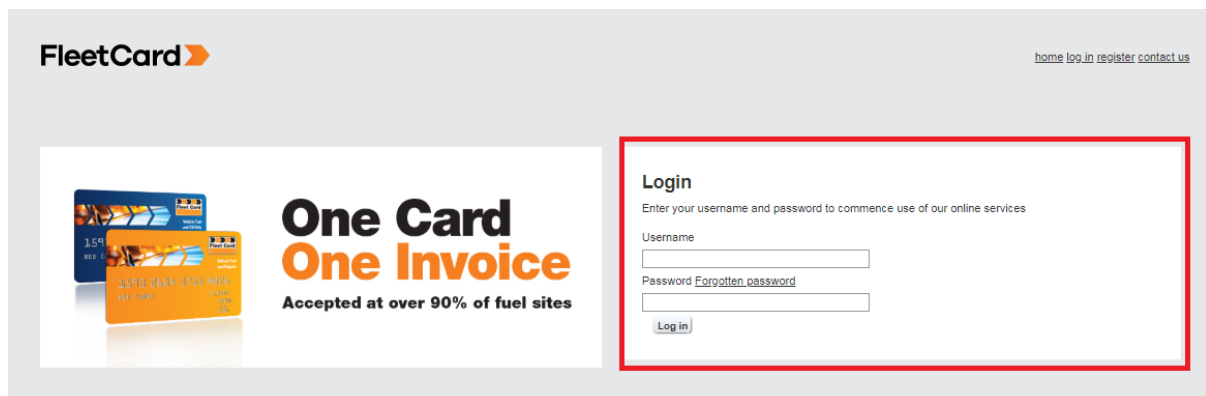
**Login**  
Enter your username and password to commence use of our online services

Username

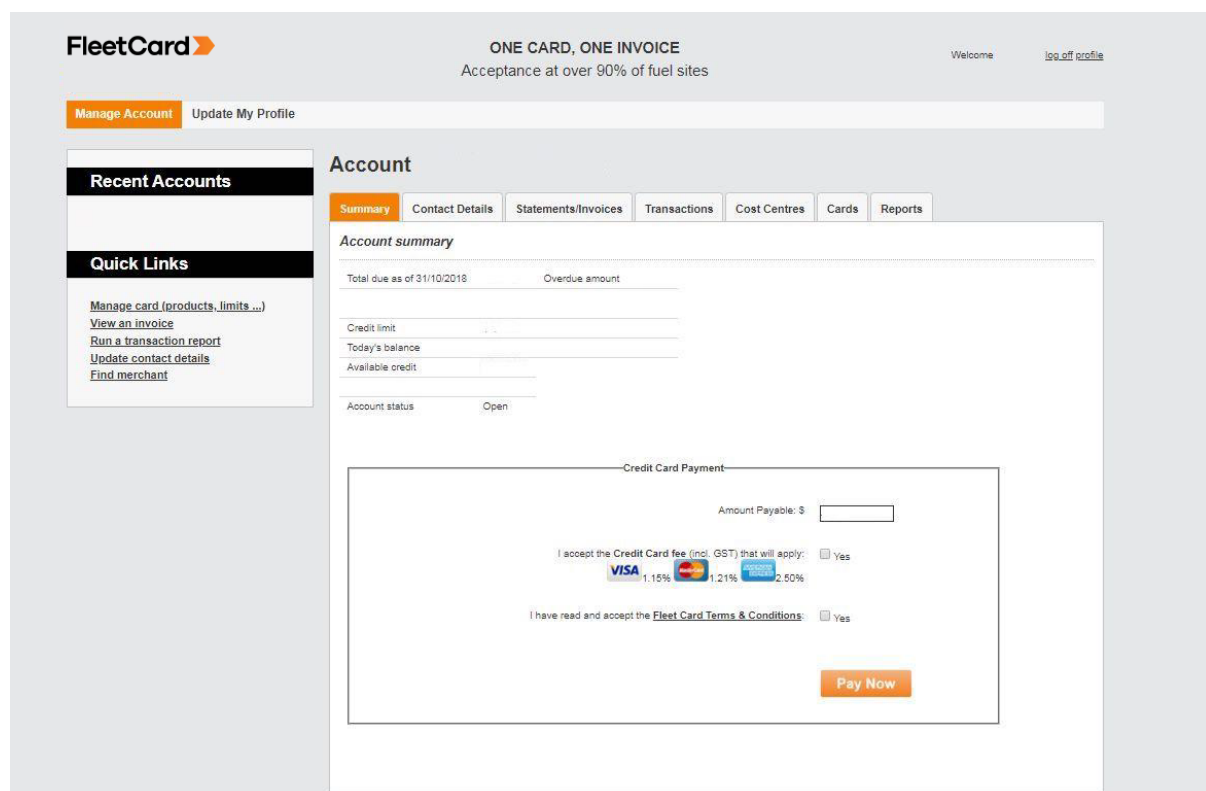
Password [Forgotten password](#)

If you have any questions please call our customer service team 1300 881 246 or email us on [customer@bfcards.com.au](mailto:customer@bfcards.com.au).

### 1.3 Login to <https://fco.fleetcard.com.au/>



Once you have successfully logged in the below page will be displayed



## 2 Card and Account Administration

### 2.1 Account Page Layout

After clicking logging in the following page will be displayed

The screenshot displays the FleetCard user interface. At the top, the logo and navigation links are visible. The main content area is titled 'Account' and contains several tabs. The 'Summary' tab is selected, showing account details such as the total due, credit limit, and current balance. A 'Credit Card Payment' section is also present, allowing users to enter the amount payable and accept terms and conditions. A 'Pay Now' button is located at the bottom right of the payment section.

The default tab is the Account Summary page which contains:

- Amount due for payment
- Current Credit Limit
- Current balance
- Available credit
- Credit Card payment

From this page there are tabs so you can:

- Update contact details
- View and Download statements and Invoices
- View and export transactions
- Create and edit cost centres
- View and edit card details
- Run reports

## 2.2 Update Account Contact Details

Click Contact Details, then Edit

The screenshot shows the FleetCard user interface. At the top left is the FleetCard logo. On the right, there is a 'Welcome [redacted] log off profile' link. Below the logo are two main navigation buttons: 'Manage Account' (highlighted in orange) and 'Update My Profile'. The main content area is titled 'Account - [redacted]' and has a sub-navigation bar with tabs: 'Summary', 'Contact details' (highlighted in orange), 'Statements/Invoices', 'Transactions', 'Cost centres', 'Cards', and 'Reports'. The 'Account contact details' section is active and contains several input fields for contact information, including 'Contact', 'Phone number', 'Mobile', 'Work number', 'Alternative number', 'Fax', 'Email', 'Website', 'Physical address', and 'Postal address'. The 'Postal address' section includes a 'PO BOX' field and the text 'NORTH GEELONG 3215'. At the bottom of this section, an 'Edit' button is highlighted with a red box.

Update the account details in the next screen and click 'save changes'

This screenshot shows the 'Edit account contact details' page. The layout is similar to the previous screen, but the 'Contact details' tab is now highlighted in orange. The 'Edit account contact details' section contains a list of required fields, each with a red asterisk: 'Contact', 'Phone number', 'Mobile', 'Fax', 'Email', 'Website', 'Physical address', and 'Postal address'. The 'Physical address' section has a 'Find Postcode' link. The 'Postal address' section has a checkbox for 'Same as physical address' and a 'Find Postcode' link. At the bottom left of the form, a 'Save changes' button is highlighted with a red box, and an 'ancel' button is partially visible next to it.

## 2.3 View Statements and Invoices

Clicking the Statements/ Invoices tab gives you the choice to view and download your invoices, statements and transactions of that statement.

The screenshot shows the FleetCard online user interface. At the top, there is a navigation bar with the FleetCard logo and a user profile section with 'Welcome' and links for 'log off' and 'profile'. Below this is a secondary navigation bar with 'Manage Account' and 'Update My Profile' buttons.

The main content area is titled 'Account' and features a tabbed interface. The 'Statements/Invoices' tab is selected and highlighted with a red box. Other tabs include 'Summary', 'Contact details', 'Transactions', 'Cost centres', 'Cards', and 'Reports'.

Under the 'Statements/Invoices' tab, there is a section for 'Account statements' with a sub-section 'Find statements/invoices'. This section contains search fields for 'Statement number', 'Statement date range' (with 'From' and 'To' sub-fields), and buttons for 'Clear search filters' and 'Search'.

Below the search section is a 'Statement search results' table. The table has the following columns: 'Statement Date', 'Opening Balance', 'Closing Balance', 'Statement Amount', 'Payments', and 'Actions'. The 'Actions' column for the first row is highlighted with a red box, showing a dropdown menu with options: '- Select Action -', '- Select Action -', 'Download Statement PDF', and 'View Transactions'.

At the bottom of the page, there is a pagination control showing '|< < Page 1 of 3 > >|' and a 'Goto page' field. To the right, there is a 'Rows per page' dropdown menu set to '10'.

## 2.4 View Transactions

To view transactions click the 'Transactions Tab' select your search criteria and click search. To view transaction detail click 'details'

**FleetCard** Welcome [username] [log off](#) [profile](#)

[Manage Account](#) [Update My Profile](#)

**Account** [username]

Summary | Contact details | Statements/Invoices | **Transactions** | Cost centres | Cards | Reports

**Account transactions**

Search, view and download processed transactions, your listings are updated overnight, upto 24 hours after the actual transaction date

**Find transaction**

Invoice number: [dropdown] [input]  
 Transaction date From: 01/09/2013 To: 30/09/2013

[Advanced search](#)

**Transaction search results**

From 01/09/2013  
 To 30/09/2013

[Export](#)

Docket voucher	Date	Card	Invoice	Merchant Site	Amount	
068	04/09/2013 17:48	7034	381		\$107.27	<a href="#">Details</a>
068	04/09/2013 17:48	7034	381		\$107.27	<a href="#">Details</a>
068	04/09/2013 17:48	7034	381		\$107.27	<a href="#">Details</a>
356	03/09/2013 17:30	7034	438		\$88.47	<a href="#">Details</a>
356	03/09/2013 17:30	7034	438		\$88.47	<a href="#">Details</a>
356	03/09/2013 17:30	7034	438		\$88.47	<a href="#">Details</a>
031	03/09/2013 16:59	7034	857		\$107.35	<a href="#">Details</a>
031	03/09/2013 16:59	7034	857		\$107.35	<a href="#">Details</a>

**Quick Links**

- [Manage card \(products, limits ...\)](#)
- [View an invoice](#)
- [Run a transaction report](#)
- [Update contact details](#)
- [Find merchant](#)

**Docket/Voucher number**

Invoice status: Not Invoiced  
 Cost centre: 84350  
 ODO reading: 84350  
 Cardholder type: Vehicle card holder

Product	Quantity	Unit Price	Net Amount
Diesel	66.26	\$1.47	\$97.52
GST total type			9.75
Total gross amount			107.27

To export a transaction listing click 'export' – your transactions will be returned in a CSV file.



### Transaction search results

From 14/03/2014  
To 21/03/2014

[Export](#)

Docket voucher	Date	Card	Invoice	Merchant Site	Amount	
	19/03/2014 11:11	<a href="#">7034</a>		7 ELEVEN SUNSHINE 1076	\$58.06	<a href="#">Details</a>
	18/03/2014 13:26	<a href="#">7034</a>		Shell Australia	\$20.20	<a href="#">Details</a>
	18/03/2014 07:25	<a href="#">7034</a>		CALTEX M4 EASTBOUND	\$73.66	<a href="#">Details</a>

## 2.5 Cost Centres

To view, edit and create cost centres click the 'Cost Centre' tab.

**FleetCard** Welcome  [log off](#) [profile](#)

[Manage Account](#) [Update My Profile](#)

**Account - 04288 (YARRABEE COAL COMPANY PTY LTD)**

Summary [Contact details](#) [Statements/Invoices](#) [Transactions](#) **[Cost centres](#)** [Cards](#) [Reports](#)

**Cost centres** [Add new cost centre](#)

**Find cost centre**

Cost centre name

Cost centre name  
Cost centre number

**Advanced search**

**Cost centre results**

Cost centre name	Number	Status	Contact name		
440	440	Issued		<a href="#">View</a>	<a href="#">Edit</a>
440	440	Issued		<a href="#">View</a>	<a href="#">Edit</a>
440	440	Issued		<a href="#">View</a>	<a href="#">Edit</a>
800	800	Issued		<a href="#">View</a>	<a href="#">Edit</a>
800	800	Issued		<a href="#">View</a>	<a href="#">Edit</a>
999	999	Issued		<a href="#">View</a>	<a href="#">Edit</a>
FEL	FEL	Issued		<a href="#">View</a>	<a href="#">Edit</a>
N/A	N/A	Issued		<a href="#">View</a>	<a href="#">Edit</a>
PR5	PR5	Issued		<a href="#">View</a>	<a href="#">Edit</a>
YCC	YCC	Issued		<a href="#">View</a>	<a href="#">Edit</a>

|< < Page 1 of 4 >| Goto page  Rows per page

Clicking 'View' will bring up all the current cost centre details.

**Search for accounts**

Account number   
 Account name   
 Trading name   
 Contact name

**Search for cardholder**

Card number   
 Registration

**Recent Accounts**

**Quick Links**

- [Manage card \(products, limits ...\)](#)
- [View an invoice](#)
- [Run a transaction report](#)
- [Update contact details](#)
- [Find merchant](#)

**Account**

- [Summary](#) [Contact details](#) [Statements/Invoices](#) [Transactions](#) [Cost centres](#) [Cards](#) [Reports](#)

**Cost centres >**

Cost centre number  
 Cost centre name

**Contact details**

Contact  
 Phone number  
 Mobile  
 Alternative number  
 Fax  
 Email

**Physical address**

**Postal address**

PO BOX

Clicking 'Edit' will allow you to edit cost centre details. When finished editing click 'Save changes'

## 2.6 Manage Cards

In Manage Cards you can:

- Export a card listing to CSV file
- View Card details
- Edit Card details
- Terminate a Card
- Replace a Card
- Transfer Cost Centres

**FleetCard** Welcome [ ] [log off](#) [profile](#)

[Manage Account](#) [Update My Profile](#)

### Account - 136646 (MIDWAY-OPERATIONS)

Summary | Contact details | Statements/Invoices | Transactions | Cost centres | **Cards** | Reports

[Order New Fleet Card](#)

Card number [ ]

[Advanced search](#)

#### Cardholder search results

Card	Issue Date	Expiry Date	Status	Cost centre	Actions	
7034	8832	24/09/2010	30/11/2013	Active	wazza44	- Select Action - View Details Edit Card Details Terminate Card Replace Card Change Cost Centre
7034	7256	25/08/2010	31/10/2013	Active	N/A	
7034	0392	23/10/2009	27/09/2013	Active		
7034	0899	06/03/2002	27/09/2013	Active		
7034	6023	15/02/2002	29/02/2004	Terminated		

|< < Page 1 of 1 > >| Goto page [ ] Rows per page [ 10 ]

#### Recent Accounts

[ ]

#### Quick Links

- [Manage card \(products, limits ...\)](#)
- [View an invoice](#)
- [Run a transaction report](#)
- [Update contact details](#)
- [Find merchant](#)

## View details

Clicking view details will display the cardholder details

The screenshot displays the FleetCard Online user interface. At the top, there are two tabs: "Manage Account" (highlighted in orange) and "Update My Profile". Below the tabs is a search bar. On the left side, there are two sections: "Recent Accounts" and "Quick Links". The "Quick Links" section contains five items: "Manage card (products, limits ...)", "View an invoice", "Run a transaction report", "Update contact details", and "Find merchant". The main content area is divided into several sections: "Summary", "Contact details", "Statements/Invoices", "Transactions", "Cost centres", "Cards" (highlighted in orange), and "Reports". The "Cards" section shows details for card number 703430 98120, including the card number, expiry date (31/12/2016), cost centre, card type (Vehicle card), and product allowed (All fuels + repairs). Below this, there are sections for "Vehicle details" (Registration number, ODO unit, Start ODO reading), "Contact details" (Contact, Phone number, Work number, ContactNotes, Contact Address), and "Financial" (Available balance, Monthly limit, Transaction limit, Daily limit). At the bottom of the card details section, there are four links: "Edit card details", "Replace card", "Terminate", and "Change Cost Centre".

Summary	Contact details	Statements/Invoices	Transactions	Cost centres	Cards	Reports
<b>- 703430</b>		<b>20</b>				
Card number	703430	98120	Status	Active		
Expiry date	31/12/2016					
Cost centre						
Card type	Vehicle card					
Product allowed	All fuels + repairs					
<b>Vehicle details</b>						
Registration number						
ODO unit	Kilometres					
Start ODO reading	0					
<b>Contact details</b>						
Contact						
Phone number						
Work number						
ContactNotes						
Contact Address	Physical				Postal	
<b>Financial</b>						
Available balance	\$9,784.86					
Monthly limit	\$10,000					
Transaction limit	\$10,000					
Daily limit	\$5,000					
<a href="#">Edit card details</a> <a href="#">Replace card</a> <a href="#">Terminate</a> <a href="#">Change Cost Centre</a>						

## Edit Card Details

Clicking Edit Card Details allows you to update card and cardholder details. When you have finished updating click 'Update Details' at the bottom left of the page.

Cards > - 7034 120 > Edit Details

Card number	70343C	98120	Status	Active
Issue date	25/10/2013			
Expiry date	31/12/2016			
Cost centre	301765		Product allowed	All fuels + repairs - Current
Reference number	<input type="text"/>			

**Vehicle details**

Registration number

Start ODO reading

**Contact details**

Contact

Phone number

Work number

Mobile

Work phone

Email

ContactNotes

**Contact Address**

**Physical address**

Address

[Find Postcode](#)

**Postal address**

Same as physical address

Address

[Find Postcode](#)

**Financial**

Our control features allow you to assign monthly, daily and transaction spend limits to each card. Once the lowest limit is reached the card holder will not be able to make any purchases until the new period commences. These are optional fields, if no value is specified, no limit will be applied.

Monthly limit

Transaction limit

Daily limit

Please call us on 1300 881 246 if you require clarification or help with this feature

**Update Details** [Cancel](#)

**Terminate Card**

Selecting terminate card will allow you to terminate a card on your account. Select the termination reason and click 'Terminate card'

**FleetCard** Welcome [username] [log off](#) [profile](#)

[Manage Account](#) [Update My Profile](#)

**Recent Accounts**

**Quick Links**

- [Manage card \(products, limits ...\)](#)
- [View an invoice](#)
- [Run a transaction report](#)
- [Update contact details](#)
- [Find merchant](#)

**Terminate Card**

Summary | Contact details | Statements/Invoices | Transactions | Cost centres | **Cards** | Reports

**Terminate Card**

This option terminates the card with immediate effect without replacing you with a new card. The card cannot be reinstated. If you want to have a new card issued with the same settings (eg card is Lost) then we recommend you use the 'Replace' card option.

Termination date: 03/11/2013

Reason for terminating card: Card lost

[Terminate card](#) [Cancel](#)

Then confirm with the screen below

**Terminate card**

You are about to terminate this card, this means from the termination date the card can no longer be used.  
The card cannot be reinstated.

Do you wish to continue?

[Yes, Terminate card](#) [Cancel](#)

## Replace Card

If you need to replace a card, select 'Replace Card' from the drop down. This will take you to the below screen.

### Account - 33250 (Fleet Card)

- Summary
- Contact details
- Statements/invoices
- Transactions
- Cost centres
- Cards**
- Reports

#### Cards > 9999999999999999 > Replace Card

A quick and easy way to order a replacement for damaged/worn, lost or stolen cards. A new card will be issued to you, however all the existing card settings will be transferred. If you have chosen Lost or Stolen, the card cannot be used with immediate effect. If you have chosen Worn/Damaged or Other, your existing card will be terminated after 14 days. Your new cards will be in the post shortly. For assistance or clarification please call us on 1300 881 246

Cardholder  
Reason for card replacement: **Card Worn/damaged**

Physical address  
[Select address](#)  
Contact name(physical address)  
Phone number(physical address):  
Work  
Mobile  
Alternate  
Email  
Address

Postal address  
[Select address](#)  
Contact name(postal address)  
Phone number(postal address):  
Work  
Mobile  
Alternate  
Email  
Address

**Continue**

**Search for accounts**  
Account number  
Account name  
Trading name  
Contact name  
[Search](#)

**Search for cardholder**  
Card number  
Registration  
[Search](#)

- Recent Accounts**
- Fleet Card

- Quick Links**
- [Manage card \(products, limits\)](#)
  - [View an invoice](#)
  - [Run a transaction report](#)
  - [Update contact details](#)
  - [Find merchant](#)

Select a replacement reason and click 'Continue'

## Change Cost Centre

Selecting 'Change cost centre' allows you to change the cost centres allocated to your cards

Account - 33250 (Fleet Card)

Summary | Contact details | Statements/Invoices | Transactions | Cost centres | **Cards** | Reports

**Cards** Order New Fleet Card

Card number

Advanced search

Cardholder search results

Card	Issue Date	Expiry Date	Status	Cost centre	Actions
<a href="#">7034305084440195</a>	02/11/2013	31/01/2017	Active	Test	<input type="button" value="Change Cost Centre"/>

<< Page 1 of 1 >> | Goto page | Rows per page: 10

Type the cost centre into the Cost Centre name box – this will auto populate as you type. Then click 'transfer'

**Transfer Cost Centre**

Please enter the Cost Centre name to transfer.

Card number	703
Cost centre name	test

- Test
- Test
- Test5



## Order New FleetCard

Click Request New Card

**Account - 33250 (Fleet Card)**

Summary	Contact details	Statements/Invoices	Transactions	Cost centres	<b>Cards</b>	Reports
---------	-----------------	---------------------	--------------	--------------	--------------	---------

**Cards** Request multiple cards **Request new card**

Fill in all the new card details and click continue.

**Account - 33250 (Fleet Card)**

Summary	Contact details	Statements/Invoices	Transactions	Cost centres	<b>Cards</b>	Reports
---------	-----------------	---------------------	--------------	--------------	--------------	---------

**Request new card**

**Cardholder Type** **Details** Check Details Complete

Card type Vehicle  
Plastic Type Fleetcard All Srvoes (Orange)

**Vehicle details**

Registration number

Start ODO reading  We suggest that you take the time to enter the correct starting odometer reading as it will affect any vehicle reports you may use

Driver Name

Vehicle Make

Vehicle Model

Vehicle Sub-Model

Vehicle Description

Main Fuel Code Diesel

Colour Code Beige

Manufactured Year

State of Registration ACT

Internal reference

**Financial**

Our control features allow you to assign monthly, daily and transaction spend limits to each card. Once the lowest limit is reached the card holder will not be able to make any purchases until the new period commences. These are optional fields, if no value is specified, no limit will be applied.

Transaction limit  Leave blank for no limit

Daily limit  Leave blank for no limit

Monthly limit  Leave blank for no limit

Product allowed All fuels + repairs + car spa - Current

**Displayed on card**

Card number 780055 XXXXX XXXXX

Company name Fleet Card

Registration number

Emboss optional text

Expiry date 20/02/2017

Description All fuels + repairs + car spa - Current

Confirm details are correct and click submit request and your card will be ordered.

### Request multiple cards

To make a bulk order click 'Request multiple cards'

Download the spread sheet

Summary | Contact details | Statements/Invoices | Transactions | Cost centres | **Cards** | Reports

[Cards](#) > Request multiple cards

Please download the request spreadsheet, fill in the details and upload the file.

**Download request spreadsheet**

Browse... No file selected.

Upload File

Fill in all the details on the spread sheet, save it then click browse to find the spreadsheet. Attach it and click upload file.

The cards will then be ordered for you.

### View Vehicle Details

To view your vehicle details select the 'Cards' tab.

Summary | Contact Details | Statements/Invoices | Transactions | Cost Centres | **Cards** | Reports

**Cards** Request multiple cards Request new card

Card number [ ] Search

[Advanced search](#)

**Cardholder search results** Export

Card	Registration Number	Issue Date	Expiry Date	Status	Cost centre	Actions
<a href="#">72043008430684</a>	400 388	16/10/2018	31/12/2021	Active		- Select Action -
<a href="#">72043008130014</a>	V0001V	03/05/2017	31/07/2020	Terminated		
<a href="#">72043008130020</a>	V0002	03/05/2017	31/07/2020	Terminated		

|<< Page 1 of 1 >>| Goto page [ ] Rows per page [ 10 ]

This will take you to an overview of your card and vehicle details.

Summary	Contact Details	Statements/Invoices	Transactions	Cost Centres	Cards	Reports
Plastic Type	Fleetcard All Srvcas (Orange)					
Card number		Status				Active
Expiry date	31/12/2021					
Cost centre	-					
Card type	Vehicle card					
Product allowed	All fuels + repairs + car spa					
Card Order Approved	Wednesday, 17/10/2018 05:20					
In progress	Wednesday, 17/10/2018 11:56					
Card Dispatched	Thursday, 18/10/2018 08:06					
<b>Vehicle details</b>						
Registration number						
Driver Name						
ODO unit	Kilometres					
Start ODO reading	0					
Vehicle Make	Mazda					
Vehicle Model	323 Sedan					
Vehicle Sub-Model	ASTINA					
Vehicle Description	ASTINA 323 AUTO SEDAN WITH AIR					
Main Fuel Code	Unleaded					
Colour Code	Brown					
Manufactured Year	2017					
State of Registration	VIC					
Rego Expiry Date						
<b>Contact details</b>						
Contact						
Phone number						
Work number						
ContactNotes						

## 2.7 Reports

There are 3 reports available

1. Vehicle Analysis
2. Vehicle Report
3. Exception Report

**Reports**

Find Reports

Cost centre name

Report type

Card type

Date From  To:

Select your criteria and click search

Your reports will be displayed in a list – click ‘download’ to view you report.

**If you have any questions please call our customer service team 1300 881 246 or email us on [customer@bfcards.com.au](mailto:customer@bfcards.com.au)**