Fuel Genius User Guide

The Fast, Safe and Flexible Online Fleet Management Tool

Real-time access with

fuel genius
Powered by Irving

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The Fast, Safe, and Flexible Online Fleet Management Tool

Fuel Genius gives you complete, real-time access to the vital account information you need to keep your fleet on the road. Review transactions, validate purchases, set purchasing policies, issue money codes, create customized reports and more. With Fuel Genius you have the secure tools you need to manage your IRVING 24 account and protect against unauthorized card use and fraud.

New Features for Better Fleet Management

Fuel Genius puts you in the driver's seat with all-new advanced features to better manage your fleet:

- Find names, card IDs, and a variety of other information quickly
- Stay informed with up-to-date listings of all participating locations
- Set or change restrictions anytime online - in real-time!
- Download all data easily to either print or export into Excel or other familiar formats
- See live, 24/7 real-time reporting
- Set up your account the way you want with individualized account menus and subject matter

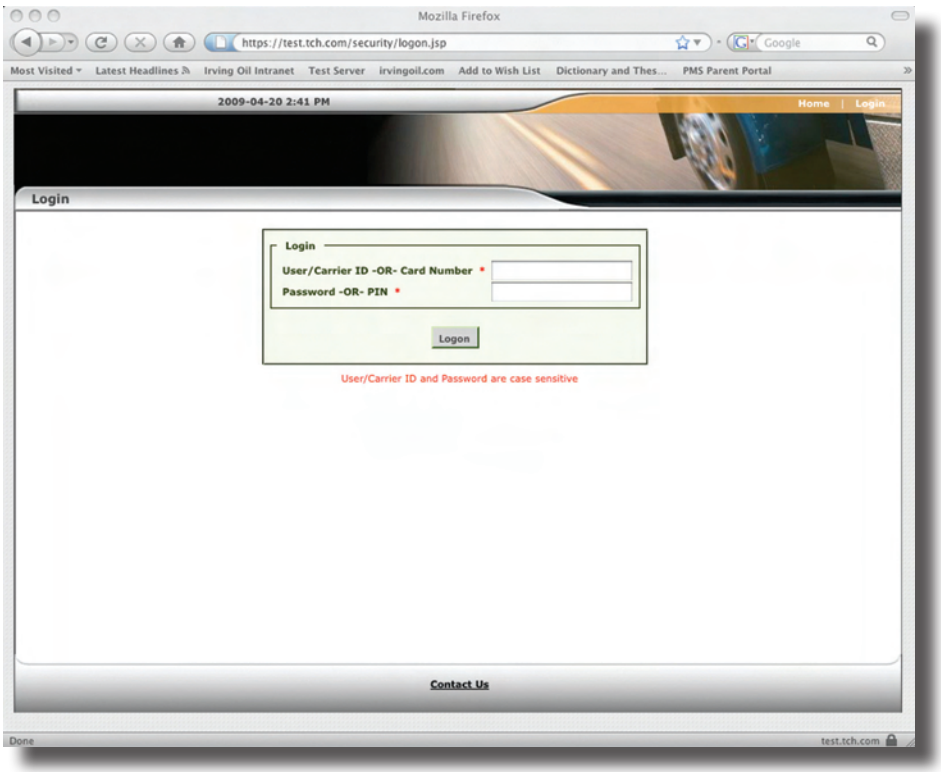
The Benefits of Fuel Genius

- Decrease fueling costs, operational expenses, and driver hassles by choosing the fueling network that's right for your fleet
- Reign in expenses by setting purchasing policies for individual, teams, groups, or an entire fleet based on dollar amount, fuel volume, or time
- Customize your fleet reports for specific individuals or groups
- Increase security or limit access anytime by assigning passwords to individuals or multiple users
- See live, 24/7 real-time reporting
- Set up your account the way you want with individualized account menus and subject matter

If you have not yet been set up with a Fuel Genius account please contact our Customer Care team at **800.561.2447**.

Logging In

Once your account has been set up you can access Fuel Genius at irving24.com/fuelgenius



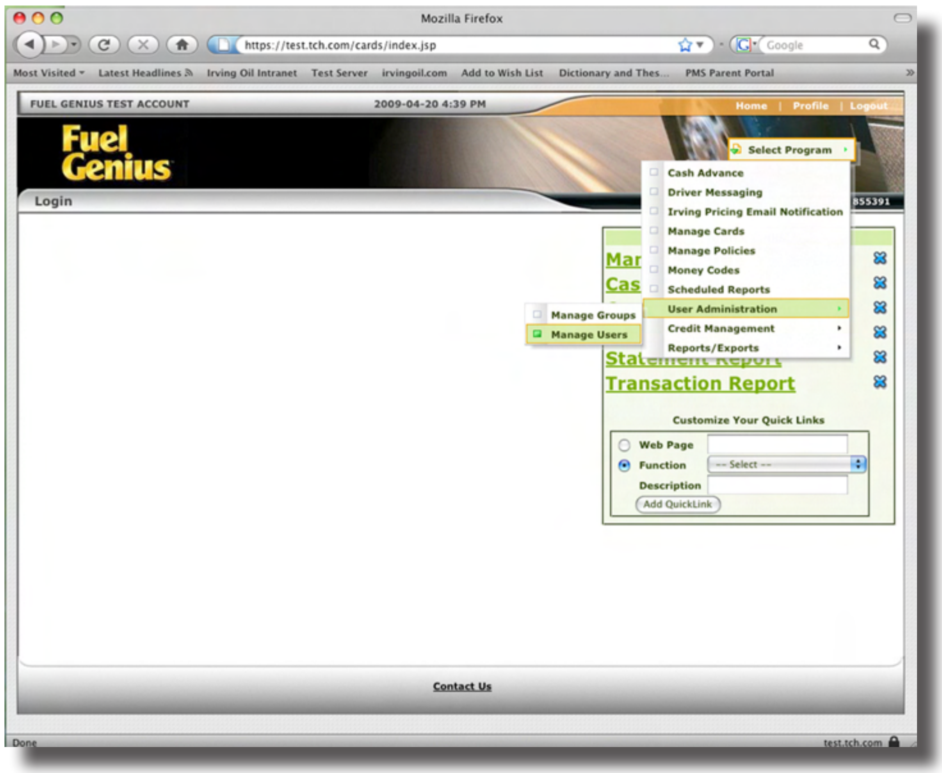
You may log in using either your User/Carrier ID or your card number, and your valid account password. Both fields are case sensitive. If you need to retrieve your account ID or other account information please call our Customer Care team at **800.561.2447**.

Please note: For security purposes Fuel Genius will log you out after a period of inactivity. Should this happen you will be asked to re-enter your logon information.

Manage Users

With Fuel Genius you can add users, assign them to groups, set permission levels and purchasing policies, assign passwords, and more.

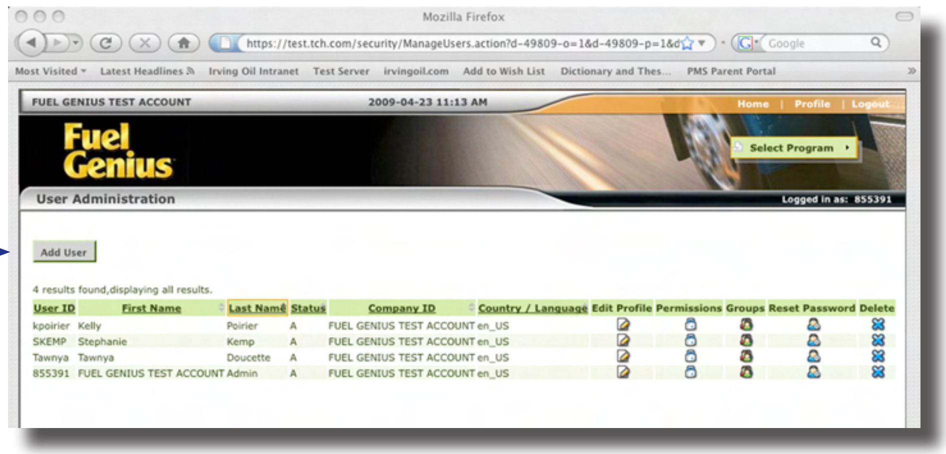
To access these features go to **Select Programs > User Administration > Manage Users** as illustrated below.



Add User

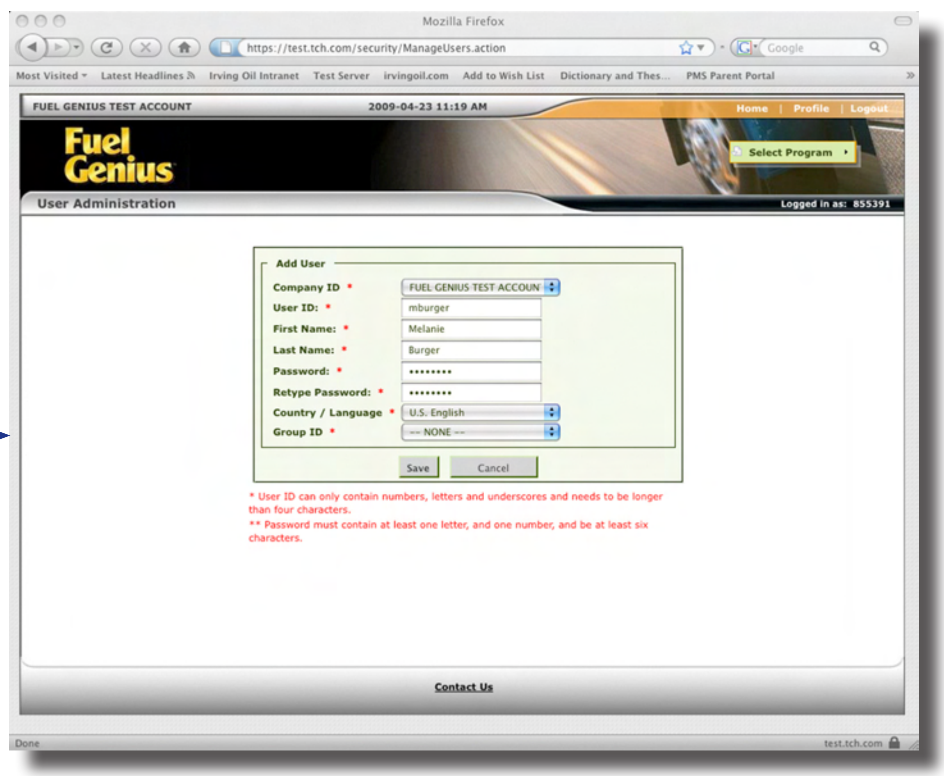
Adding a user to Fuel Genius is simple. Click the **Add User** button shown below.

Click the Add User button to create a new user



After clicking Add User a User Details screen will display. All fields marked with an asterisk are required. Once all details have been entered, click the **Save** button.

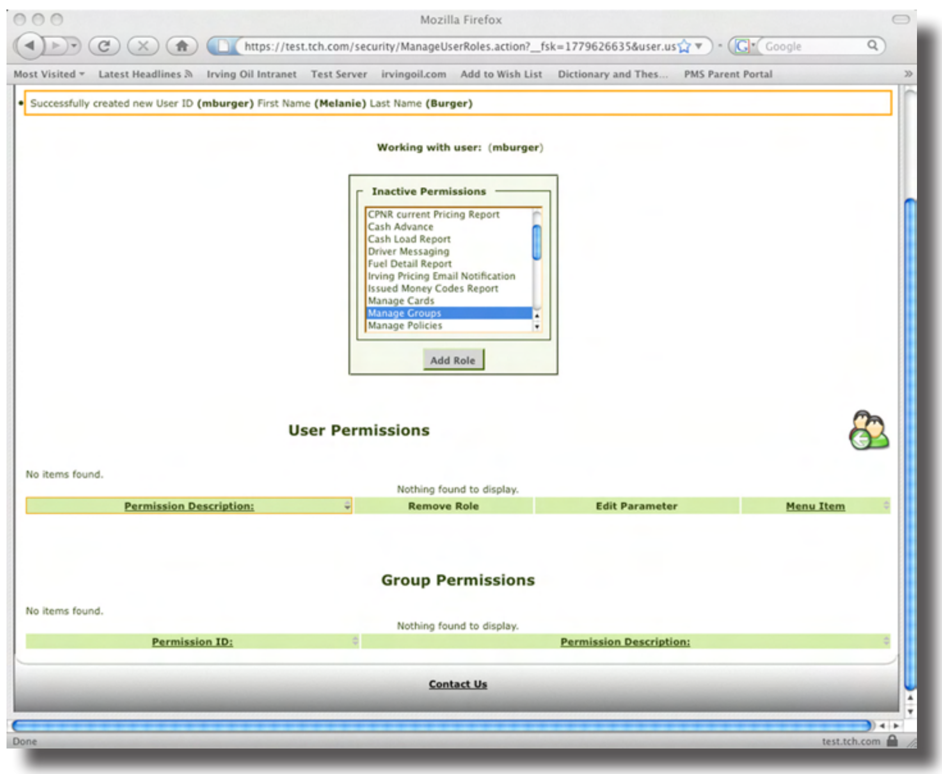
You can assign new users to a Group by using the Group ID drop-down. If the user does not belong to any groups or if you would like to set groups later, leave this set to -NONE-



User Permissions

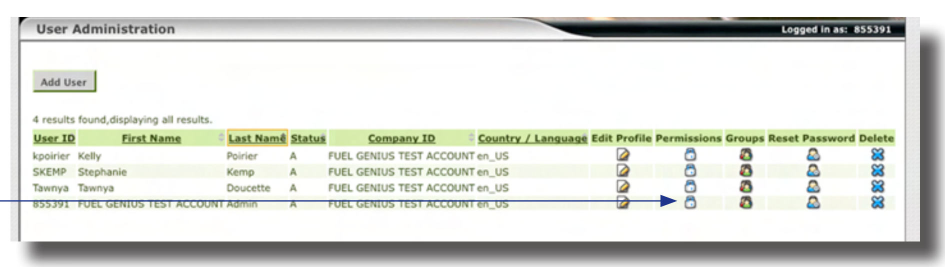
Once you've saved your new user you will be asked to assign permissions for that user. To do this simply select the permissions that are to be assigned to that user from the **Inactive Permissions** box. (To select multiple permissions hold down the CTRL key as you click.)

Once you have selected all of the appropriate permissions click the **Add Role** button. Once permissions have been successfully added they will display under **User Permissions**.



You can also access this screen after a user has been created by clicking on the **Permissions** icon for that user in the **Manage Users** screen.

Click the "Permissions" icon to add permissions for an existing user



A description of available permissions is located on the next page.

User Permissions

Available Credit	Allows user to view customers credit limit and the current amount of available credit (real-time).
Cash Advance	Allows user to apply emergency cash to a driver's card, up to $500 or to set up cash advance as a policy for all cards to be rolled over at a specified time (daily/ weekly/etc.)
Cash Load Report	The user will be able to pull a report on all cash advances that have been loaded on the account, specific to date. They are able to check all cards or a specific card. This report will also provide which user loaded the cash.
CPNR Current Pricing Report	The user will be able to check their daily IRVING 24 cardlock price in the US and Canada.
Driver Messaging	This option allows the user to send a message to a specific card or to all the cards on the account. When the driver fuels up the message will print out at the bottom of the receipt. The user can set how often s/he wants the message to be displayed and can remove it at any time
Fuel Detail Report	The user will be able to run a report that breaks down all the different fuel products purchased and total amount spent on each.
Issued Money Codes Report	This report allows the user to keep track of all the issued money code numbers. This report is useful when wanting to see if there are money codes that haven't been used so that they can be voided.
Manage Cards	Users will have access to view and edit card information, update limits, products, manage policies, delete cards, and activate new cards.
Manage Groups	Users will have access to set up new user groups and edit existing groups for the Fuel Genius account.
Manage Policies	Allows user to set up to 9 different policies (with different spending limits and prompts) on the account which cards can then be assigned to.
Manage Users	Users with this access can add new users, set permissions and groups, and delete users.
Money Code Report	User will have ability to look up transaction information related to a specific money code reference number (these are assigned when money codes are created).

User Permissions

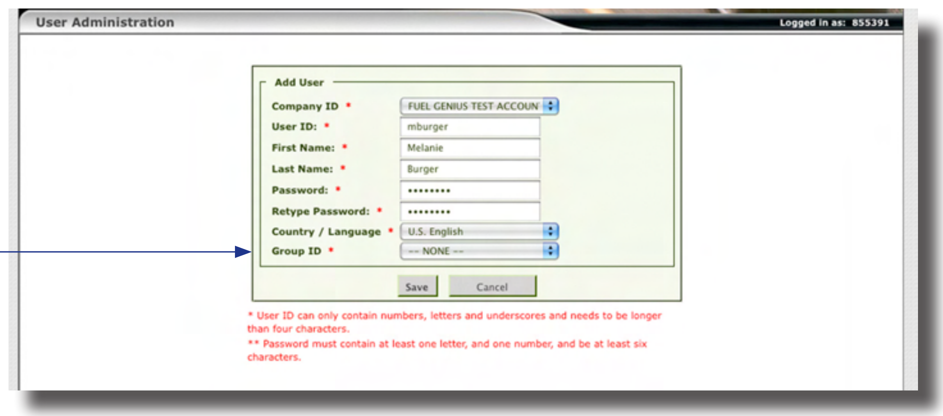
Money Code Use Report	Allows the user to obtain a report on the usage of used money codes by date. User has "match by" option features such as looking up only reference numbers, check number, issued to, or issued by.
Money Codes	This option allows the user to create a money code to be used with one of our FPS Solutions Checks. The checks are in USD and there is a maximum of $1,500 per check.
One Time Cash Advance Report	Allows user to look up cash advance history on a specific card by date
One Time Cash Advance Report - All Cards	Allows user to see cash advance history as well as any dollar amounts remaining on cards. User can also remove excess cash amounts remaining on cards.
Scheduled Reports	Users can set reports to be run daily, weekly, or monthly and to be automatically delivered via email to a specified address.
Statement Report	User can view IRVING 24 detail by card or summary statement.
Transaction Export	User can upload transaction information by selecting dates and choosing the format in which they want to save the report.
Transaction Report	This report has been upgraded to provide the user with more display features and a selection of format types. For example, the user may choose to show taxes or discount, show the grand total only, or show entire card number. They may also choose to save the report as an excel, .csv, or .txt file.
Volume by State Report	User can pull a report to view by product and then by gallons/litre volumes by state or province.

Groups

Fuel Genius allows you to create groups of users with similar permissions. Rather than setting each person's permissions individually, you can add them to a group that has pre-set permissions. For example, you can create a group for night dispatchers that may have different permissions assigned than a group for office employees or the company owner would have. As you add new users you can simply add them to the appropriate group, rather than selecting permissions for each individual.

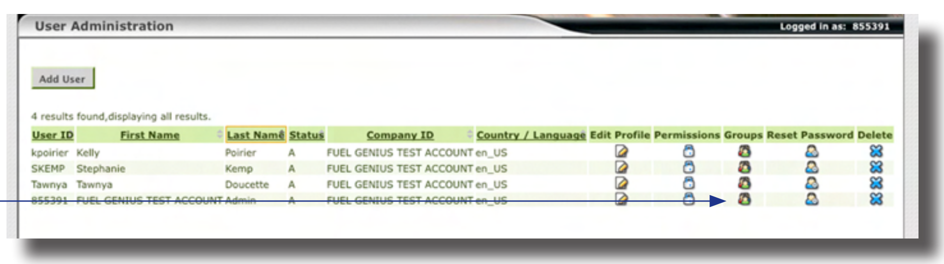
There are two ways to add a user to a group. First, you can add an individual to groups during the initial set-up process by selecting the group from the **Group ID** drop-down menu.

Select a group from the Group ID drop-down menu to add a user to a group while you are creating the user ID.



If you need to add an existing user to a group you may do so from the **Manage User** screens. Simply select the **Groups** icon for the user that you would like to manage.

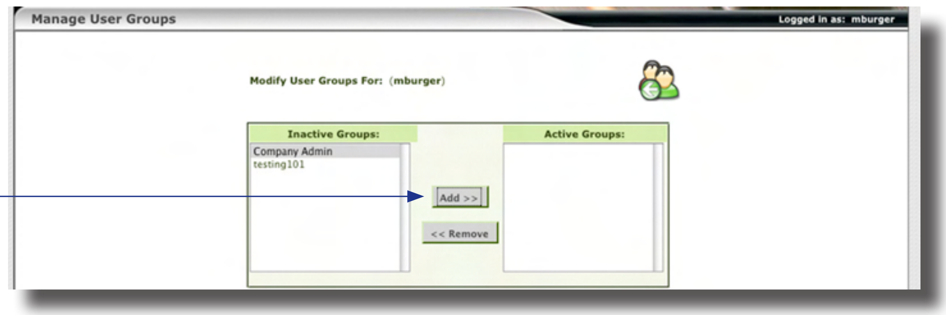
Click the "Groups" icon to add an existing user to a group.



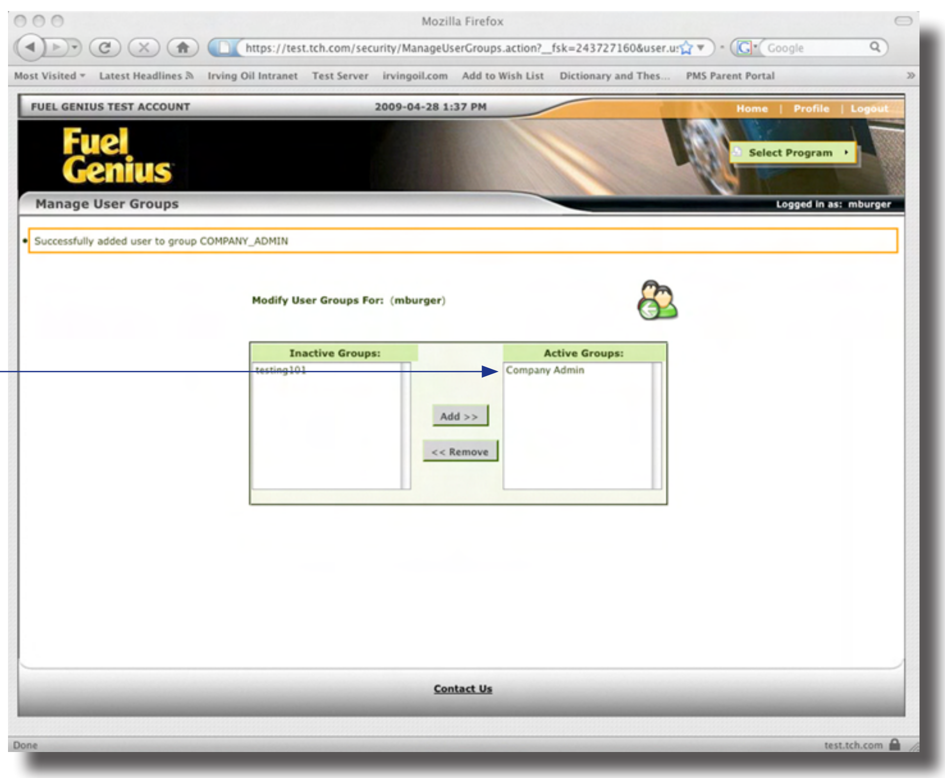
Groups

Clicking the Groups icon from the **Manage Users** screen will open the **Manage User Groups** window. From here you can select groups from the **Inactive Groups** list on the left and use the **Add** button to move them to the **Active Groups** list on the right. To remove a user from a group, simply select the group name in the Active Groups list and click the **Remove** button to move it back to the Inactive Groups. Use the CTRL key to select more than one group at a time.

Select the Group you wish to add the user to and click the Add button.



When the user has been successfully added the Group name will show in their Active Groups list.



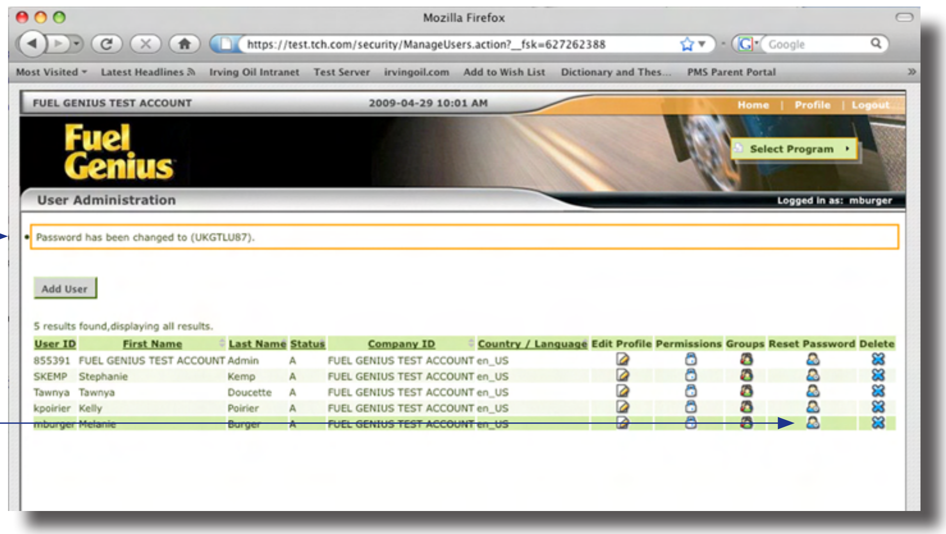
Resetting Passwords

You can reset user passwords from the **Manage Users** screen.

Click the **Reset Password** icon for the user whose password you'd like to reset. A new password will be generated and displayed in parentheses in a confirmation message at the top of the screen.

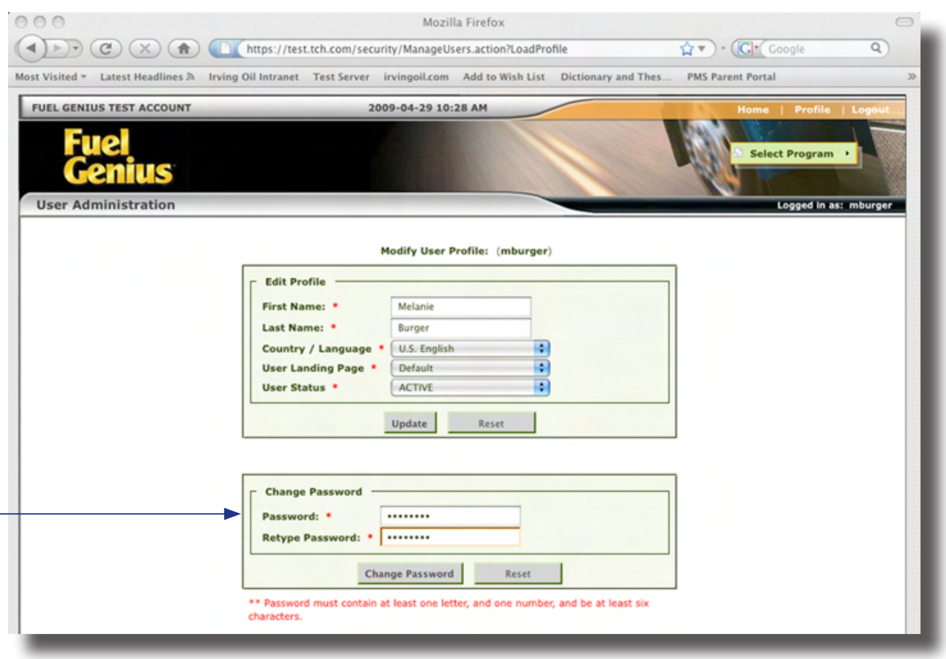
The new password will be displayed in parentheses in the confirmation window. The parentheses are not part of the password.

Clicking the Reset Password icon will immediately generate a new password for the user.



Once this temporary password has been created the user can log on and proceed to the **Profile** section where a new permanent password can be created.

The user can set their own new password on their profile page. Passwords must be at least six characters long and contain one letter and one number.

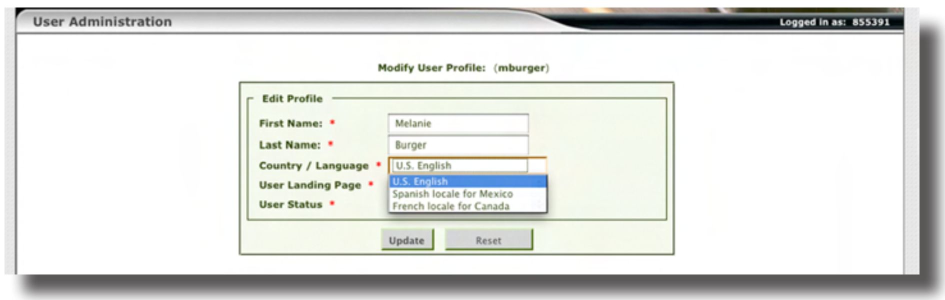


Setting a User's Language Preference

Language preference can be set to US English, Spanish locale for Mexico, or French locale for Canada.

To set a user's language preference go to **User Administration > Manage Users** from the **Select Programs** drop-down menu. Find the user whose language preferences you would like to update and click the **Edit Profile** icon.

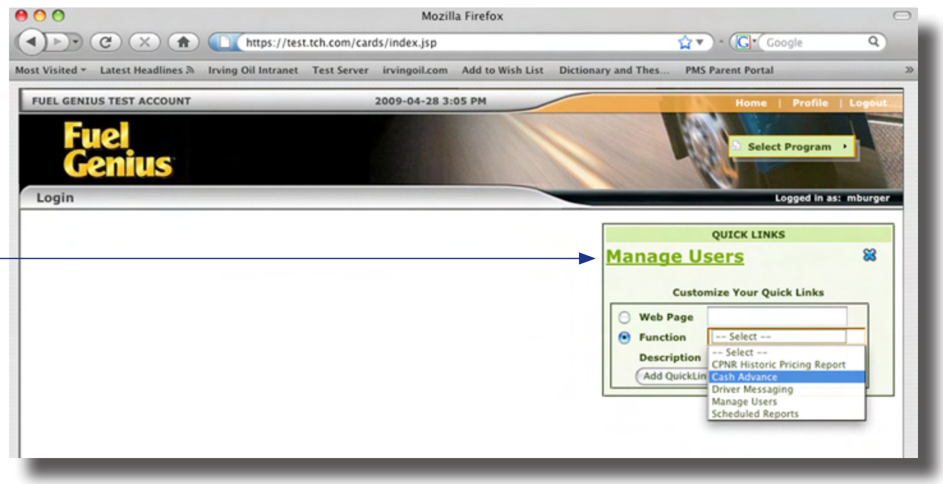
Select the appropriate language for the user in the **Country/Language** drop-down menu and click the **Update** button.



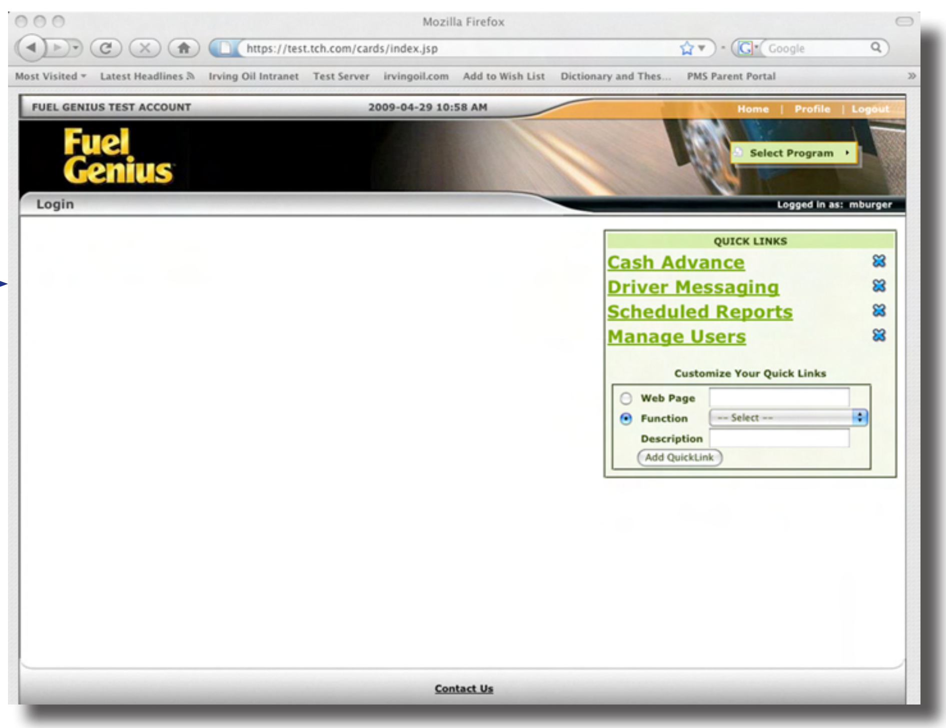
Customizing your Quick Links

When you log on to your home page open the **Function** drop-down menu within the **Quick Links** box. All of the programs that you've been assigned permissions to use will appear in the list. To add a program to your Quick Links select it from the list and click the **Add QuickLink** button. These are the links that will display on your home page for easy access.

After being added the Quick Links appear in the Quick Links box on the right of the screen. To remove a Quick Link simply click the X next to it in the box.



Once your Quick Links have been customized this is what your Fuel Genius homepage will look like (your Quick Links may vary from those shown)



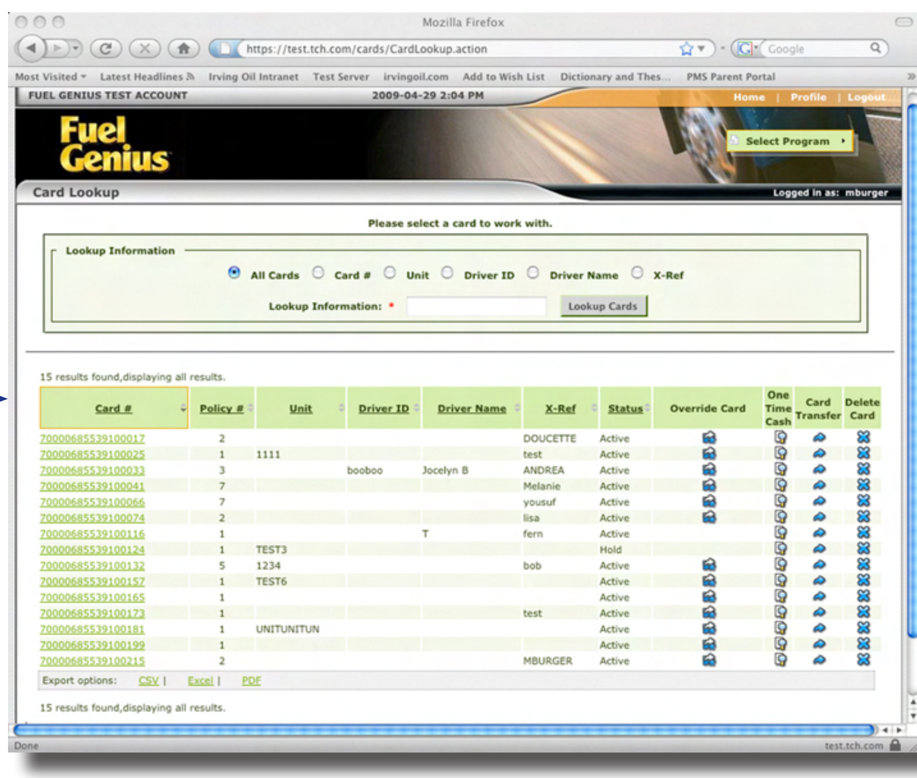
Card Lookup

Choose **Manage Cards** from the Select Programs drop-down menu or from your Quick Links. This will bring you to the **Card Lookup** page. You can look up cards based on various criteria:

- **All Cards** - This selection will display all existing cards on the account. You do not need to enter anything in the Lookup Information box.
- **Card Number** - To locate a particular card, enter the last five digits of the card number in the Lookup Information box.
- **Unit** - To lookup cards by unit, enter the unit number in the Lookup Information box.
- **Driver ID** - To locate a card by the driver ID, enter the ID number in the Lookup Information box.
- **Driver Name** - To manage cards belonging to a specific driver, enter the driver's name in the Lookup Information box.
- **Cross Reference (X-Ref)** - The cross reference field is optional when entering new cards and can be anything you choose: the driver's name, user ID, etc.

Please note that the Driver ID, Driver Name, and X-Ref fields may not return the expected results, as they are not required to be assigned to a card.

An example of Card Lookup results for All Cards

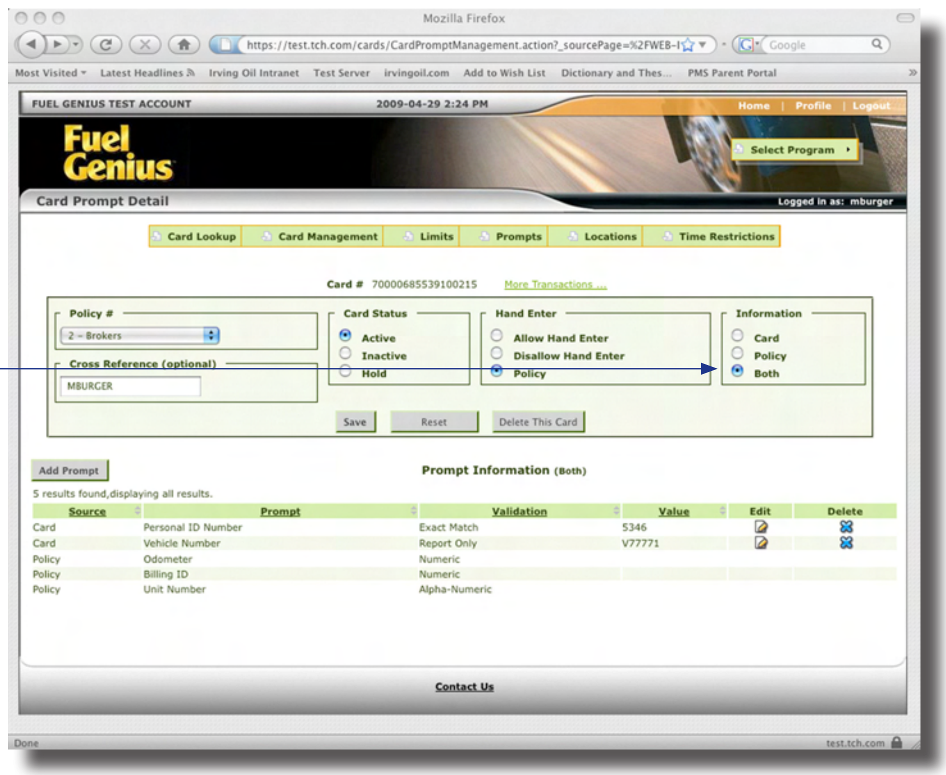


Card Detail

To edit the details of a card click the card number in the search results. This will open the **Card Detail** screen for that card. On this screen you are able to assign or change policy numbers, change the card status, add prompts or limits, and assign a cross reference identifier. The default screen is **Prompts**, but you can use the tabs at the top to make updates in other areas. Once changes are saved the card is updated immediately.

From this screen it is also possible to delete the card. Please note that this action is not reversible. Once a card is deleted it is removed from the system forever.

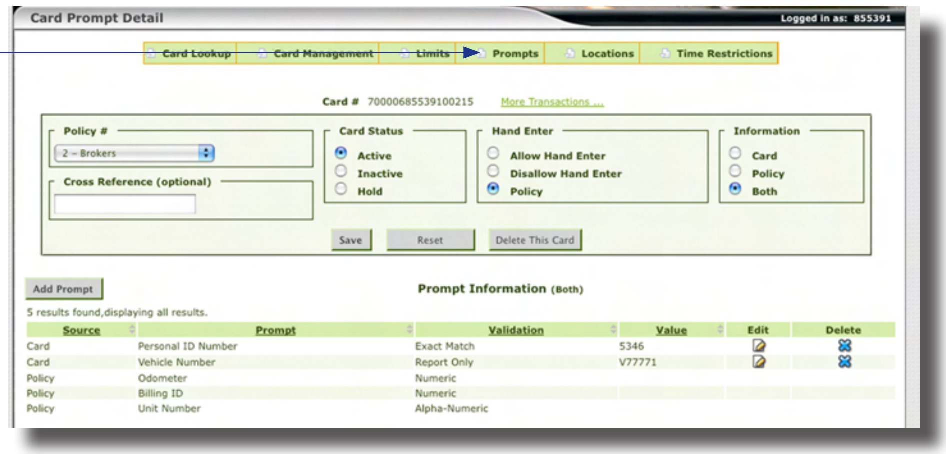
For both card & policy information to be picked up at the point of sale, Information must be set to Both. This is the recommended setting for all cards.



Card Prompt Detail

From within the **Card Detail** area select **Prompts** to add or edit prompts on the card.

Select Prompts to access the Card Prompt Detail area



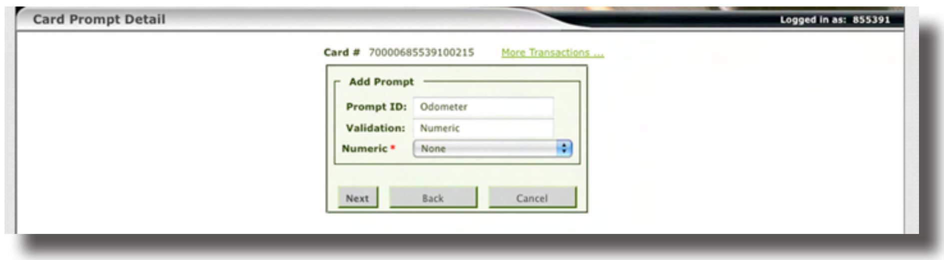
To ad a new prompt click the **Add Prompt** button. In the **Add Prompt** window select the prompt that you would like to add and click **Next**.

As a guideline, the most popular Prompts among IRVING 24 customers are:

- **Billing ID**
- **Driver Name**
- **Odometer**
- **Personal ID Number (automatically assigned to cardholders in Canada)**
- **SubFleet Identifier**
- **Trailer Number**
- **Trip Number**
- **Unit Number**

Card Prompt Detail

On the following screen you will be shown the validation method for the selected prompt and you will be asked for validation criteria.



Validations

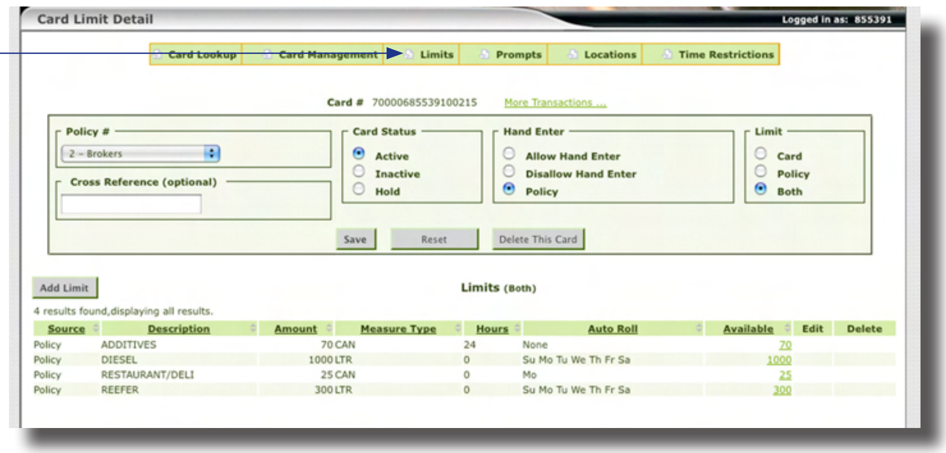
Alphabetic	Letters only
Alpha-Numeric	Letters and numbers
Numeric	Numbers only
Report Only	Information show up only on reporting/ statement. This is commonly used with the Billing ID, Driver Name, Unit Number, and SubFleet prompts
Exact Match	Used widely with Personal ID and Unit Number. The driver will have to input the exact characters in order to successfully process the transaction.

After selecting your validation criteria click the **Next** button to apply the new prompt to the card.

Card Limit Detail

From within the **Card Detail** area select **Limits > Update Limits** to add or edit limits on the card.

Select Limits to access the Card Limit Detail area



To add a new limit click the **Add Limit** button (If you do not see an **Add Limit** button make sure your **Limit** box is set to either **Card** or **Both** and select **Save**). In the **Add Limit** window select the limit that you would like to add and click **Next**.

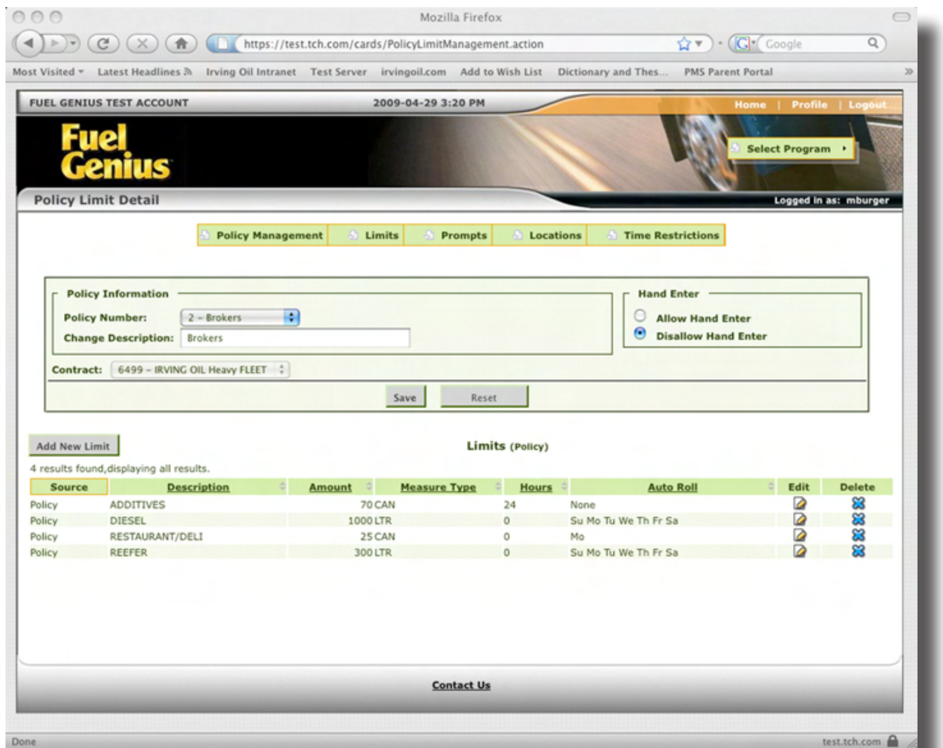
As a guideline, the most popular Limits among IRVING 24 customers are:

- **Additives**
- **Anti-Freeze**
- **Cash Advance**
- **Restaurant/Deli**
- **Diesel**
- **Oil Change**
- **Restaurant**
- **Reefer**
- **Weigh Scale Fee**
- **Windshield Washer Fluid**

Policy Detail

Choose **Manage Policies** from the **Select Program** drop-down menu to make changes to policies on your account. In this screen you can either create a new policy under the **Policy Management** tab or edit an existing policy by selecting it from the **Policy Number** drop-down menu. Each account can have up to 9 policies attached to it.

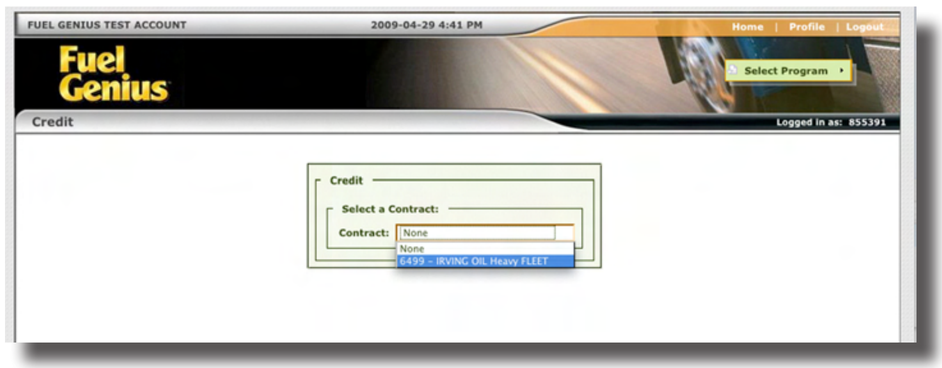
Once you've made the desired changes click the **Save** button. All changes will take affect immediately.



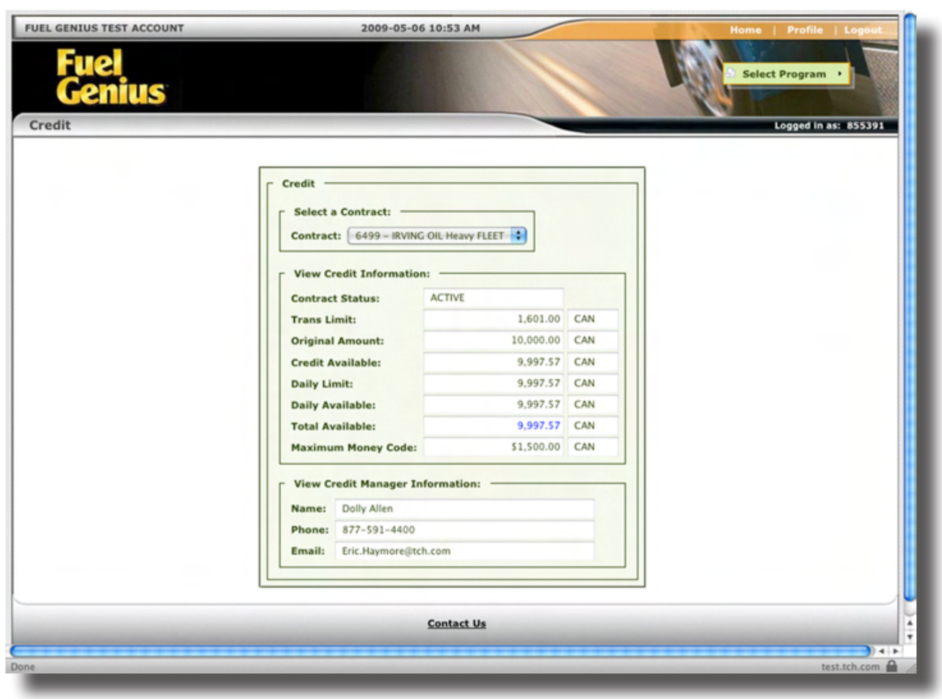
To change the policy that a specific card is assigned to you must go to the Manage Cards page and select the new policy from the Card Detail area.

Viewing Available Credit Limits

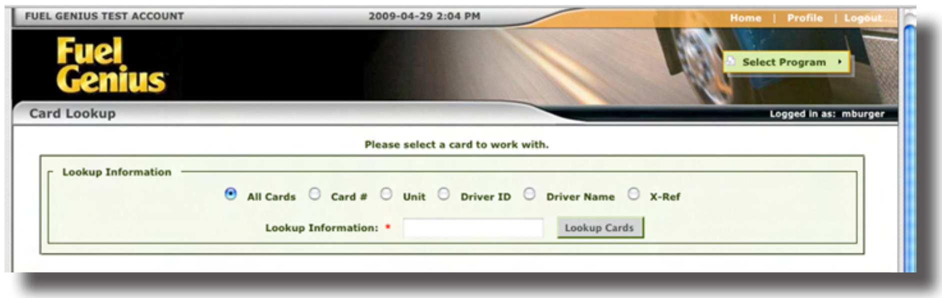
By selecting **Credit Management > Available Credit** from the **Select Programs** drop-down menu and then selecting **6499 - IRVING OIL Heavy FLEET** from the **Contract** menu you will be able to see the available credit limit on your account.



You will be able to view the **contract status**, original and daily **credit limits** and the amount of **available credit**. You will also see the credit manager's name and contact information.

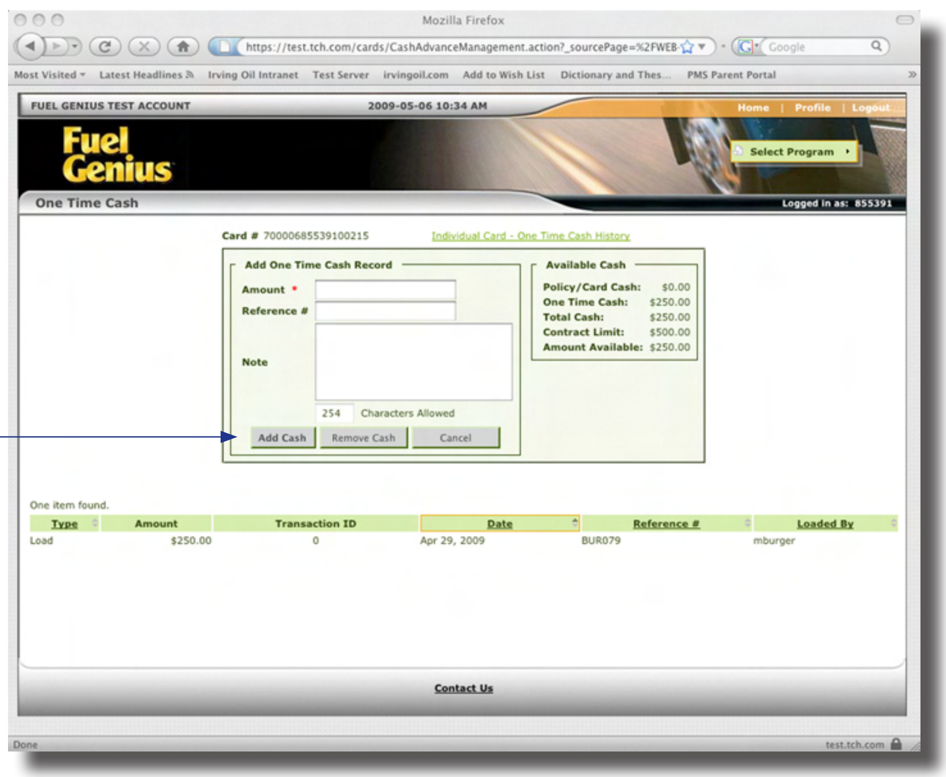


You can add cash to a card by selecting **Cash Advance** from the **Select Programs** drop-down menu. This will bring you to the **Card Lookup** screen where you can look up cards by Card Number, Unit, Driver ID, Driver Name, or Cross Reference (X-Ref). Alternatively you can show All Cards and select the card you would like from the list.



Click the card on which you'd like to add the cash advance and you'll be taken to the **One Time Cash** entry screen. From here you can add the amount that you would like to add to or remove from the card by entering a monetary value in the Amount field and clicking either **Add Cash** or **Remove Cash**.

Enter the amount of cash that you would like to add to or remove from the card and then click the Add Cash button to add the cash to the card or the Remove Cash button to remove the amount.

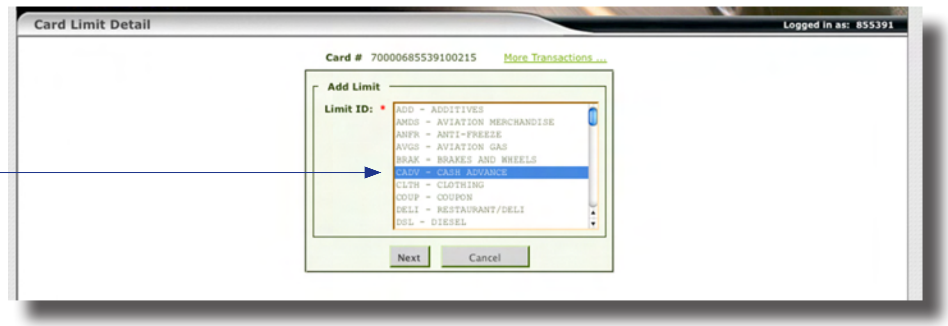


Cash Advance Limit Options

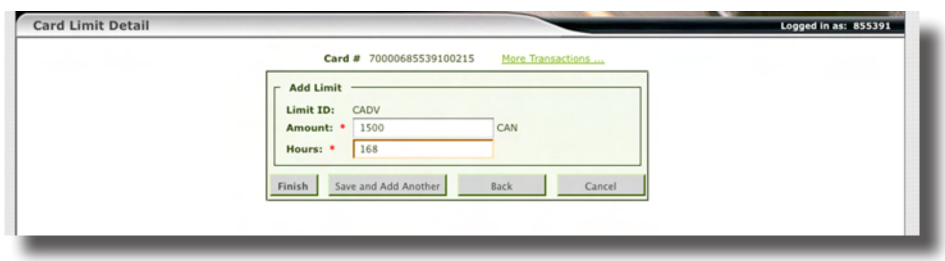
Cash Advances can be limited to a particular dollar amount per day or week through the **Manage Cards** area.

Select Manage Cards from the Select Program drop-down menu. Select the card that you would like to manage and click on **Limits** at the top of the screen. Click the **Add Limit** button and select **CADV - Cash Advance** from the list.

Select CADV - Cash Advance and click Next.



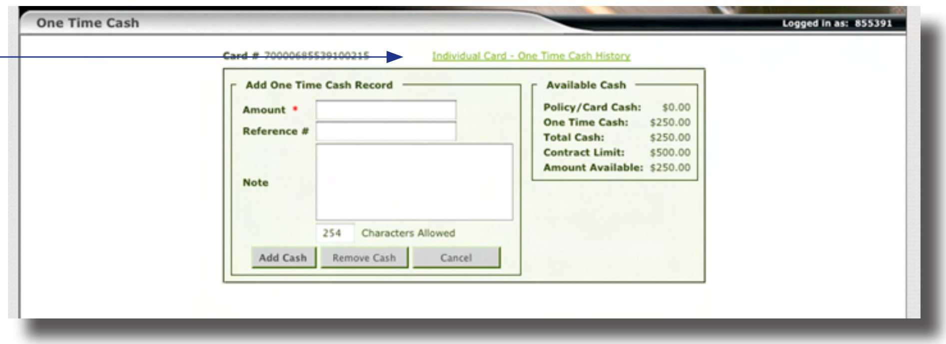
Enter the amount that you would like set as the limit in the **Amount** field and in the **Hours** field enter either **24** if you would like the limit to be per day, or **168** if you would like the limit to be per week. Then click the **Finish** button.



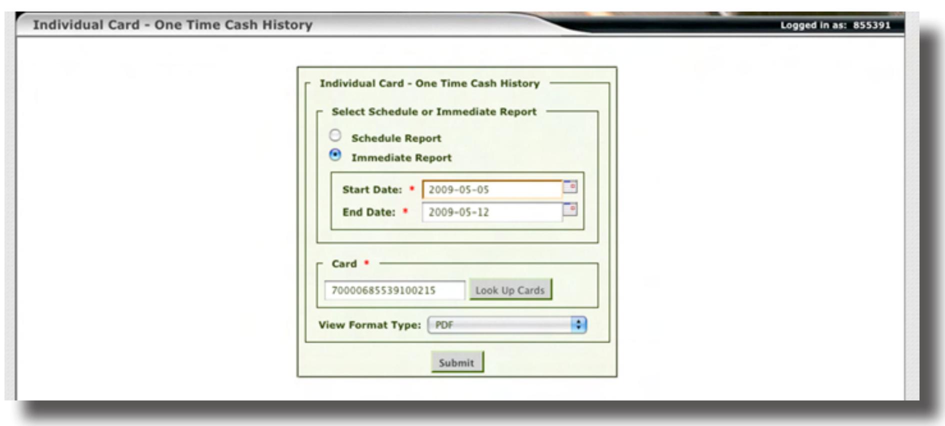
One Time Cash History Report

When adding a cash advance to a card you can also access a One Time Cash History report for that card. To run the report click the **Individual Card - One Time Cash History** link on the **One Time Cash** screen.

Click the Individual Card - One Time Cash Advance link to run the report.



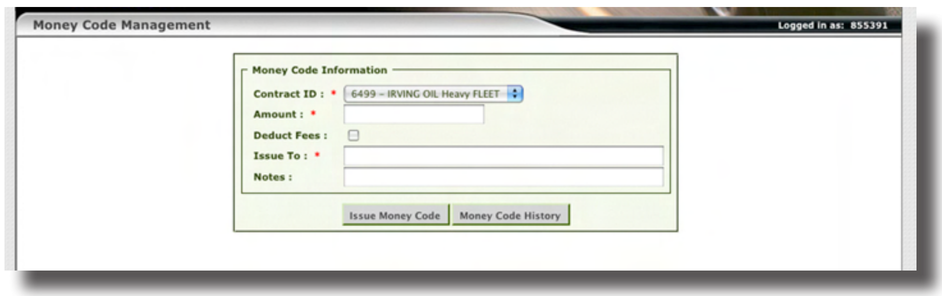
In the One Time Cash History screen input the **Start Date** and **End Date** for the time period that you would like to view history for. The card number field will be automatically populated with your card number. Select the output format in the **View Format Type** drop-down menu. Available options are PDF, CSV, Excel, Text, Rich Text, Postscript, and XML. Click the **Submit** button to generate the report.



Money Codes

Use your Fuel Genius account to issue money codes if your account is set up for FP Solutions Checks. To do this select **Money Codes** from the **Select Program** drop-down menu.

To issue the money code enter the amount into the **Amount** field and the name of the person receiving the money code in the **Issued To** field. You can also choose to deduct the transaction fee from the amount of the check by checking the **Deduct Fees** box, and create a note for your records in the **Notes** field. When all the fields have been completed click **Issue Money Code**.



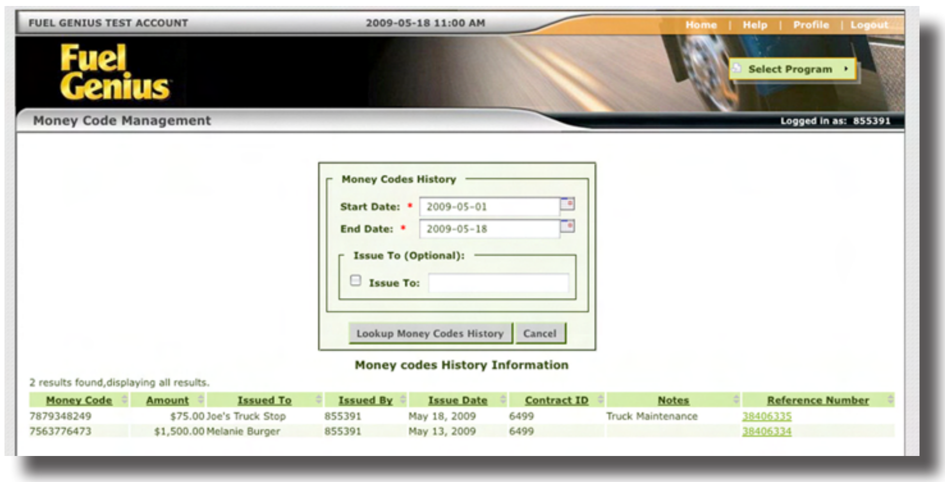
Note: The maximum amount per money code is $1,500 US dollars. To void an unused money code or cancel a used check/money code call our toll free customer care line at ***800.561.2447***.

The money code confirmation number is needed to pull up the money code report

Click Issue Money Code to issue a new money code. Click Money Code History to see a report of money codes previously issued on the account.

Money Code History

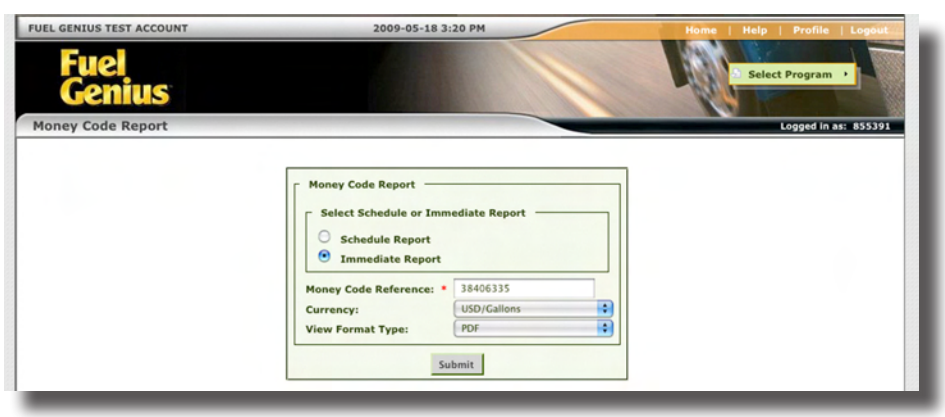
To see a report of money codes issued on the account, fill in all of the requested information and click **Money Code History**. On the next screen enter a Start Date and End Date and click **Lookup Money Codes History**.



Money Code Report

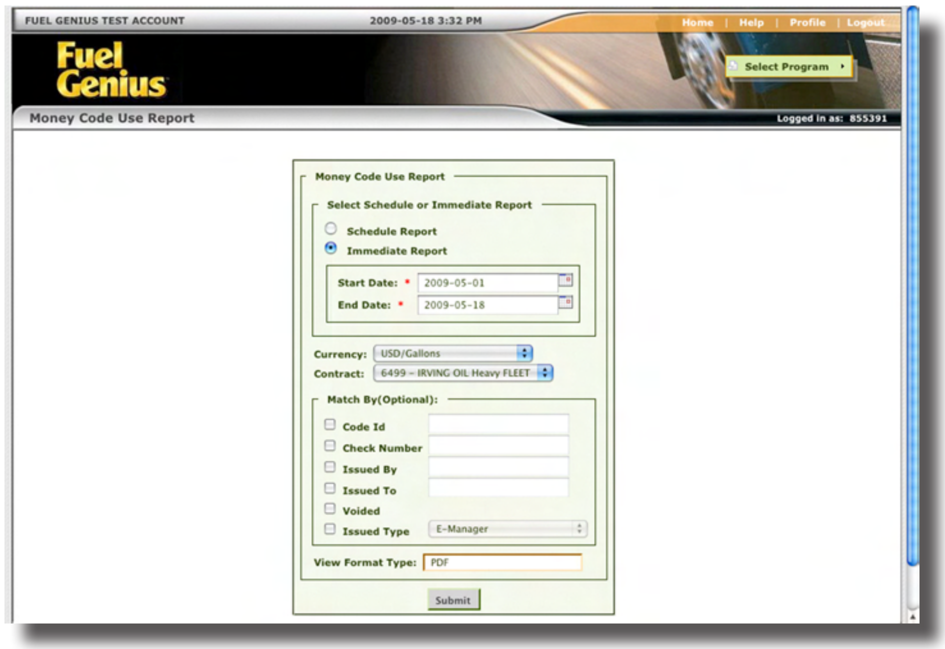
To run a money code report select **Reports/Exports** and then **Money Code Report** from the **Select Program** drop-down menu. Select whether you would like to create a **Scheduled Report**, or run a one time only **Immediate Report**. Enter the appropriate reference number into the **Money Code Reference** field, select your preferred report format from the View Format Type drop-down list, and click **Submit** to generate the report.

Note: Money Code Reference numbers can be found by viewing the Money Code History.



Money Code Use Report

The Money Code Use report allows you to view the details of used money codes on your account. To run this report select **Reports/Exports** and then **Money Code Use Report** from the **Select Program** drop-down menu.



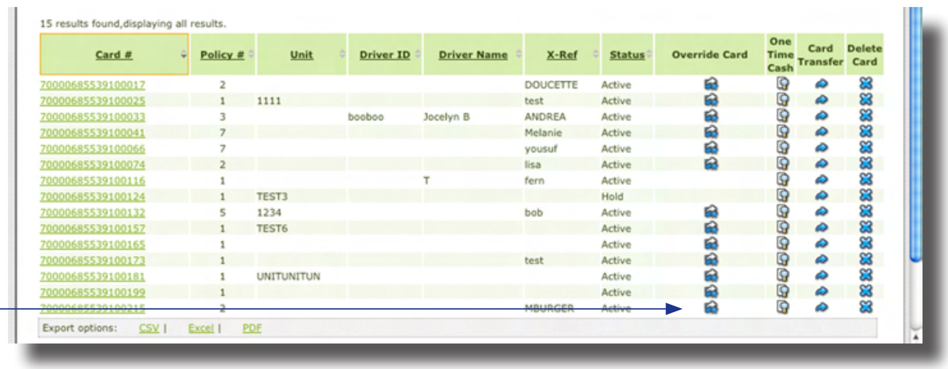
The optional **Match By** fields will allow you to tailor your report to specific transactions. Alternatively, you can leave these fields blank to view all transactions within the date range entered. Choose your preferred format from the **View Format Type** drop-down menu and click **Submit** to run your report.

Overriding a Card’s Limits

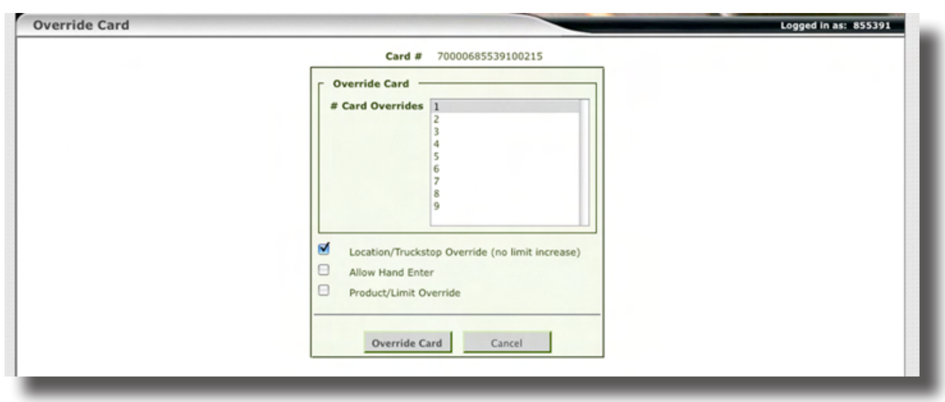
Occasionally a situation may occur that requires an exception to the limits set on a user’s card. If this should happen you have the option of overriding the card settings to grant the user temporary access to certain features.

An override can be performed from the **Manage Cards** page. Select **All Cards** and click the **Lookup Cards** button. Find the card you would like to override in the list and click on the **Override Card** icon.

Click the Override Card icon to override the limits set on the card



In the **Override Card** window you can select how many times you would like to override the card. If you select 3, this would allow the card to be used beyond its set limits the next 3 times it is used.



Note: Typically for a site 2 overrides are required. One for the driver to fuel and another for the driver to get the receipt in the store, if needed.

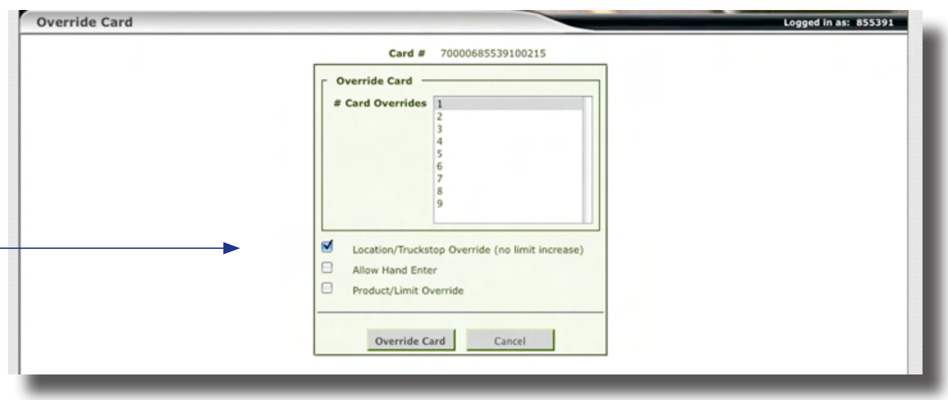
Override Card Options

Once you've selected the number of overrides to allow you will need to select the type of override you are providing. The options are:

- **Location/Truckstop Override (no limit increase)** allows a driver to use an out-of-network truckstop when that is the only option
- **Hand Enter** allows the driver to manually enter card information at the pump - this is used should the driver's card be demagnetized and there is no store at the location to help
- **Product/Limit Override** allows the driver to exceed the limits set on the card, or to purchase a product that is normally restricted on that card

Once you have selected the number of overrides to allow and the type of override that you would like click the **Override Card** button. Once the overrides have been used the card will operate normally.

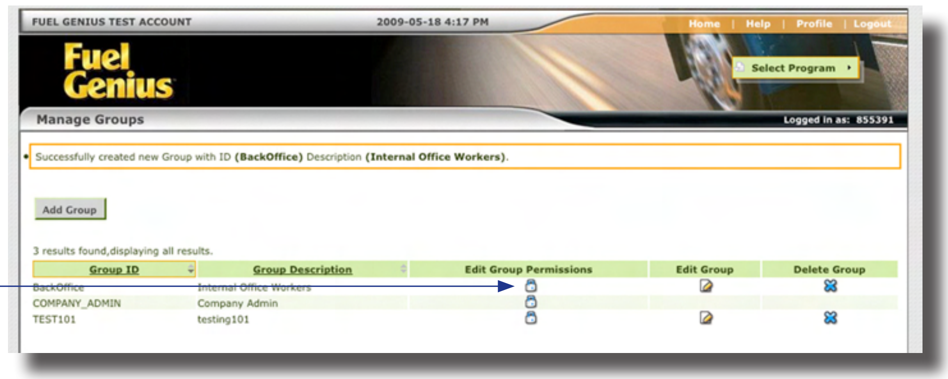
Enter the amount of cash that you would like to add to or remove from the card and then click the Add Cash button to add the cash to the card or the Remove Cash button to remove the amount.



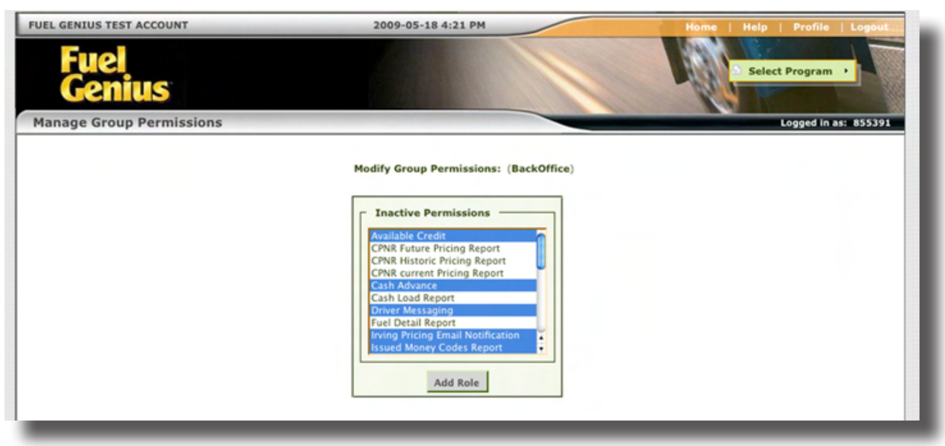
Edit Group Permissions

From the **Manage Groups** screen click the **Edit Group Permissions** icon for the group that you would like to manage.

Click the Edit Group Permissions icon for the group that you would like to manage.



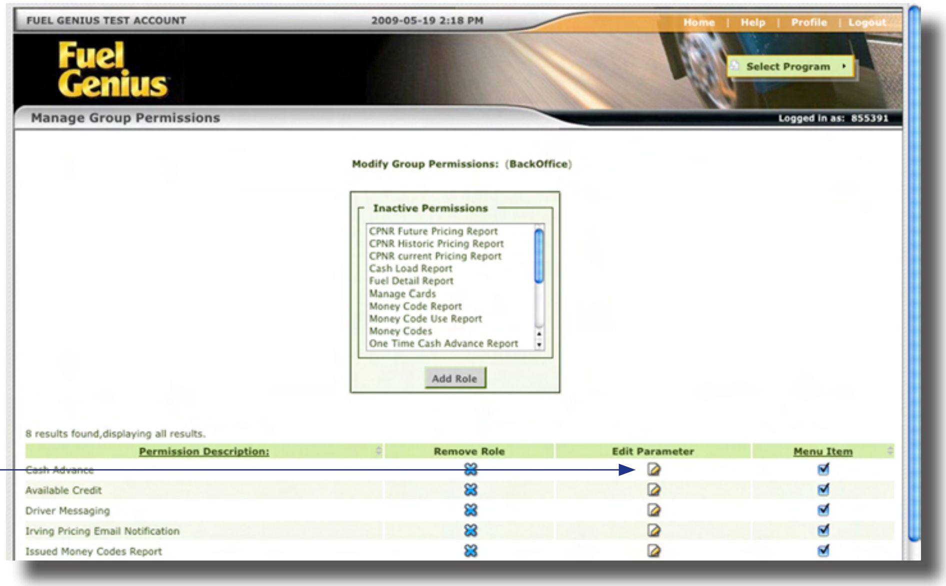
Select the permissions that you would like the group to have from the **Inactive Permissions** box. To select more than one item hold the CTRL key while you click. The click the **Add Role** button.



Edit Parameter

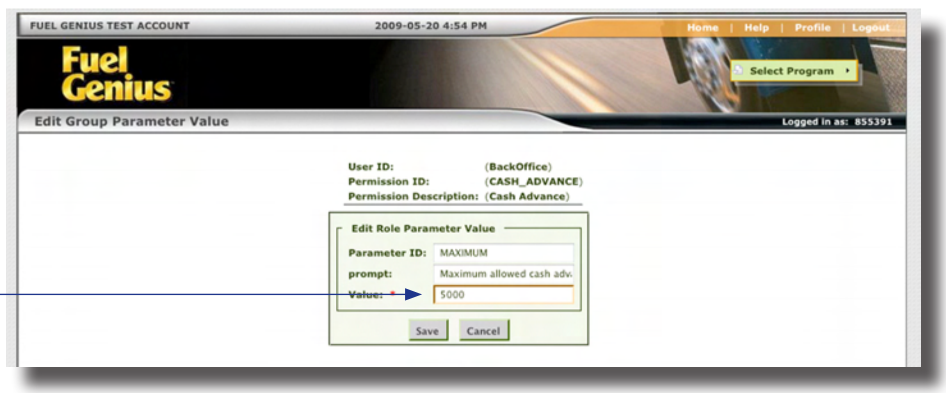
To edit the parameter of a specific permission, click the **Edit Parameter** icon for that permission on the **Manage Group Permissions** page. On the following **Edit Group Parameter Value** page click the **Edit Value** icon.

Click the Edit Parameter icon to change the parameters for a specific permission



In the **Edit Roles Parameter Value** box enter the new parameter value in the **Value** field and click **Save**.

Enter the desired new value in the Value field and click the save button



Available Reports

To see the list of available reports go to **Select Program > Reports/ Exports**.

A list of all available reports will display.

- **Cash Load Report** allows the user to see all cash advances loaded on the account, specific to date. The user is able to check all cards or a specific card. This report will also provide which user loaded the cash.
- **Fuel Detail Report** allows the user to run a report that breaks down all the different fuel products purchased and total amount spent on each.
- **Issued Money Code Report** allows the user to keep track of all the issued money code numbers. This report is useful when wanting to see if there are money codes that haven't been used so that they can be voided.
- **Money Code Report** (see page 21)
- **Money Code Use Report** (see page 22)
- **Cash Advance Report / One Time Cash History Report** (see page 19)
- **One Time Cash Report - All Cards** allows the user to see cash advance history as well as any dollar amounts remaining on cards. The user can also remove excess cash amounts remaining on cards.

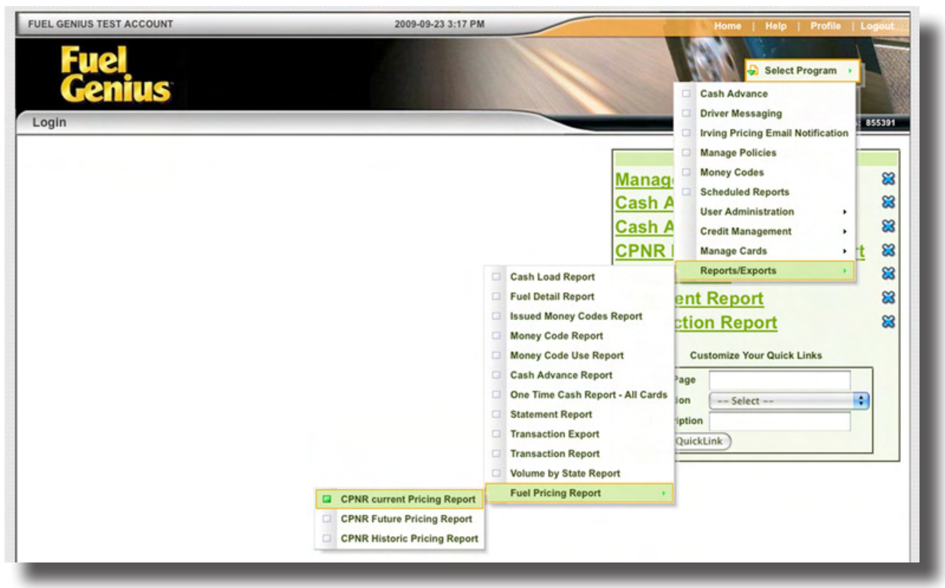
Available Reports

- **Irving Statement Report** allows the user to view IRVING 24 detail by card or summary statement. This report is only available if you choose to have your statements sent to the Fuel Genius application. To change the delivery preference of your statement please call our toll free number (800.561.2447) and request the change with one of our Customer Care Representatives.
- **Transaction Export** allows the user to upload transaction information by selecting dates and choosing the format in which to save the report. Available report formats for the Transaction Export report are:
  - Comdata
  - Comdata FPS
  - Comma delimited
  - Extended comma delimited
  - Canadian comma delimited
  - Standard third party
  - Comdata TCH
  - Excel
- **Transaction Report** has been upgraded to provide the user with more display features and a selection of format types. For example, the user may choose to show taxes or discount, show the grand total only, or show entire card number. They may also choose to save the report as an excel, .csv, or .txt file.
- **Volume by State Report** allows the user to pull a report to view by product and then by gallons/litre volumes by state or province.
- **CPNR > CPNR Current Pricing Report** allows the user to check their daily IRVING 24 cardlock price in the US and Canada.

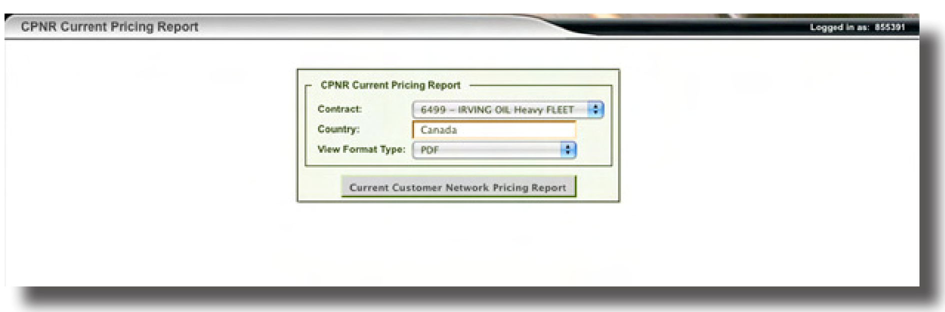
Fuel Pricing Report

The Current CPNR (Customer Pricing Network Report) report helps you better manage your fuel cost for the day, whether you are fueling at Canadian or US sites.

To run the Current CPNR Report select **Reports/Exports > Fuel Pricing Report > CPNR Current Pricing Report** from the **Select Program** drop-down list.



In the CPNR Current Pricing Report box that is presented, Select **Canada** or **United States** from the **Country** drop-down list. Next select the format in which you would like to see the report. Available options are PDF, CSV, Excel, Text, Rich Text, Postscript, and XML. Once you have selected the format click the **Current Customer Network Pricing Report** button to view your report.

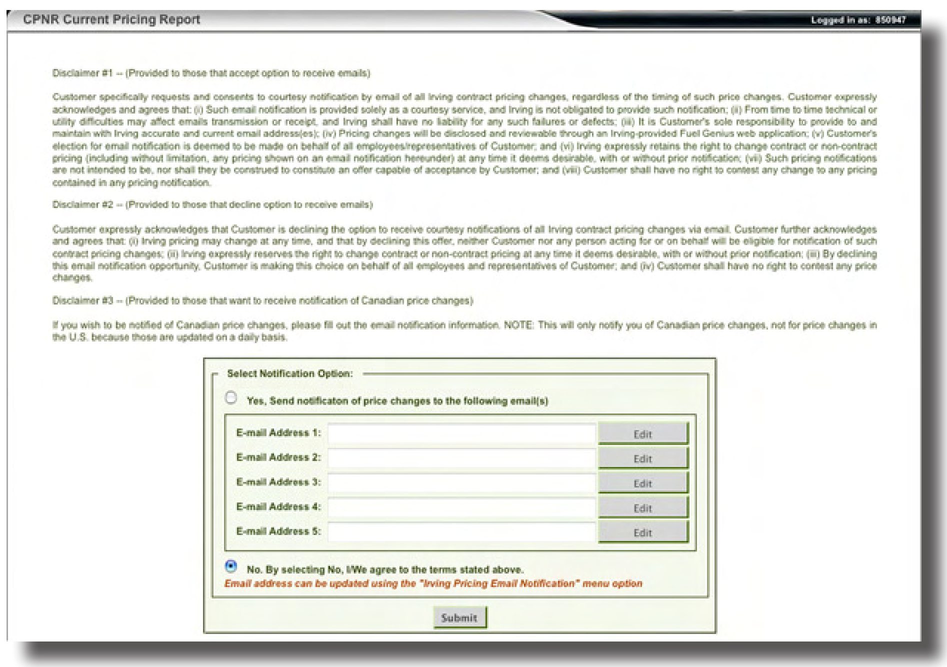


Fuel Pricing Report Email Notifications

The first time that you access the CPNR report you will be presented with a disclaimer and email notification option page. If you wish, you can receive an email notification to up to five different email addresses when the price changes. Simply select **Yes** in the **Select Notification Option** box, fill in the email addresses where you would like the notification to be sent, and click **Submit**.

If you would prefer not to receive notification of price changes by email, select **No** in the **Select Notification Option** box and click **Submit**.

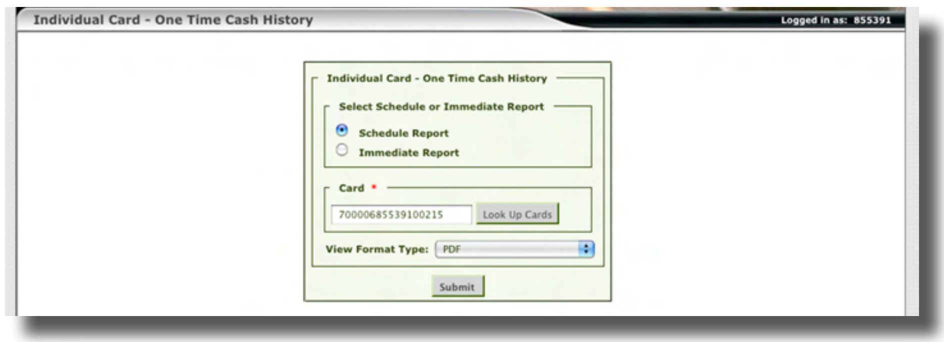
Please note that if you opt out of receiving email notifications it will be up to you to log on and check for updated prices.



Scheduled Reports

Reports can be set up to run automatically and be delivered to you via email at a set time.

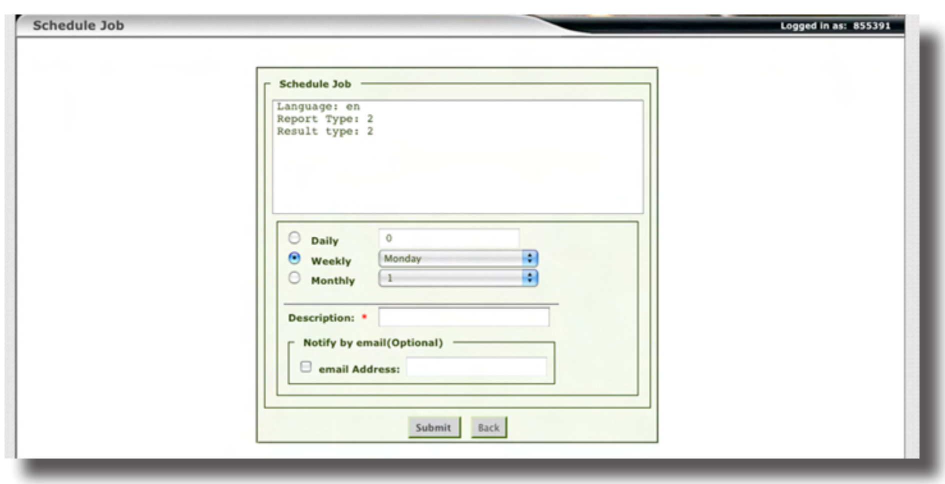
To create a scheduled report you will need to select the report you wish to run from the **Select Program > Reports/Exports** drop-down menu. On the initial report screen select the **Schedule Report** radio button.



On the schedule job screen you will need to select how often you'd like to receive the report. Your options are **Daily**, **Weekly**, or **Monthly**. If you select Weekly you will need to select the day of the week you'd like the report to run. If you select Monthly you will need to select the day on which you would like to receive the report each month.

You will need to provide a description of your report in the **Description** field. An example of report description could be Weekly Cash Advance Report.

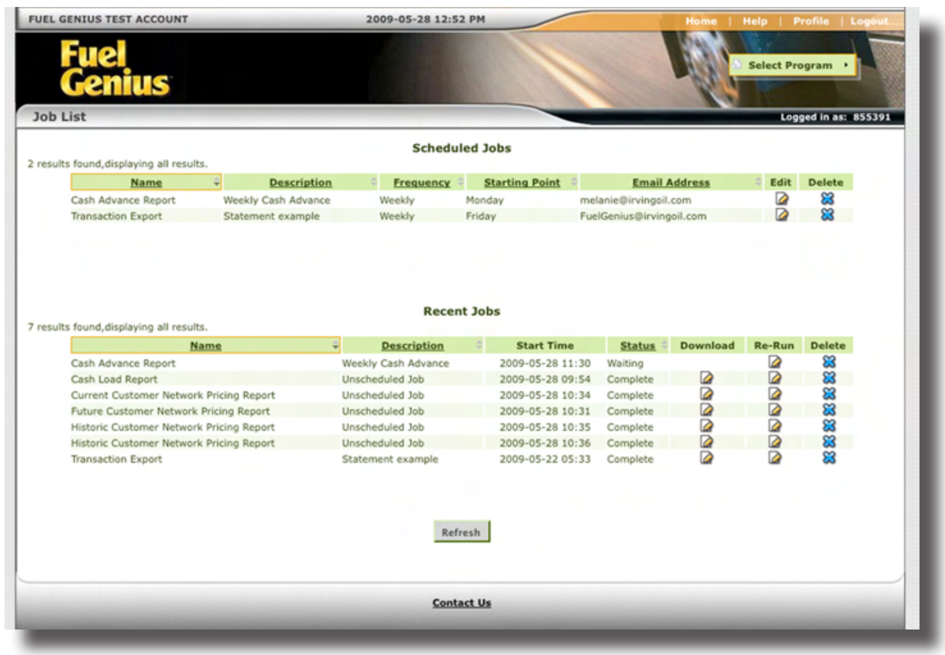
If you would like your report emailed to you, you will need to provide an email address. If no address is selected your scheduled reports will be delivered to your Fuel Genius application.



Scheduled Reports

To view which reports are scheduled to run, or which reports have been run recently, select **Scheduled Reports** from the **Select Program** drop-down menu to open the **Jobs List**.

From this screen you can view your pending and recently run reports, make edits to scheduled reports, re-run or download recently run immediate reports and delete reports.



Professional Driver Services

Showers — Showers include soap, shampoo, large towel, face cloth and bath mat

Scales — Cat Scales can be found at several IRVING 24 locations throughout the Irving fueling network

RV Station

Cash Services

Advances — Cash Advances available

Food Services

Irving travel plazas and Big Stop locations offer restaurants, delis and convenience stores to handle any big appetite.

Amenities

Fax — Send/recieve

Copies

The following amenities can be found at several locations throughout the IRVING 24 fueling network. Please refer to **irving24.com** for the most current site listing with amenities and locations.

WiFi | **Overnight Parking** | **Lighted** | **Motel Nearby** | **Repairs Nearby** | **Laundry Facilities**

IRVING 24 Contact Numbers

Contact **Customer Service** for assistance with the Fuel Genius program:

Phone: 1.800.561.2447, Option 1, Option 0

Fax: 506.202.5713

Email: flservic@irvingoil.com

Contact our **Credit** team for questions regarding your payments or credit line.

Phone: 1.800.561.2447, Option 1, Option 0

Fax: 506.649.0872

Email: flservic@irvingoil.com

Contact **Account Management** for pricing report inquiries or if you are unsure of who to call.

Phone: 1.800.561.2447, Option 1, Option 0

Fax: 506.202.5713

Email: flservic@irvingoil.com

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