

Step by Step Instructions

Using FleetCommander Online (FCO)

To

Reconcile a Monthly Invoice

Go to www.fleetcommanderonline.com

Enter User Id and password.

The first screen you will see is the Welcome screen. It should say Welcome _____!
(your name).

Directly above the Welcome statement are four (4) tabs. The Welcome screen is on the Home tab. There is an Account Maintenance tab, a Reporting tab, and a Billing tab. Currently, there are three (3) reports available in FCO that are needed to properly reconcile a monthly Voyager invoice. They are the Transaction Detail Report found on the Reporting tab, the Invoice Report found on the Reporting tab, and the Account Summary Report found on the Billing tab. Voyager is working on programming updates that will make more reports available in FCO.

TRANSACTION DETAIL REPORT

From the Home tab/screen, click on the Reporting tab. You will see Welcome to Reporting!

The Transaction Detail Report can be found under Transaction Reports. Click on Transaction Detail Report. You will see a Create a Transaction Detail Report screen.

There are two (2) tabs to work within on the Create a Transaction Detail Report screen; the Select Report Parameters tab and the Order and Sort Columns tab. The default tab is the Select Report Parameters tab.

On the Select Report Parameters tab, the first section is the Hierarchy Parameter. The default selection is Use Accounts. Your account or accounts, if you have authority to access multiple accounts, should appear. If you only have access to one account, there is nothing else you need to do. If you have access to multiple accounts, you will want to run a Transaction Detail Report for each account.

To get into one account, click on Change Accounts. A screen will appear that has two (2) columns listed; a Search Results column and a Selected Accounts column. The Search Results column lists all of the accounts that you have been given access to. The Selected Accounts column is where you remove accounts that you don't want to run a Transaction Detail Report for. To remove accounts, place a checkmark in the box in front of the account # for all accounts except the one you want to run a Transaction Detail Report for. Click on the Remove button at the bottom of the Selected Accounts list. You will now only see the one account that you want to run a Transaction Detail Report for under the Selected Accounts heading. Click on the Save Accounts button at the bottom of the Selected Accounts list. FCO automatically takes you back to the Create a Transaction Detail Report screen. You will now only see one account listed beside the default Use Accounts, under Hierarchy Parameter.

The above process will need to be followed each time you want to change the account for which you want to run a Transaction Detail Report.

The second section on the Select Report Parameters tab is the Transaction Parameters. The default selection is the Posted During Current/Unbilled billing cycle. You should leave this as your selection. Click on the Current/Unbilled drop down box. Typically, you are going to select the month/year that appears at the top of the drop down list. But, it is important that you understand the drop down list and what to select and why.

The Current/Unbilled drop down list will only show months/years in which you have/had an invoice with an amount due. Billing cycles cover the first calendar day of each month through the last calendar day of that month. Transactions post to a given month starting at 12:01 am on the first calendar day of a month and continue to post until 12:00 midnight on the last calendar day of that month. That timeframe is considered a billing cycle. Each billing cycle is given a Close Date. Since transactions are posted up through midnight on the last calendar day of a month, the Close Date for any given month is 12:01 am of the first calendar day of the month immediately following that billing cycle.

Example: The Close Date for the month of December 2006 is January 1, 2007. Transactions for the month of December 2006 start posting at 12:01 on December 1, 2006 and continue to post until 12:00 midnight on December 31, 2006. At 12:01 on January 1, 2007, the December 2006 billing cycle is closed out. Therefore, the Close Date for the December 2006 invoice is January 1, 2007.

If you are trying to run a Transaction Detail Report for December 2006 transactions, you would select January 2007 in the Posted During Current/Unbilled billing cycle drop down box.

The third section on the Select Report Parameters tab is the Product Parameters. The default selection is the Product Type, with all choices selected; Fuel Products, Non-Fuel Products, and Aviation Products. Leave Product Type as the selection. Since payment amounts need to be broken down and coded between fuel and non-fuel, it is helpful to run a report for Fuel Products and then a report for Non-Fuel Products. To run a Transaction Detail Report for Fuel Products only, de-select Non-Fuel Products and Aviation Products.

Scroll back up to the top of the Create a Transaction Detail Report screen. Click on the second tab, the Order and Sort Columns tab. This is where you select the columns of data that you want to see in your Transaction Detail Report. There are 96 possible items to select, with 23 automatically selected by default. If the 23 automatically selected items are what you want to see in your report, you wouldn't need to do anything further. Deselected items are grayed out. A checkmark in the box in front of the Select and Name Column item selects that item to be in your Transaction Detail Report. The more items you select, the larger your report is going to be. You can de-select an item by clicking on the checkmark to remove it. There are Select All and Deselect All buttons at the top and bottom of the selection list if you want to check or uncheck all items.

Listed below are the items that are most helpful in reconciling a monthly invoice and ensuring that your report has pertinent management information in it just in case you are ever audited. The Item name is listed and the order # it holds in the list, to help you find the item in the list.

Account Number # 1	Units # 8
Account Name # 2	Transaction Line Amount # 9
Card ID # 3	Actual Odometer Reading # 19
Transaction Occurred Date # 4	Vehicle License # 55
Product Description # 7	Net Purchase Amount # 86

The Vehicle ID, Item # 17, does not provide you with the License # of a vehicle as we know it. The Vehicle ID is a number Voyager assigns to a vehicle. It is similar to our plate number sequence but will never contain letters.

Driver ID, Item # 18, would only be a valuable piece of information if your Voyager cards are assigned to drivers as opposed to vehicles.

The Vehicle License, Item # 55, will show the vehicle's plate # as you are used to seeing it in FleetOhio. This field will show letters.

The Net Purchase Amount, Item # 86, is helpful because it shows purchase amounts minus taxes. This column can be added up in your final Excel spreadsheet so you know the dollar amount that was spent for fuel and then non-fuel items.

If your agency requires you to provide divisional code breakdowns, Card Organizational Level 3, Item # 27, can be selected.

Once you have selected all of the items you want to appear on your Transaction Detail Report, click on the Preview Report button, found at the top or bottom of the selection list. It is recommended that you click Preview Report rather than View Entire Report. Clicking on Preview Report pulls up a sample of what your final report will look like. A sampling of your report will appear a lot quicker than an entire report will. Clicking on View Entire Report will give you your entire report, just as it says. This could take time, depending on the size of your report.

Once you click on Preview Report, a Transaction Report box will appear. Remember, this is a PREVIEW of your entire report and not the entire report. Review the data that appears and determine if you have all information that you want. If you don't, you can click on the Change Report Parameters button at the top, left side. Clicking the Change Report Parameters button will take you back to the Select Report Parameters screen. You can adjust any selections on the Select Report Parameters tab or the Order and Sort Columns tab. If you make adjustments, you must click on Preview Report again.

When your sample report looks like it has all of the information you want, it's time to download the data into a report. You can download the data into an Excel spreadsheet or as a PDF (Adobe Acrobat). Keep in mind, that however you decide to download the data, you will be downloading ALL data for the selected billing cycle and not just the small amount of data that appears in your sample report. It is recommended that you download your report as an Excel spreadsheet. Downloading as an Excel spreadsheet allows you the ability to sort data and to total up columns of figures. To download as an Excel spreadsheet, click on the Download as Excel button at the top, right side of the screen. Once your Excel spreadsheet appears, proceed through saving the document. Once you have successfully saved your document, close out of the Excel spreadsheet and the sample Preview Report so that you are back at the Create a Transaction Detail Report screen.

You have now completed the process required to run a Transaction Detail Report for the selected Billing Cycle for Fuel Products. You now need to run a report for the Non-Fuel Products. Since you have all of your parameters selected on both the Select Report Parameters tab and the Order and Sort Columns tab, all you need to do to run your Non-Fuel Products report is to scroll down to the Product Parameters section, Product Type and deselect Fuel Products and select Non-Fuel Products. You do not need to reset any other selections unless you want to. You would click on Preview Report and follow the steps above to download and save your Excel spreadsheet containing Non-Fuel Products.

You now have two Transaction Detail Reports, one for fuel and one for non-fuel. Total up the Net Purchase Amount columns to get the amount spent for each.

INVOICE REPORT

Regardless of where you are within FCO, click on the Reporting tab. The Invoice Report can be found under Billing Reports. Click on Invoice Report. You will see a Create an Invoice Report screen.

This screen only has one (1) tab, the Select Report Parameters tab. The first section is the Hierarchy Parameter. The default selection is Use Accounts. Once again, your account or accounts, if you have authority to access multiple accounts, should appear. If you only have access to one account, there is nothing else you need to do. If you have access to multiple accounts, you will want to run an Invoice

Report of each account. Refer to the directions given under the Transaction Detail Report (page 1) to get into each account. The steps are the same.

The second section on the Select Report Parameters tab is the Transaction Parameters. The default selection is the Posted During Current/Unbilled billing cycle. Leave this as your selection. Click on the Current/Unbilled drop down box. As when running the Transaction Detail Report (page 2), you are usually going to select the month/year that appears at the top of the drop down list. Refer to the explanation given on page 2 of the drop down list dates.

Click on the Preview Report button found at the top or bottom of the Select Report Parameters tab. Clicking on Preview Report pulls up a sample of what your entire report will look like. A Transaction Report box will appear. You will see a sample of the Invoice Transaction Report.

While looking at the sample Invoice Transaction Report, you will notice BLUE Invoice Numbers listed under the Invoice Number column. Clicking on the BLUE Invoice Number takes you to the individual Transaction Sequence Report for that particular/individual transaction. You can save or print off any Transaction Sequence Report you would like. This feature is very helpful when you are looking into and need to keep documentation on a questionable transaction. Keep in mind that this is just a sampling of a full report so you won't have all transactions available for you to click on. You would need to click on Run Entire Report to see all transactions.

There is only one way to download the Invoice Report; as a PDF. Click on the Download as PDF button at the top, right side of the screen. Once your PDF file appears, proceed through saving the document.

You have now run two of the three reports available in FCO to reconcile a monthly Voyager invoice. It is recommended that you save all reports run each month in a folder, set up by fiscal year. Once paper invoices are no longer sent, the saved electronic reports will be all you have to refer to if audited. It is recommended that you name each saved report in a manner that clearly describes the report and gives the appropriate month/year.

ACCOUNT SUMMARY REPORT

Regardless of where you are within FCO, click on the Billing tab. A Make a Payment: Select Accounts screen appears. While this screen is titled Make a Payment, payments **ARE NOT** made within FCO.

The Make a Payment: Select Accounts screen has two (2) columns; a column that lists your account, or accounts if you have access to multiple accounts, and a column titled View Statements. You will want to run and download an Account Summary Report for each account. If you only have access to one account, click on the Current Activity drop down box. If you have access to multiple accounts, click in the Current Activity drop down box of one account. Typically, you will click on the date at the top of the drop down list. You want to select the close date of the month for which you are running an Account Summary Report. Refer to the explanation given on page 2 regarding how to select the date. Once you have clicked on a date, click on the View button.

An Account Summary Report file will appear. The Close Date will appear at the top. This report will look familiar. It is identical to the Account Summary Report you receive in the mail. This is the **ONLY** report in FCO where you will find any discounts that were applied during the billing cycle. Having these discount figures is necessary to reconcile to the figure in the EDI e-mail sent from OBM.

While looking at the Account Summary Report, you will notice a BLUE New Purchases. Clicking on the BLUE New Purchases runs a complete Invoice Transaction Report for the billing cycle. This is the same Invoice Report described above. If you access the Invoice Report from the Account Summary Report, you can skip the Invoice Report steps above. Running your Invoice Report from the Account Summary Report is actually a more efficient way. It saves time. You will still see the BLUE Invoice Number, giving you access to each transaction.

The Account Summary Report can only be downloaded as a PDF. Click on the Download as PDF button and proceed through saving the document.

HOW TO RECONCILE

To reconcile each month's invoice amount, closely review the Invoice Transaction Report that you ran out of FCO. Take the total Transaction Amount at the bottom of the Invoice Transaction Report and subtract the total Exempted Taxes amount, also at the bottom of the Invoice Transaction Report. Now subtract any Discount amounts shown on the Account Summary Report. You are left with the amount owed to Voyager for the given billing cycle. This figure should match the figure that appears in the e-mail notification from OBM. If your total does not match the figure that appears in OBM's e-mail notification, you will need to determine why. A common cause is when you have been credited for a disputed charge.

When reviewing Invoice Transaction Reports, if a charge appears that needs to be disputed, you should go ahead and pay the total invoice amount, paying for the disputed charge amount. Disputes should be reported to Voyager in writing, after the fact, never holding up the payment process. Never deduct a transaction charge amount from the invoice amount due. Pay the full invoice amount due. Dispute any problem transaction charges, in writing, AFTER processing that month's invoice. Credits from disputed charges may take up to two (2) months to appear on an invoice. Credits from disputes may cause a difference when trying to reconcile an invoice and should be one of the first things considered if you don't reconcile to the dollar amount shown in OBM's e-mail.

A part of the reconciliation process is to provide a breakdown of the total amount due, between fuel and non-fuel amounts. You will use the two (2) Transaction Detail Reports to provide that breakdown. The total of the Net Purchase Amount from the Fuel Transaction Detail Report and the Net Purchase Amount from the Non-Fuel Transaction Detail Report MINUS the Discount amount shown on the Account Summary Report will equal the figure that appears in OBM's e-mail; the same figure you came up with from above.

You will need to develop an internal procedure to provide the person within your fiscal office who is responsible for processing payments to Voyager, with the dollar amount you are approving to be paid.

Keep in mind that monthly invoices are to be paid within ten (10) calendar days after receipt of OBM's e-mail. The reconciliation process should be completed in time to allow four (4) business days of payment processing time. Two (2) business days for your fiscal office to process and two (2) days for the actual transfer of the electronic payment file from OBM to US Bank/Voyager. If you don't allow the appropriate payment process time, the payment will arrive late and the entire state will not receive the prompt pay incentives that have been written into the contract between the State of Ohio and Voyager.

IMPORTANT REMINDERS

Each month, before the 5th calendar day of the month, OBM will send an e-mail notification, typically to a Fiscal person, with a subject listed as:

EDI ACTIVITY REPORT

In this e-mail will be the dollar amount owed Voyager for the most recent billing cycle. Other EDI invoices may be listed in this same e-mail. Payments need to be completely processed, electronically, within 10 calendar days of receipt of OBM's e-mail notification. NO payments should be made via the old, voucher process.

If you are not the person receiving OBM's e-mail notification, ask your fiscal person to forward a copy of the e-mail immediately upon receipt. You need to know what the dollar amount is that appears in the e-mail. That is the dollar amount that needs to be reconciled.

If the appropriate person has not received an e-mail notification from OBM by the 5th calendar day of any month, and you know for certain that your account had charges posted during the billing cycle, advise your agency's main Voyager account coordinator immediately so they can notify DAS, the Office of Fleet Management immediately. If you are unsure whether charges posted during the billing cycle, go into FCO and run any of the reports listed in this document. The reports will tell you.

If you ever run an Account Summary Report that shows a Credit amount as the New Balance, please notify your agency's main Voyager account coordinator immediately so they can notify DAS, the Office of Fleet Management immediately. A Credit amount would be any dollar amount in parenthesis. A New Balance amount that is a Credit amount needs to be researched immediately, especially if you know your account had charges posted during the billing cycle.

An account that has a Credit amount as a balance will not be sent an EDI file. If the 5th calendar day of the month goes by and your agency has not received an e-mail notification from OBM with an amount due to Voyager and you know charges were incurred, one of the first things you can do is run an Account Summary Report to see if a Credit amount is showing.

It is important that these Step by Step Instructions be made available to all persons responsible for reconciling a Voyager invoice. This includes backup people.

Please feel free to share any tips/short cuts that you may have developed. They could be incorporated into this document to help everyone!