

Mike Albert Fleet Solutions Web Enhancements

Over the past few months, we have replaced our maintenance packets with maintenance schedules; we have made some enhancements to the maintenance-related features of our Customer Access website. These enhancements are noted below and will result in the website being more closely aligned with your maintenance program.

Preventive Maintenance Notification Settings/Formerly named Maintenance Schedule

Notifications generated for Days Preventive Maintenance Overdue were previously based on a default Maintenance Schedule of 6 months/6,500 miles-regardless of the vehicle model. Our clients would have to customize the schedule parameter months and/or miles to suit their needs. In order to account for occasional delays in vendors billing for service, clients also had the ability to add a grace period which would delay the months past due notification by a number of days.

The former Maintenance Schedule has now been updated and renamed Preventive Maintenance Notification Settings. Preventive maintenance notifications will now be sent to drivers based on the required oil change interval mileage on each vehicle's assigned maintenance schedule or 12 months. A notice will be sent when one of these is exceeded. As before, customization of these parameters can be accomplished by Fleet Administrators simply adjusting the number of months or miles when preventive maintenance notifications will be sent to their drivers.

Please note the graphics below that illustrate this process.

Accessing the Preventive Maintenance Notification Settings

From the account home page, click the Preventive Maintenance Notification Settings from the "Quick Links" section.

The screenshot displays the Account Portal interface. At the top, there is a navigation bar with links for Account, Vehicles, Drivers, Reports, Home, and Help. Below this, the main content area is divided into several sections. On the left, there are sections for Announcements, Notifications, Billing, Maintenance, Telematics, and Fleet Management Services. On the right, there is a 'Quick Links' section with a list of links. The link 'Prev. Maint Notification Settings' is highlighted with a yellow background. Below the Quick Links section, there are sections for Reports and Contact Us.

Account Portal

Account Vehicles Drivers Reports Home Help

Announcements
Browser Compatibility Notice
Updated Claims Process - Please Review
Property Tax Guide

Notifications [Archives] [Settings]
You have no notification messages at the present time.

Billing
View Monthly Custom Invoice
View current Printed Billing Format settings

Maintenance
View maintenance history by:
 Driver Last Name
 Fleet Reference #
 Unit Number
[Search]

Telematics
Track Your Fleet

Fleet Management Services
You are currently enrolled in the following:
24-Hour Emergency Road Services (\$25 per occurrence)
Autotag
Full Maintenance
Monthly Toll Transponder Rental
Risk Management - Accident Reporting
Show More...
[Learn more about our other services](#)

Quick Links
Cost Center
Notifications
View Standard Orders
Order Status
Order Approval Settings
Place Order
Prev. Maint Notification Settings
License and Title Status
Registration Renewal
Notes Management
Risk Management
Invoice
Wright Express

Reports
Maintenance Detail Report
Vehicle Mileage

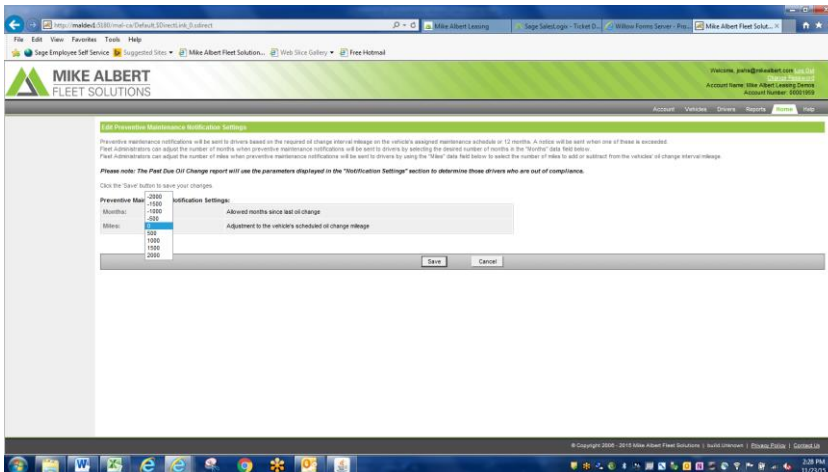
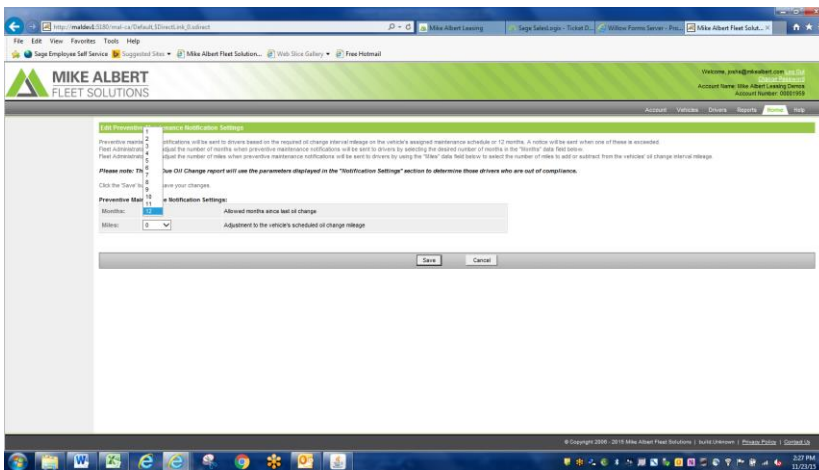
Contact Us
Phone #: (800) 898-5828
Email: CustomerRelations@MikeAlbert.com

This will take you to the Preventive Maintenance Notification Settings edit screen. You will see 12 as the default allowed months since last oil change and 0 as the default adjustment to a vehicle's scheduled oil change mileage.

Preventive Maintenance Notification Settings:

Months:	12	Allowed months since last oil change
Miles:	0	Adjustment to the vehicle's scheduled oil change mileage

The allowed months can be adjusted from 1 to 12 and there can be an adjustment of + or – 2,000 miles to the Preventive Maintenance Notification Settings. These adjustment can be made by selecting the desired number from the drop-down menus for each parameter and then clicking the “Save” button.



Please note: Clients who have customized their current Maintenance Schedule will see that customization carried through to the new Preventive Maintenance Notification Settings. For example, if the current Maintenance Schedule is for 6 months/6,500 miles with a 30-day grace period then the new Preventive Maintenance Notification Settings will show 7 as the allowed months (6 months plus the 30-day grace period) and 1,500 as the adjustment to the vehicle's scheduled oil

change mileage (1,500 miles added to the vehicle's scheduled oil change mileage). These can be changed if necessary by following the steps outlined above.

Accessing/Reprinting an Individual Maintenance Schedule

An additional feature of the Maintenance web enhancements is the ability to access and, if necessary, reprint the maintenance schedule for a specific vehicle. This can be done by following the steps below.

Click on the specific vehicle from the Vehicles List.

Vehicle List

The vehicle list displays all vehicles currently in your fleet.
- Unit numbers are generated by Mike Albert.
- Fleet Reference Numbers are specified by customers.

Search by for

Current Unit #	Replacement Unit #	Driver Name	Fleet Reference #	Vehicle Description	Lease Type	Last Request
00980032	00980418	Demo, Misc		2015 Chevrolet Impala LT w/2LT 4dr Sedan (1GY89)	Owned	
00980010		Betagole, Marty		2014 Hyundai Azera Limited 4dr Sedan (73442F65)	Owned	
00980418		Meierdiercks, Alex		2015 Nissan Altima 2.5 S 4dr Sedan (13115)	Closed End	
00980782		Henning, Jason		2015 Toyota Camry SE 4dr Sedan (2546)	Closed End	
00980783		DeCol, Kathy		2015 Toyota Camry SE 4dr Sedan (2546)	Closed End	
00980828		Pietroski, Brent		2015 Toyota Camry SE 4dr Sedan (2546)	Closed End	
00980846		Powell, Barb		2015 Hyundai Tucson GLS (A6) 4dr All-wheel Drive (83412A45)	Closed End	
00981032		Demo, Misc		2015 Toyota Camry Hybrid SE 4dr Sedan (2561)	Owned	
00981067		Doucette, Dan		2015 Toyota Avalon XLE 4dr Sedan (3544)	Closed End	
00981193		Stul, W Patrick		2015 Toyota Avalon Hybrid Limited 4dr Sedan (3514)	Owned	

« < 1 2 3 4 5 6 > »

On the Vehicle Details page click the “View Maintenance Schedule PDF” link.

Vehicle Details [Select Another Vehicle](#)

Vehicle: 2015 Toyota Camry SE 4dr Sedan (2546)
Driver: [Henning, Jason](#)

Account info:

VIN:	4T1BF1FK1FU08093	Lease Type:	Closed End
Unit #:	00980782	Contract Start:	01/27/2015
Last Reported Miles:	10875	Contract End:	01/26/2018
Last Reported Date:	12/01/2015	Monthly Base Lease Rate Amount:	\$0.00
In Service Miles:	8	Monthly Service Elements Amount:	\$0.00
In Service Date:	01/27/2015	Total Monthly Lease Amount:	\$0.00
Fleet Reference #:	Add/Edit		
Fair Market Value:	\$24,095.76		View Maintenance Schedule PDF
Previous Unit:	00982606 - 2012 Hyundai Sonata Hybrid Base 4dr Sedan (G0402F45)		

Specifications:

Exterior: (0 P) Cosmic Gray Mica (1H2-02)
Interior: (0 I) Black (20-01)

Standard Equipment:
Engine: 2.5L I-4 DOHC SMPI (STDEN-01)
Monotone Paint Application (PAINT-01)
Sport Fabric: Softex-Trimmed Front Seat Trim (FF-01)
Transmission: 6-Speed Automatic (STD0N-02)
Front Bucket Seats (STDST-01)
Tires: P215/55R17 AS (STDTR-02)
Radio: Entune Audio (STD0RD-02)
Wheels: 7.0J x 17" Alloy (STDWL-07)

After Market Equipment:
Carpeted Floor Mats & Trunk Mat (CF-01)

Optional Factory Equipment:

This will bring up the maintenance schedule in PDF form and can be reprinted if necessary of simply viewed in order to verify the specific schedule for a vehicle.

Network Providers

Coupon Services & Repair
 Bridgestone/Firestone Complete Auto Care™
 Goodyear Tire & Service
 Pep Boys
 Bob Sumner
 AAMCO® Transmission & Total Car Care
 All Tune & Lube®
 Car-X®
 Michelin® Tire Services
 Precision Tune Auto Care
 Midas®
 NTB
 Monro Muffler
 Sears Auto Center
 Meineke® Car Care Center

Tires

Bridgestone/Firestone Complete Auto Care™
 Goodyear Tire & Service
 Pep Boys
 Sears Auto Center
 Bob Sumner
 Tire Kingdom
 Les Schwab Tire Centers
 Michelin® Tire Services
 NTB
 Meineke® Car Care Center

Quick Lube

Grease Monkey®
 Jiffy Lube®
 Oil Changers
 Valvoline Instant Oil Change

Driver Instructions

For preventative maintenance, go to any of the Network Providers listed on this guide. Present the Preventative Maintenance Schedule (located on opposite side) and request the services in accordance with the odometer reading on your vehicle.

DO NOT PAY FOR SERVICES

Your signature releases the vehicle and verifies that all services have been performed to your satisfaction. The maintenance schedule acts as the purchase order for services identified at each odometer interval. Any services recommended by the service vendor that are not indicated on the maintenance schedule will require an approval obtained from a Mike Albert maintenance team specialist. The service vendor can obtain this approval by calling 800.886.2086.

For ordinary, unscheduled repairs, many of the same Network Providers can be used. Please call the Mike Albert Maintenance Management team at 800.886.2086 if you have any questions regarding where to take your vehicle.

24-Hour Emergency Road Service

If your company has enrolled in our 24-Hour Emergency Road Service, call 800.886.2086 for assistance in the event of a breakdown.

Driver & Vendor Maintenance Assistance

Phone: 800.886.2086
 Local: 513.554.2886
 Fax: 513.554.2996
 Email: maintm@mikealbert.com

Vendor Instructions

Scheduled Maintenance: This document serves as authorization for all scheduled maintenance as indicated for this specific vehicle only. Any repairs or services not listed on the "Scheduled Maintenance Grid" for current odometer reading (range) will require additional authorization. Please contact Mike Albert Fleet Solutions at 800.886.2086 for approval and purchase order number.

Scheduled Maintenance Grid: Please perform services marked with an "X" at the designated odometer reading. Use the authorization number listed as your purchase order number.

Invoice Requirements (must include)

1. Service Provider (Store) name, address, & phone#
2. Odometer reading (at date of service)
3. Authorization/Purchase Order#
4. Driver's full name & client#
5. Date of Service
6. Vehicle number
7. VIN



Maintenance Management Program

Driver & Vendor Instructions

Thank you for choosing the Mike Albert Fleet Solutions Maintenance Management Program. Your company has elected to participate in the Mike Albert Maintenance Management Program. This program will help you maintain your company vehicle in the most cost-effective and least time consuming manner possible.

With the Mike Albert Maintenance Management Program, your company will receive national fleet pricing and prompt repair service through the use of a nationwide network of repair and service facilities. You will also have access to the Mike Albert team of ASE certified maintenance specialists who will provide assistance and consultation to your fleet administrators and maintenance vendors to minimize expenses by reviewing necessary repairs and warranty coverage items.

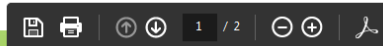
Corporate Headquarters
 10340 Evendale Drive
 Cincinnati, OH 45241
 800.886.2086
 www.mikealbert.com

For a complete listing of vendors, services provided, and the location nearest you contact us at:

Call 800.886.2086
 Visit our website at
www.mikealbert.com

Attn: Jason Henning

Vicki Tieman
 10340 Evendale Drive
 Evendale, OH 45241



Driver Authorization Limit

- Driver can approve additional repairs up to specified amount.
- Driver's signature required to process for payment.

Client #: 00001959

Mike Albert Leasing Demos

Limit: 50 Authorization: MAFS00980782

Have a question about the maintenance on your fleet vehicle? Ask one of our ASE certified maintenance coordinators.

Welcome to the Mike Albert Fleet Solutions Maintenance Program. The Scheduled Maintenance Grid below is specific to your vehicle's needs. To maintain the manufacturer's warranty for your fleet vehicle, it is necessary to complete all indicated services at the designated intervals on this schedule. Failure to comply can result in the cancellation of your vehicle's warranty by the manufacturer and prevent us from being successful when requesting Goodwill consideration on repairs outside of the standard warranty limits on your company's behalf.

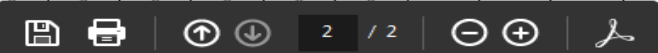
Scheduled Maintenance Grid

VIN: 4T1BF1FK1FU008093

Unit #: 00980782 Fleet Ref #:

2015 Toyota Camry

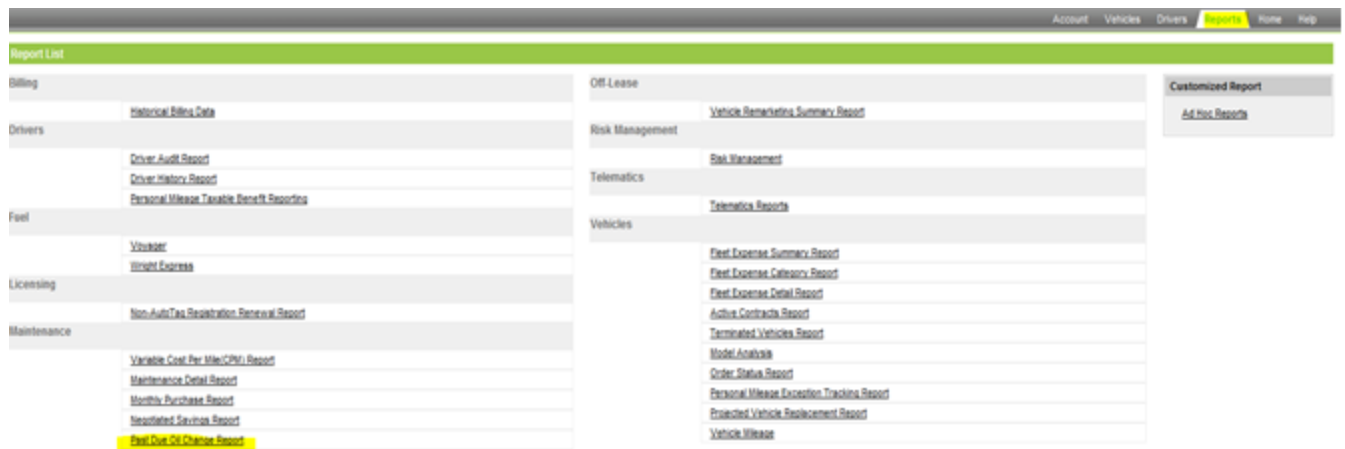
Authorization Number - Use number alongside service interval for invoicing	Perform services at interval indicated. *	Lube, Oil and Filter Change	Rotate and Inspect Tires	Reset Oil Life Monitor	Courtesy Inspection	Inspect Brakes	30K interval call for required services								
MAFSA15518	15000	X	X	X	X										
MAFSC15518	22500	X	X	X	X	X									
MAFSE15518	30000	X	X	X	X		X								
MAFSF15518	37500	X	X	X	X										
MAFSG15518	45000	X	X	X	X	X									
MAFSH15518	52500	X	X	X	X										
MAFSJ15518	60000	X	X	X	X		X								
MAFSK15518	67500	X	X	X	X	X									
MAFSL15518	75000	X	X	X	X										
MAFSM15518	82500	X	X	X	X										
MAFSN15518	90000	X	X	X	X										
MAFSP15518	97500	X	X	X	X										
MAFSR15518	105000	X	X	X	X										
MAFST15518	112500	X	X	X	X										
MAFSU15518	120000	X	X	X	X		X								



Past Due Oil Change Report

The Past Due Oil Change report has been updated so that if a client has multiple maintenance schedules in place the report will separate each schedule's vehicles on the single report. The user will not have to run individual reports for each schedule. The set up screen will allow for the parameters to be overridden should there be a need to do so.

The report can be accessed by clicking on the "Reports" tab from any page of the website.



The set up page will open where the user can select a particular cost center, parameter override or output type. The report will default with all cost centers (if applicable) and the current maintenance schedule(s).

MIKE ALBERT FLEET SOLUTIONS

Past Due Oil Change Report - Lists drivers who have not completed oil changes on time.

Report parameters are based on your Maintenance Schedule(s). To override these parameters, please check the box below and enter the desired months and miles parameters for the report.

Past Due Oil Change Detail Report

Report Options

View details by: All Cost Centers

Parameter Override:

Change every: Months / Miles

Output Type: HTML

If no changes are made to the default options, the report will display the past due vehicles separated by their maintenance schedules.

Past Due Oil Change Report

Cost Center: All

Model	Oil Change Mileage	Oil Change Date	Avg Oil Change Mileage	Projected Mileage	Projected Date	Estimated Miles Past Due	Estimated Months Past Due	Mileage Parameter	Months Parameter
Outback 2.5i Premium (Cit) 4dr All-Wheel Drive Wagon (Bdd)	85,091	03/28/14	6,077	92,436	07/18/14	845		6,500	6
Outback 2.5i Premium (Cit) 4dr All-Wheel Drive Wagon (Bdd)	66,135	02/22/14	8,265	73,771	07/18/14	1,136		6,500	6
Outback 2.5i Premium (Cit) 4dr All-Wheel Drive Wagon (Bdd)	79,914	04/05/14	3,995	86,354	07/18/14			6,500	6
Prius V Three 5dr Wagon (1245)				16,812	07/18/14	9,302	9	7,500	6
Outback 2.5i Premium (Cit) 4dr All-Wheel Drive Wagon (Cdd)	15,899	08/28/13	5,296	26,931	07/18/14	3,532	5	7,500	6
Prius Iv 5dr Hatchback (1227)	50,415	11/23/13	8,401	60,927	07/18/14	512	2	10,000	6
Prius Iv 5dr Hatchback (1227)	20,278	10/01/13	6,757	25,729	07/18/14		4	10,000	6
Prius V Two 5dr Wagon (1243)				27,046	07/18/14	17,036	17	10,000	6

Changing the parameters to 1 month and 1 mile will allow the report to return the oil change history for every vehicle in the fleet.

Should you have any questions please contact Customer Relations @ 1-800-886-5828 / customerrelations@mikealbert.com

Thank you