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Welcome to the updated Cox Fleet Customer Portal, your one source of truth, allowing you real-time visibility to make smarter and faster decisions to drive your fleet's maximum uptime. Whether you are a new customer joining Cox Fleet or have trusted us for your fleet's needs in the past, we offer you a quick guide on how to interact with the Customer Portal effectively.

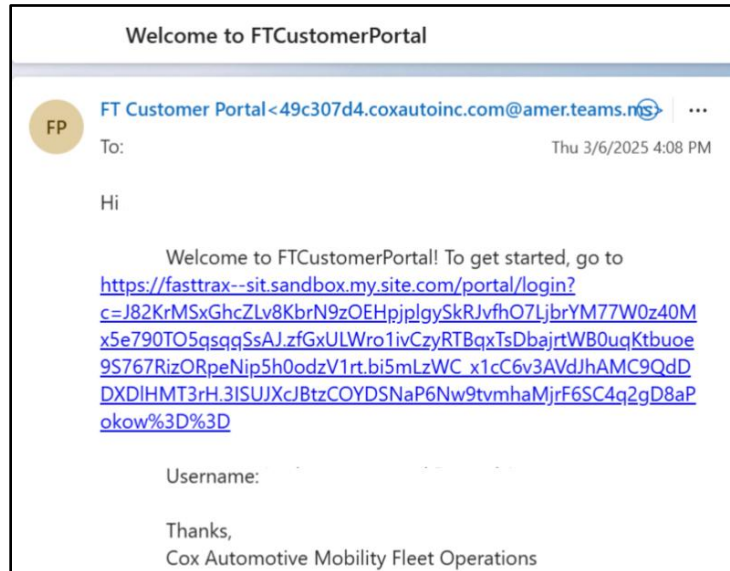
Important Links:

[FastTrax - FleetNet](#) – Cox Fleet Portal Training & Resource Center
[connect.fleetnetamerica.com](#) – New Customer Portal Link. Save this link to your favorites.
[ft.fixmytruck.com](#) – New LET (Live Event Tracker) Link
[fltautonetify@fleetnetamerica.com](#) – You will receive an email from this address to set up your Portal Access.

Your First Login:

You will receive a Welcome Email containing your username.

- Click the link to set up your password and preferences.

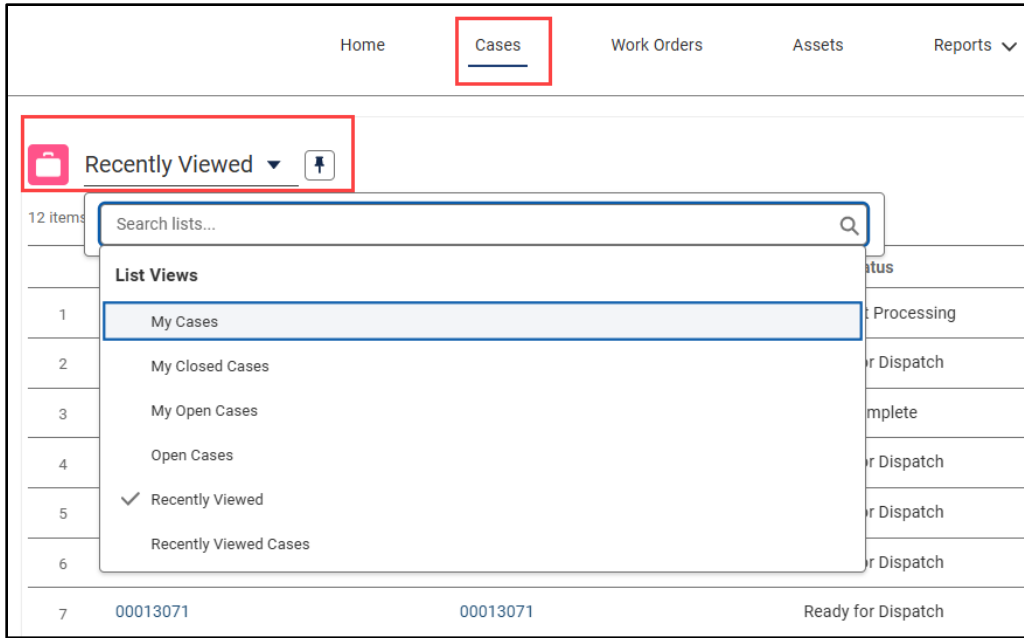


Terminology

Understanding these key terms helps you communicate most effectively with the Cox Fleet team.

Case – Each time you provide us with the information to complete a service on your asset a case is created and assigned a specific number. The case is made up of one or more work orders depending on complexity.

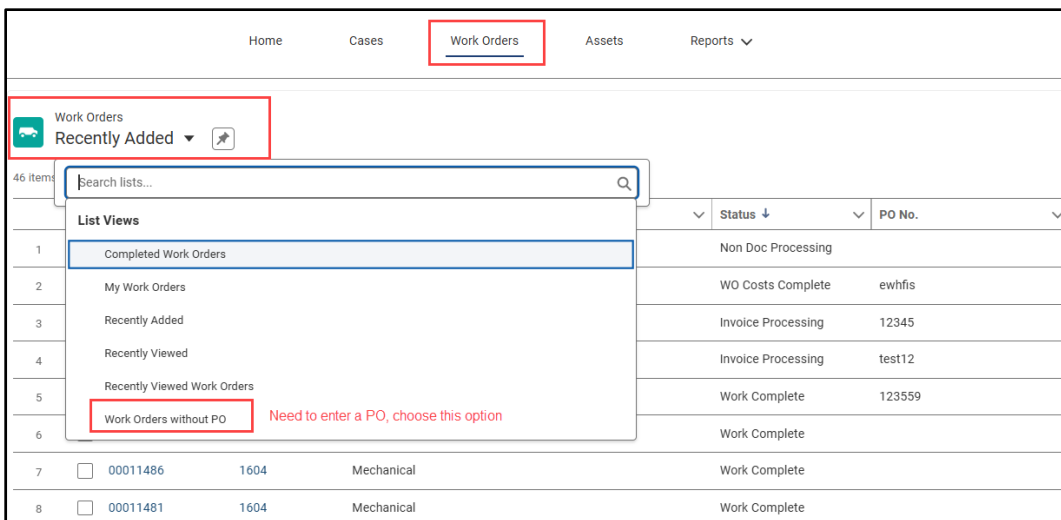
Your case view displays on the home screen and you can access anytime by choosing Cases and changing your list view as appropriate.



Please note we have detailed instructions on how to create a case below.

Work Order – A work order is created once your initial case request has been dispatched to one of our first party technicians or our network of over 65,000 service providers. A work order is a different number than the case number. You may have more than one work order per case.

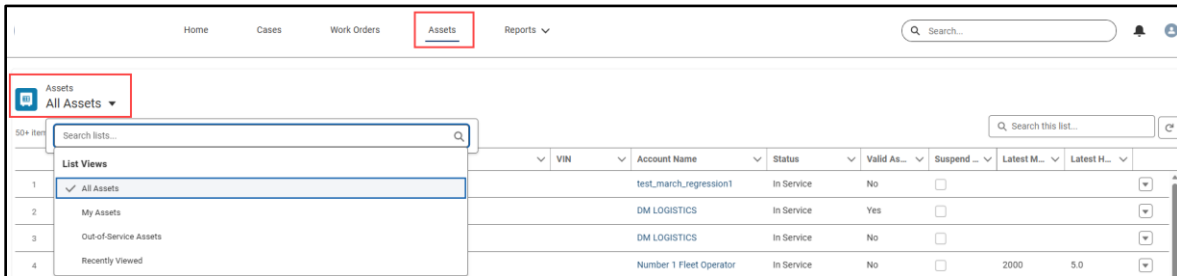
Your work order view displays based on whether you see all information for your organization or just specific locations, and you can access anytime by choosing Work Orders and changing your list view as appropriate.



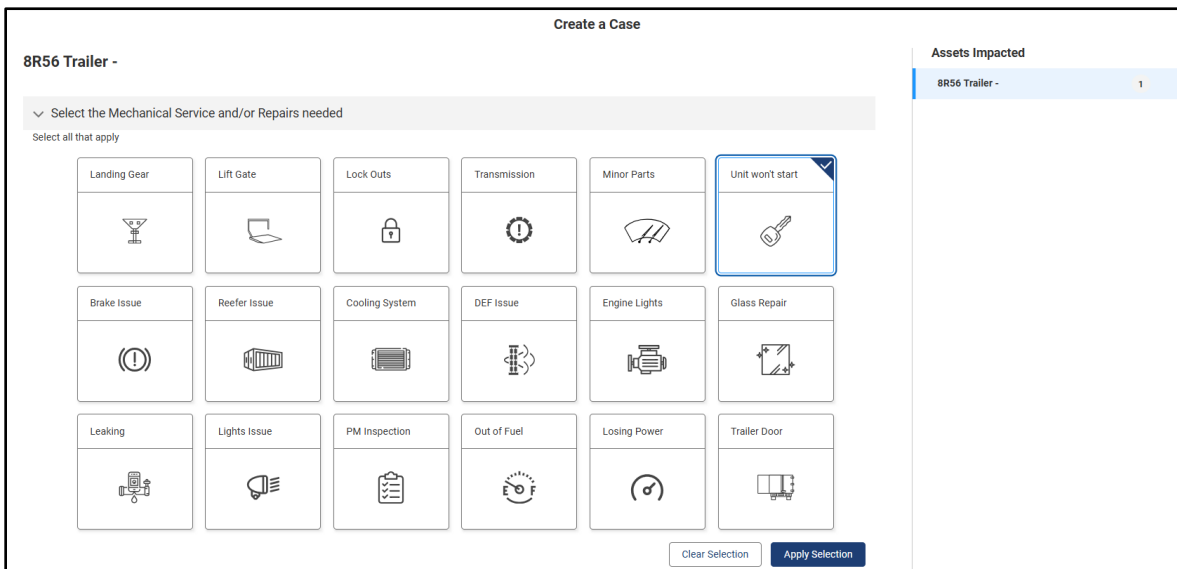
Assets – also referred to as units or equipment. Examples include tractors, trailers, dollies, reefers, and forklifts to name a few.

You can update your latest mileage or hours (if applicable) by clicking into the appropriate field. Our latest mileage or hours records will update on the Portal as well.

In Service and Out of Service – Our teams can update your asset profiles to indicate the Asset Status. Note: We can create cases and work orders on In Service assets.

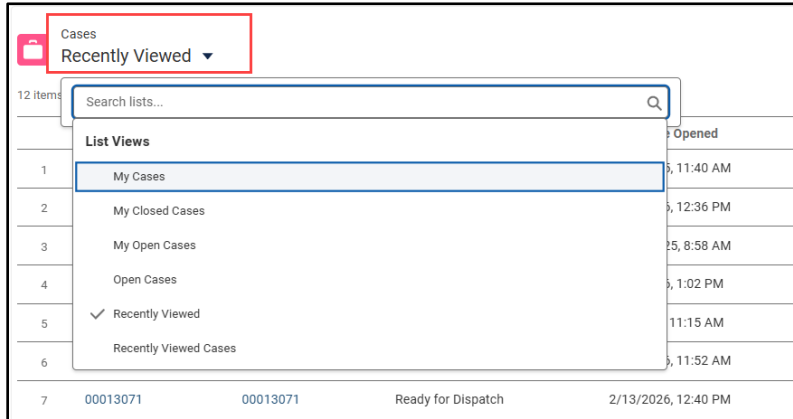


Reported Issue – What's wrong with the asset. You will choose the most appropriate tile when creating a case in the Customer Portal.

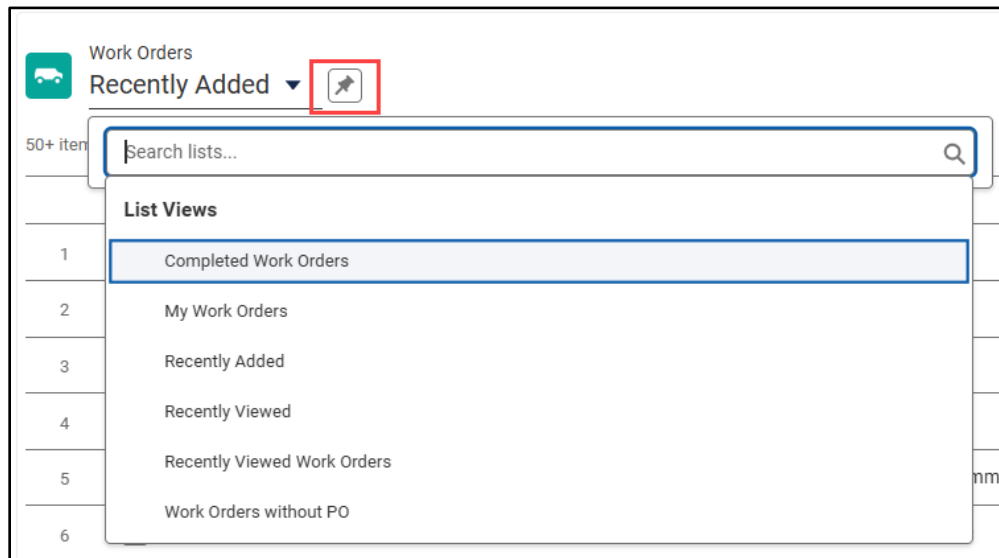


How to Change List Views

1. Login to the Customer Portal
2. Choose your view (Cases, Work Orders, Assets) or view Cases directly from Home.
3. Click on the Drop-Down Menu and choose your preferred view.

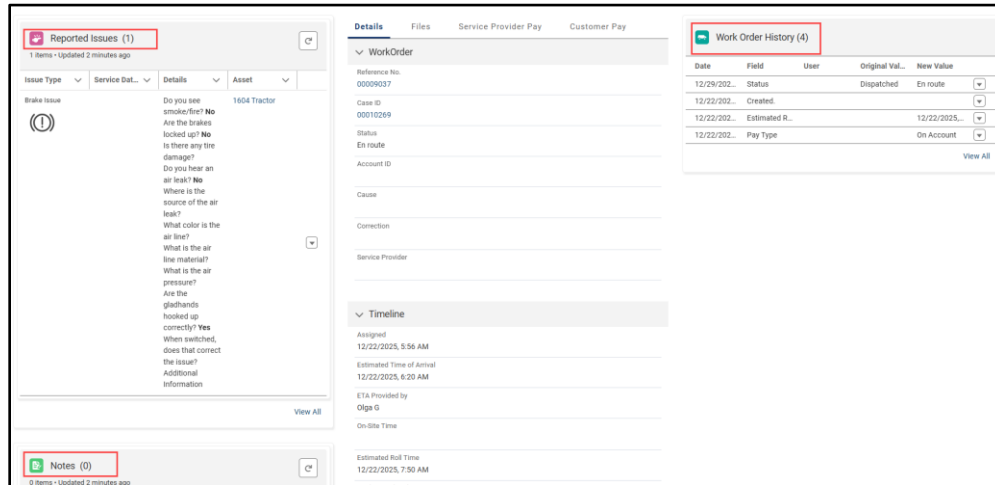


4. Some views offer a pin as an option. Choose the pin to keep the view you want to see.



Case and Work Order Layout

Cases and Work Orders provided have a similar look and feel. You can see a history and notes. Work Orders also provide the timeline of the work performed.



Status Meanings

You will see a variety of status types listed in the Portal. Below is a summary of many of status options you may see.

Pending – A Case has been created and awaiting dispatch which will generate the Work Order number for the first time.

Dispatched – A service provider has been dispatched and accepted the work order.

En Route – The service provider has notified our team that they are traveling to the asset.

Onsite – The service provider has notified our team that they are onsite and present with the asset.

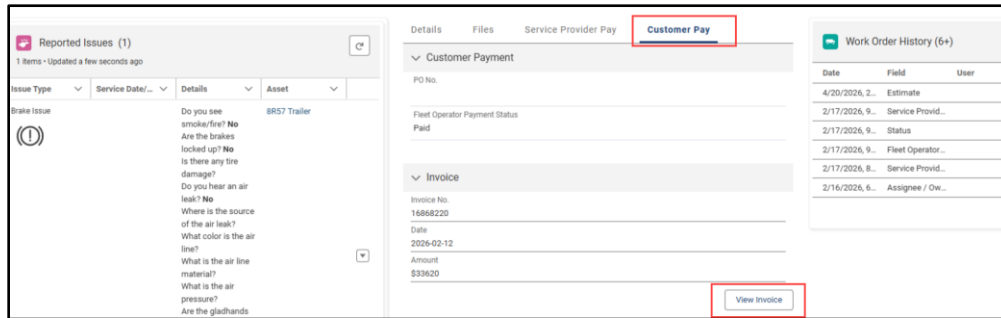
Waiting on Parts – The service provider has indicated they are waiting on a part or parts to complete the work in question.

Work Complete – The Work Order has a completed time and correction notes. The asset may be ready to roll if there is only one Work Order associated with the Case.

Work Complete Verbal – Our teams have received verbal verification that the work is complete and awaiting final details to move into a Work Complete status.

WO Costs Complete – The VMRS coding process is complete and ready to move into invoicing.

Invoice Processing – The AR invoice is presented for the first time the Portal as seen below.



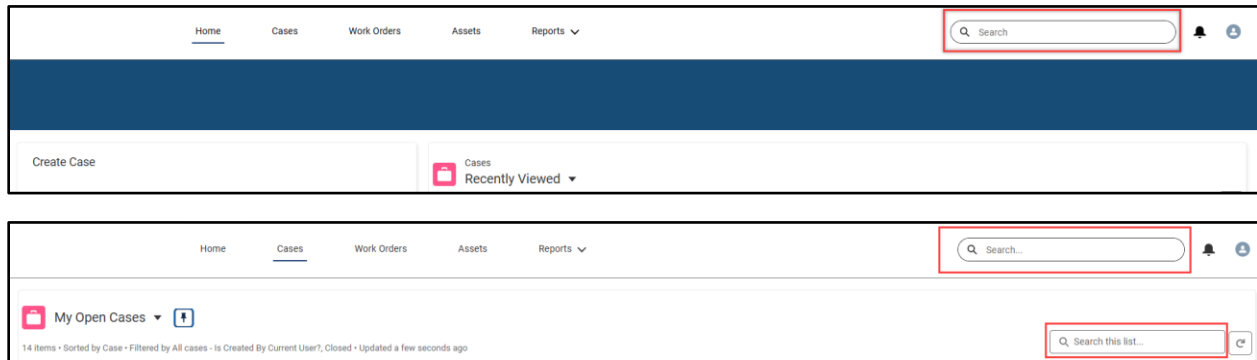
Cancelled – Awaiting Invoice – You have cancelled the Work Order after the assigned Service Provider was en route or onsite with the asset and we expect charges from the Service Provider.

Cancelled – We have cancelled the Work Order and a determination on further charges will be made.

Payment Processing – We have received payment and applying the payment to the applicable Work Order.

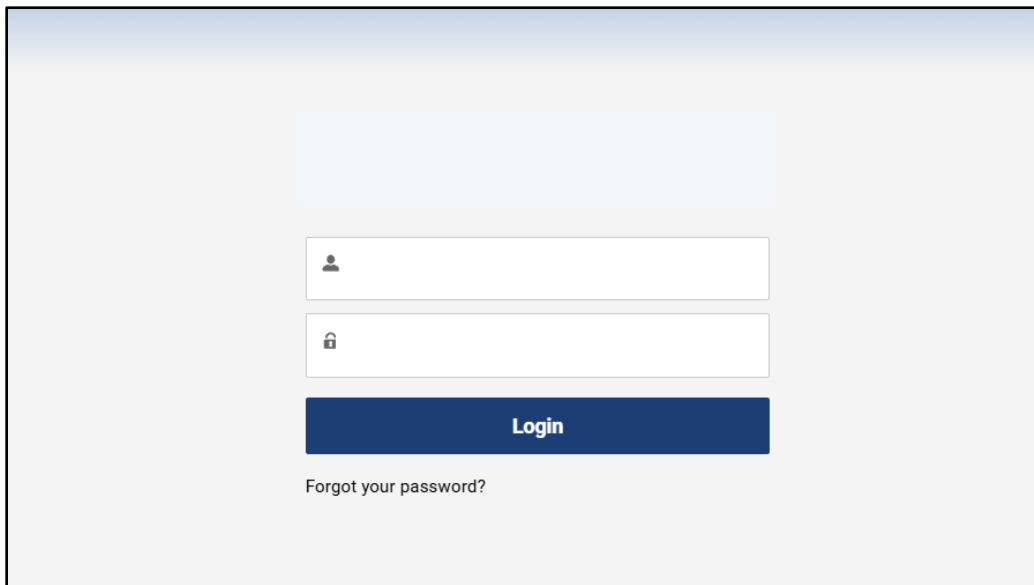
How to Search

The Search feature is enabled from the Home screen and each list view. You can enter full Case or Work Order numbers, Asset numbers, VINs, or a generic search like ‘trailer’ to return what you need to access quickly.



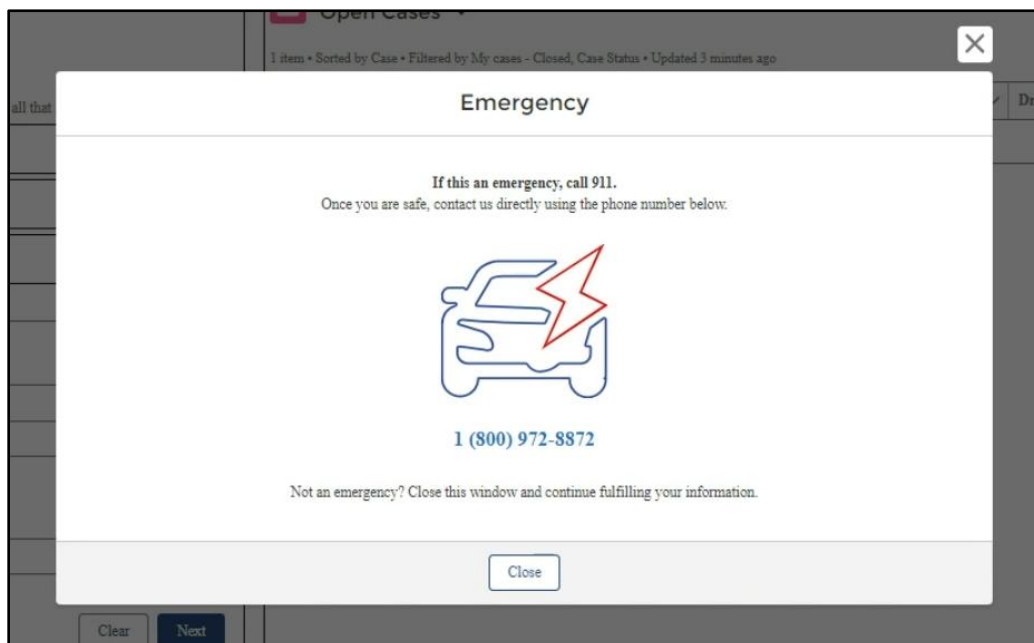
How To Create a Case

1. Login to the Customer Portal



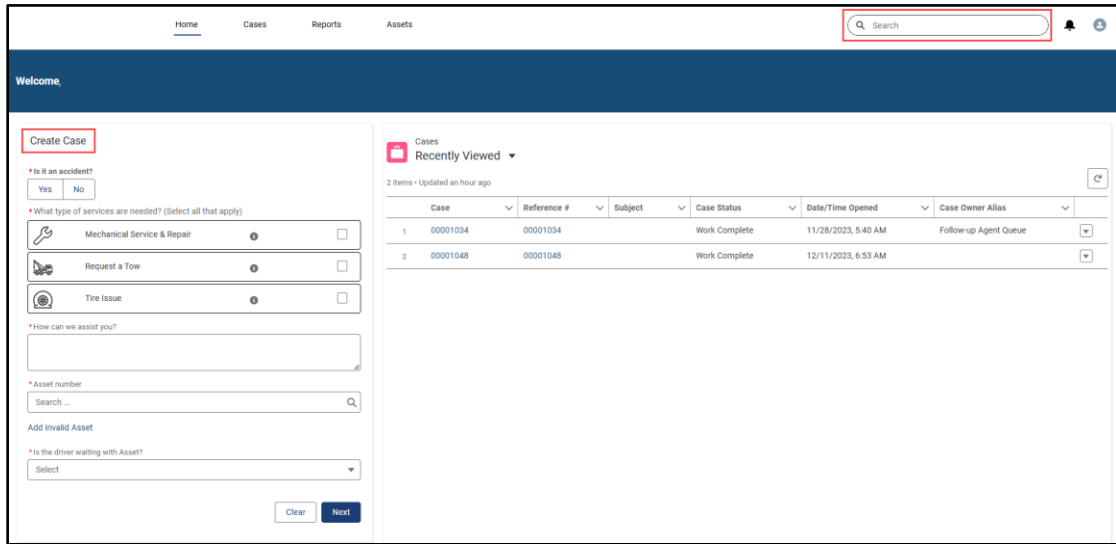
A screenshot of the Cox Fleet Customer Portal login page. It features a light blue header, a white login box with a user icon, a password field with a lock icon, a blue 'Login' button, and a 'Forgot your password?' link.

2. You will receive an emergency popup each time you log into the portal to as we want to ensure the drivers and customers that we support are safe.



A screenshot of an emergency popup window. The window has a title bar with a close button. The main content area contains the text: 'If this an emergency, call 911. Once you are safe, contact us directly using the phone number below.' Below this is a blue car icon with a red lightning bolt. The phone number '1 (800) 972-8872' is displayed in blue. At the bottom, there is a 'Close' button. The background shows a blurred view of the portal interface with 'Open Cases' and '1 item' visible.

- The Home Screen allows you to Create a Case, view Cases and search by key items such as the unit number, reference number or case number.



Home Cases Reports Assets

Search

Welcome.

Create Case

* Is it an accident?

* What type of services are needed? (Select all that apply)

☒ Mechanical Service & Repair

☒ Request a Tow

☒ Tire Issue

* How can we assist you?

* Asset number

Add Invalid Asset

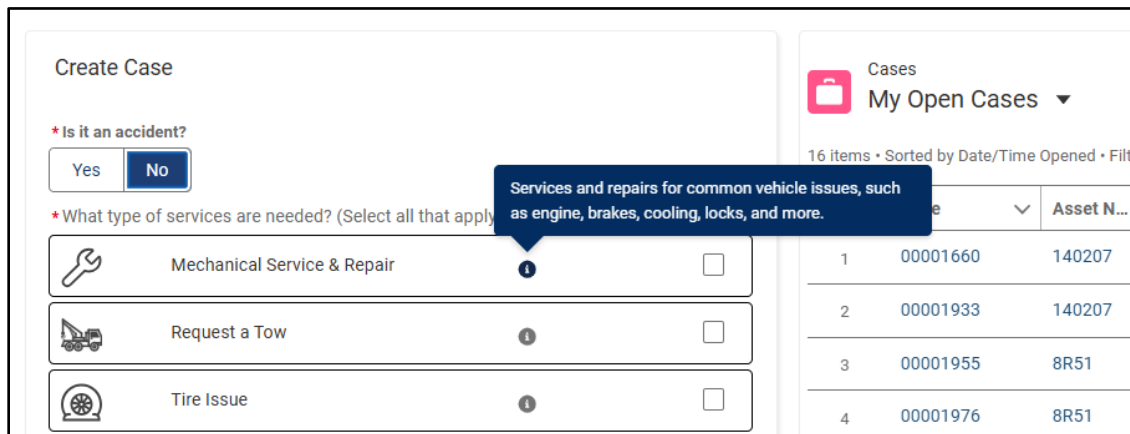
* Is the driver waiting with Asset?

Cases
 Recently Viewed

2 Items • Updated an hour ago

Case	Reference #	Subject	Case Status	Date/Time Opened	Case Owner Alias
1	00001034	00001034	Work Complete	11/28/2023, 5:40 AM	Follow-up Agent Queue
2	00001048	00001048	Work Complete	12/11/2023, 6:55 AM	

- Complete the initial intake information to begin a Case. We have included tips to help make the right choice for your needs.



Create Case

* Is it an accident?

* What type of services are needed? (Select all that apply)

☒ Mechanical Service & Repair

☒ Request a Tow

☒ Tire Issue

Services and repairs for common vehicle issues, such as engine, brakes, cooling, locks, and more.

Cases
 My Open Cases

16 Items • Sorted by Date/Time Opened • Filter

	Case	Reference #	Asset N...
1	00001660	140207	
2	00001933	140207	
3	00001955	8R51	
4	00001976	8R51	

*How can we assist you?

Provide a detailed description of the service you need.

* Asset number

Add Invalid Asset

* Is the driver waiting with Asset?

Clear

Next

If you choose to add an Invalid Asset you will be directed to the pop up below.

Note: An Invalid Asset is simply an asset or unit that is not validated within our systems. Your account setup will determine if you are able to set up an invalid asset in the portal.

yard

00002087 W0009 Pending 7/3/2024, 3:55 PM

×

Add Invalid Asset

* Asset Number

* Account

POLY TRUCKING

* Asset Type

Select an Option

VIN

Cancel

Create

Is the Driver waiting with the Asset? Yes/No. If you answer 'Yes' additional questions appear.

* Is the driver waiting with Asset?

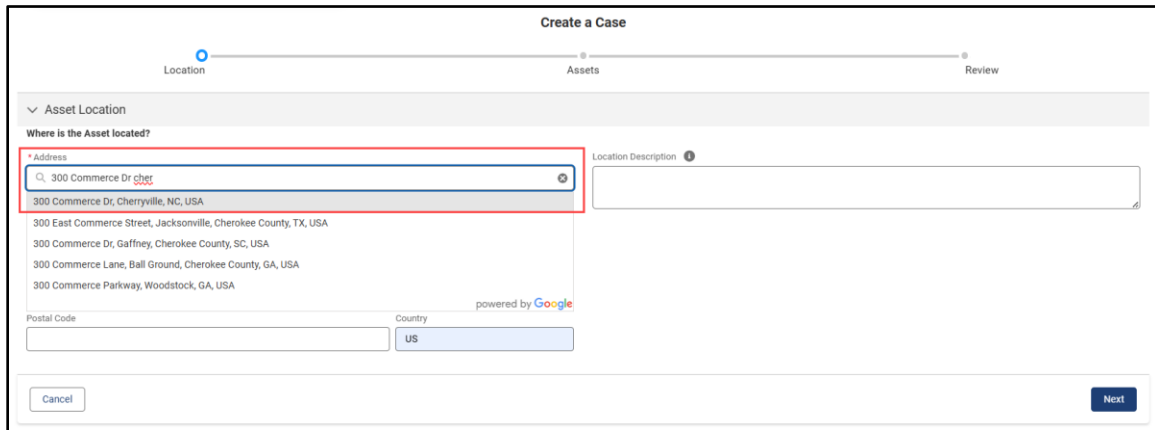
* Driver Name ⓘ

* Driver Phone

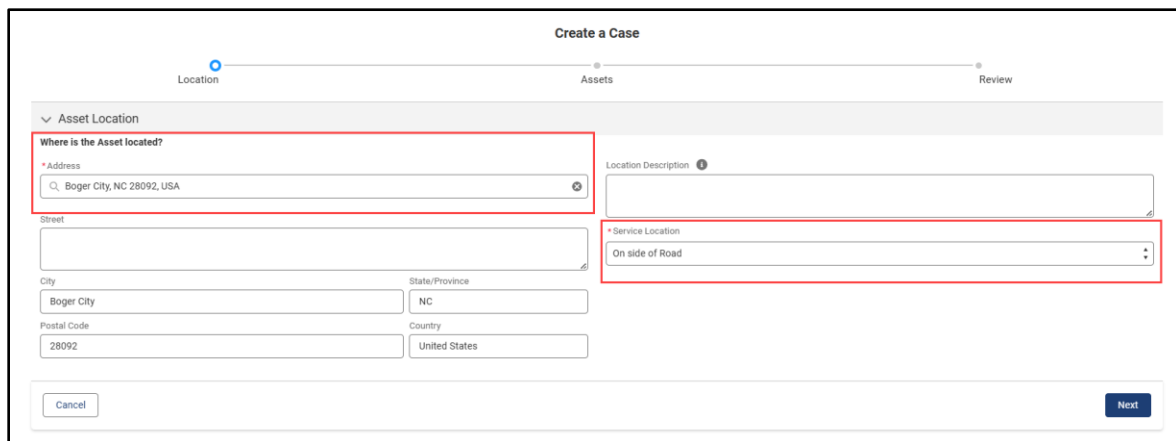
Clear

Next

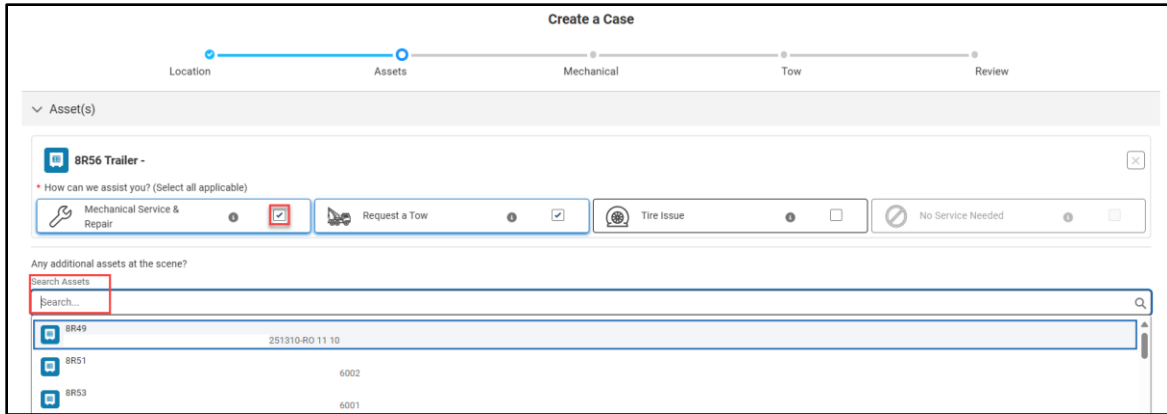
5. Populate Asset Location. Be sure to begin typing the address in the top field and select the complete address from the drop-down as seen below. This action populates the address fields and helps us locate the best service provider for you.



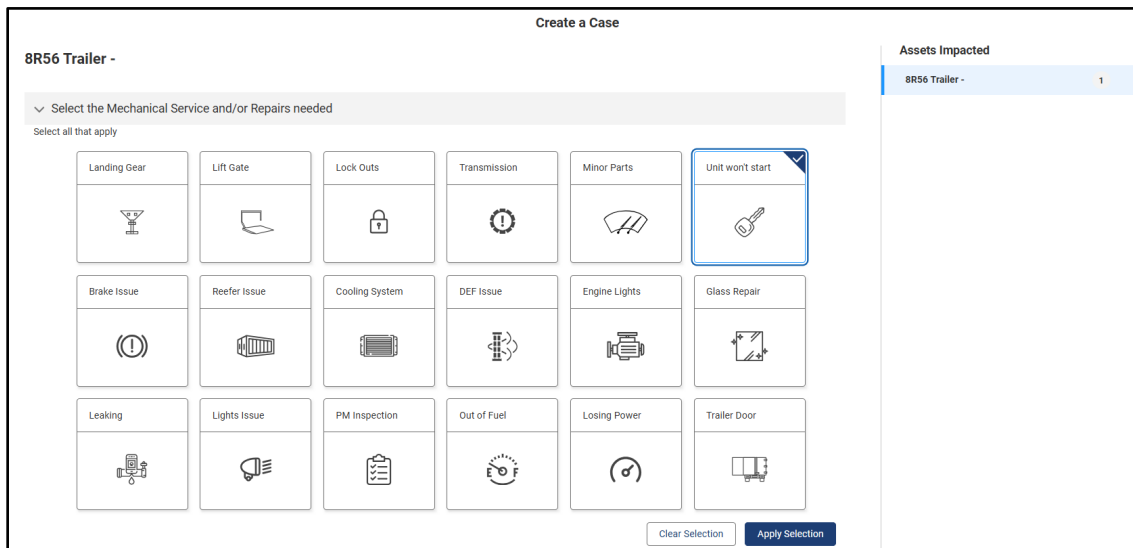
Pro Tip: Not sure where your driver is located? Provide a zip code and Service Location as seen below and our team can send a link to your driver's cellular device for pinpoint accuracy.



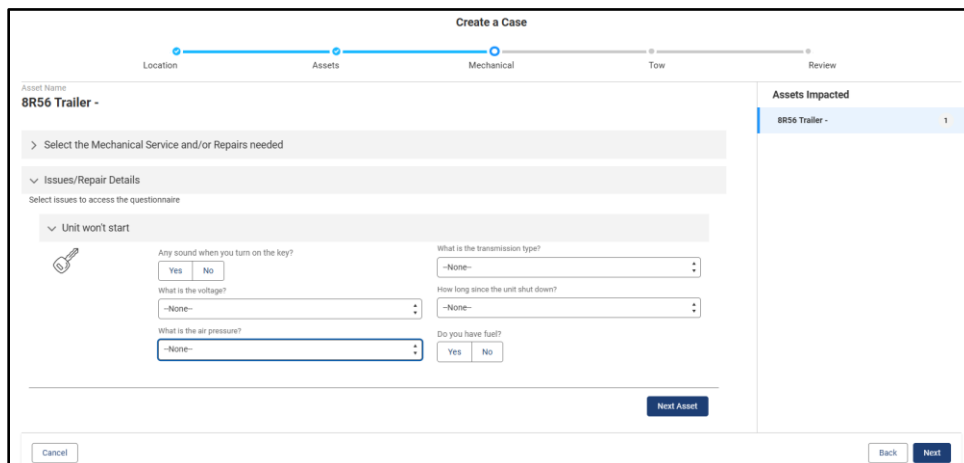
6. Assets Assistance Information. Select all that apply and enter any additional assets here. Please note that more detailed information will appear based on your selections. Examples below.



7. Reported Issue Selection. Choose the tile that best represents your asset's needs. More questions will appear based on your selections. You have the option of selecting these for all affected assets.



Example: Additional Questions based on your selections.



8. Review your case information before submitting.

Create a Case

Location
Assets
Mechanical
Review

Case

Driver Name
Bob

Driver Phone
8888888888

Is the driver waiting with Asset?
Yes

How can we assist you
test

Requester Name
Houser

Requester Phone
1234567890

Is it an accident?
No

Location

Address
300 Commerce Drive, Cherryville, NC, United States 28021

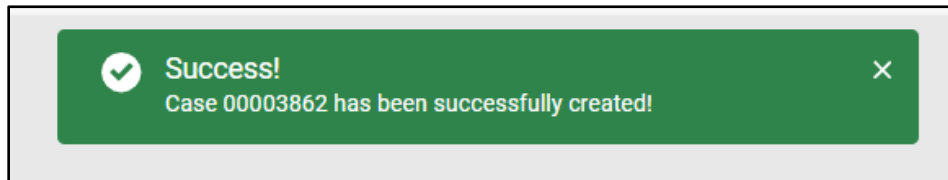
Location Description

Repairs & Services

8R52 Trailer -

Issue Type	Service Family	Details
Unit won't start	Mechanical	Any sound when you turn on the key? No What is the transmission type? Manual What is the voltage? < 12 Volts How long since the unit shut down? < 2 What is the air pressure? < 60 PSI Do you have fuel? Yes

9. Submit the case information. You will receive this notification when complete.



10. A Case Summary appears. Note you have a printable view for your convenience in the upper right corner.

Home Cases Reports Assets

Search...

🔔
⚙️

Case 00003860

Account Name: **TRUCKING** Asset: **BR56** Case Owner: **Coordinator Queue**

Printable View

Details

Work Orders

History

Case

Account Name: **TRUCKING** Accident? **No**

Service needed now? **Yes**

Requester | Driver

Contact Name: **Houser** Driver Name: _____

Caller Name: **Houser** Driver Phone: **(888) 888-8888**

Caller Phone: **(123) 456-7890** Driver waiting? **Yes**

Issue

Complaint Details: **truck will not start, tow trailer to yard**

Asset Location

Reported Issue (3)
🔄

3 items • Updated a few seconds ago

Issue Type	Service Family	Details	Asset
Minor Parts	Mechanical	Fire extinguisher false Mud flaps false Tire chains (delivery only) false Windshield wipers false Other	8R56 Trailer
Towing	Tow	Tow destination address: _____	8R56 Trailer
Towing	Tow	Details about drop off location: Where is the key located? Tow destination address: 1288 Sedgewood Lane, Lincoln, NC, USA Lincolnton, NC 28092-7624 NC 28092 US Details about drop off location: Where is the key located?	8R52 Trailer

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BUILT FOR EVERY MILE

Reporting

The Customer Portal offers you a variety of reports to manage your fleet and quickly assess your assets so you remain proactive. Your Reporting Dashboard can be accessed quickly by scrolling to the bottom of the home page and includes the categories listed below.

NOTE: You may also access the same information by choosing the Reports option at the top of the page.

- Overview of the total number of Cases created for a specific Asset.
- The number of Cases categorized by City and State. It reflects the locations where Assets experienced breakdowns, rather than their original locations.
- Cases by Driver, this metric indicates the total number of Cases created for each individual driver, providing valuable insights into driver-specific issues and trends.
- A comprehensive overview of cancelled Cases, detailing the Case number, driver's name, Asset number, and the reason for cancellation.

Dashboard
Asset Management Overview
Refresh
As of May 4, 2026, 9:44 AM - Viewing as First Last
Filter by Created Date
All

Number of Cases by Asset
Asset No.
Status
Record Count
1234
In Service
72
311
In Service
58
1245
In Service
24
5678
In Service
19
3011
In Service
19
1212
In Service
19
1604
In Service
15
View Report (Cases by Asset)
As of May 4, 2026, 9:44 AM

Cases by City/State
Address (State/Province)
Address (City)
Record Count
California
Los Angeles
395
San Francisco
50
Angeles
5
California
3
Truckee
2
Riverside
1
Lozenges
1
View Report (Cases by City/State)
As of May 4, 2026, 9:44 AM

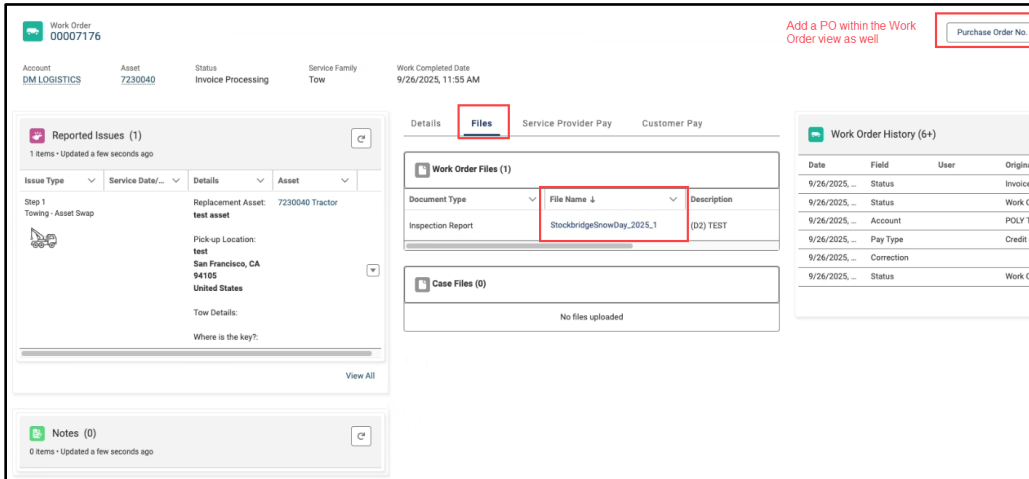
Cases by Driver
Driver Name
Record Count
-
295
Martin Luther
128
George Frederick
72
Martin
27
James Smith
27
Christopher Lee
27
George Cedric
21
View Report (Cases by Driver)
As of May 4, 2026, 9:44 AM

Cases Canceled
Case
Driver Name
Asset: Asset No.
Cancellation Reason
00007536
-
RFA36558
Other
00012646
Kevin
1245
Other
00015253
Test M
RFA36512
Unit is invalid
00019579
Joe Smith
1245
Customer repaired unit
View Report (Cancelled Cases)
As of May 4, 2026, 9:44 AM

Viewing Files

You may view files on the Customer Portal. Navigate to the Work Order and select Files. You will see any Work Order files as seen below.

Note: You can enter a PO from this view as seen below.



Work Order: 00007176

Account: DM LOGISTICS | Asset: 7230040 | Status: Invoice Processing | Service Family: Tow | Work Completed Date: 9/26/2025, 11:55 AM

Reported Issues (1): 1 items - Updated a few seconds ago

Issue Type: Towing - Asset Swap | Service Date: ... | Details: Replacement Asset: 7230040 Tractor, test asset | Asset: ... | Pick-up Location: test, San Francisco, CA, 94105, United States | Tow Details: Where is the key?: ...

Notes (0): 0 items - Updated a few seconds ago

Details | **Files** | Service Provider Pay | Customer Pay

Work Order Files (1)

Document Type	File Name	Description
Inspection Report	StockbridgeSnowDay_2025,1	(02) TEST

Case Files (0): No files uploaded

Work Order History (6+)

Date	Field	User	Original
9/26/2025, ...	Status		Invoice A
9/26/2025, ...	Status		Work Cor
9/26/2025, ...	Account		POLY TR
9/26/2025, ...	Pay Type		Credit Ca
9/26/2025, ...	Correction		
9/26/2025, ...	Status		Work Cor

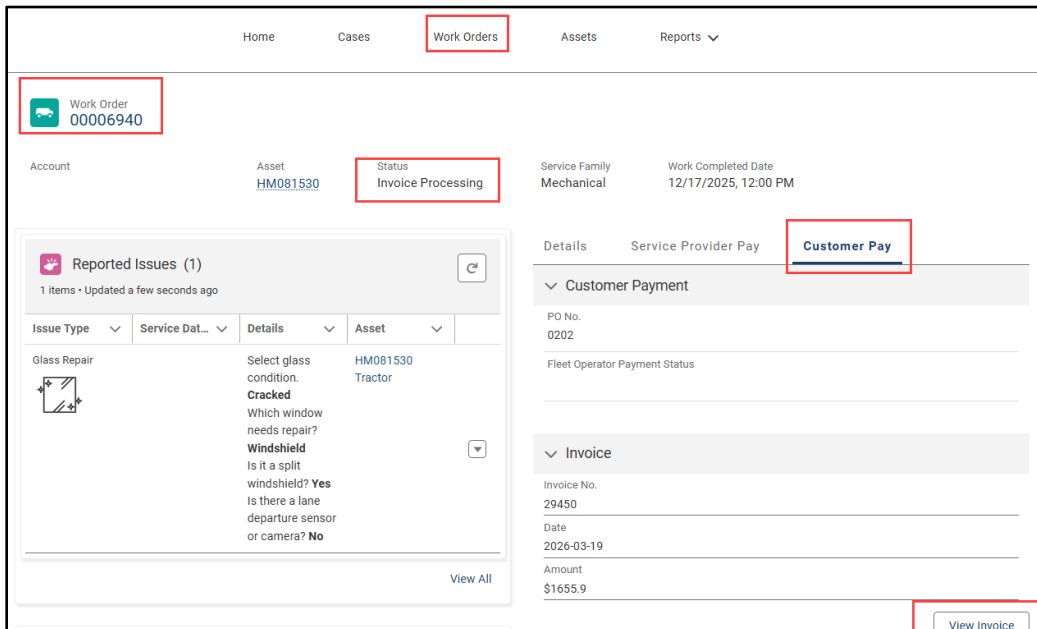
Add a PO within the Work Order view as well | **Purchase Order No.**

AR Invoice

You can view their AR invoices once a Work Order enters the Invoice Processing status or beyond.

Note: Invoices are not present at the Work Complete Status.

Navigate to the Work Order and select Customer Pay. View the Invoice PDF.



Home | Cases | **Work Orders** | Assets | Reports

Work Order: 00006940

Account: ... | Asset: HM081530 | Status: **Invoice Processing** | Service Family: Mechanical | Work Completed Date: 12/17/2025, 12:00 PM

Reported Issues (1): 1 items - Updated a few seconds ago

Issue Type: Glass Repair | Service Date: ... | Details: Select glass condition. Cracked. Which window needs repair? Windshield. Is it a split windshield? Yes. Is there a lane departure sensor or camera? No | Asset: HM081530 Tractor

Details | Service Provider Pay | **Customer Pay**

Customer Payment

PO No. 0202

Fleet Operator Payment Status

Invoice

Invoice No. 29450

Date 2026-03-19

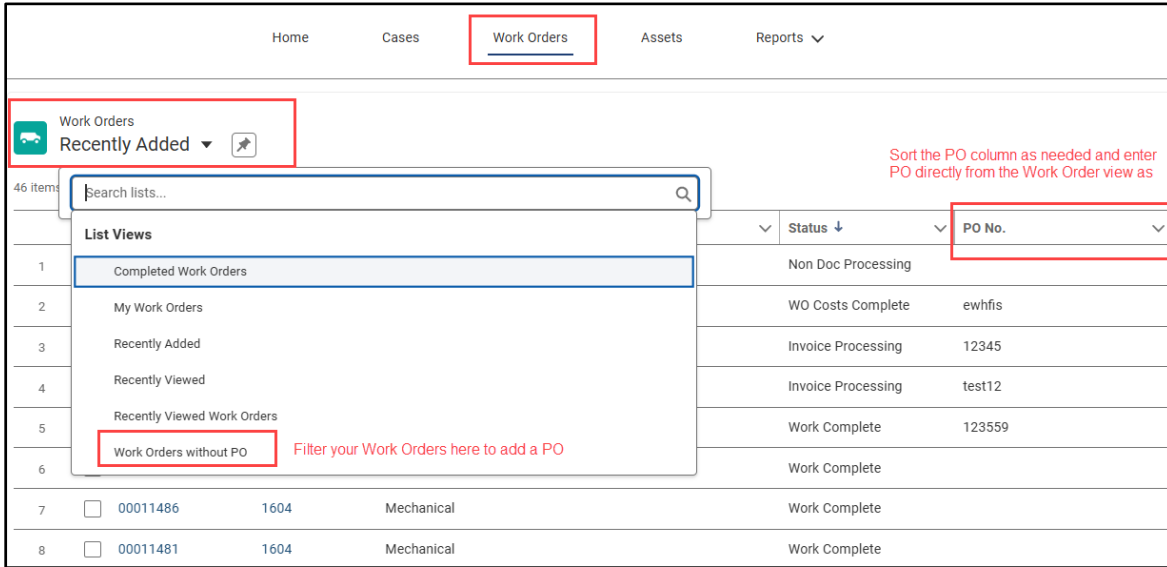
Amount \$1655.9

View Invoice

Adding a PO before Invoice

Once a Work Order is created, you may add a PO via the Customer Portal anytime. There are various ways to enter the PO.

Navigate to the Work Order tab. You may enter the PO from the list view and can sort for ease of use, or you may use the drop-down menu and find all open Work Orders. You add the PO directly into the PO field by clicking on the pencil to edit and save.



The screenshot shows the 'Work Orders' tab selected in the top navigation bar. A dropdown menu for 'List Views' is open, showing options like 'Completed Work Orders', 'My Work Orders', 'Recently Added', 'Recently Viewed', 'Recently Viewed Work Orders', and 'Work Orders without PO'. The 'Work Orders without PO' option is highlighted with a red box, and a red text prompt says 'Filter your Work Orders here to add a PO'. In the top right of the list view, a red text prompt says 'Sort the PO column as needed and enter PO directly from the Work Order view as'. The table below has columns for 'Status' and 'PO No.'. The 'PO No.' column is highlighted with a red box. The table contains several rows of work orders, including 'Non Doc Processing', 'WO Costs Complete', 'Invoice Processing', and 'Work Complete'.

	Status	PO No.
1	Non Doc Processing	
2	WO Costs Complete	ewhfs
3	Invoice Processing	12345
4	Invoice Processing	test12
5	Work Complete	123559
6	Work Complete	
7	Work Complete	
8	Work Complete	

LET Update and Email Sample

We have a new look for our Live Event Tracker (LET), but the same information delivered right to your inbox at Case Creation and Case Completion along Work Order Creation and Work Order Completion.

Clicking on the View updates here button as seen below directs you to the Customer Portal for total life cycle updates.



Case #8557637 is complete.

Hi,
AARON ARMSTRONG

Your Case #8557637 was closed on March 14, 2025 at 1:06 PM EST.

Asset Number: 3761 - Tractor

Additional Assets:

Caller Name: Ben Stone

Caller Type:

Driver Name:

Driver Phone:

Opened: March 14, 2025 at 1:01 PM EST

Closed: March 14, 2025 at 1:06 PM EST

Customer PO: N/A

Asset Location: 111 Atlanta Avenue, Commerce, GA, 30529, US

Complaint Details:

* = Invalid Asset

[View updates here](#)