

## **How to Make a Bill or Usage Adjustment Request -**

Adjustments are only allowed once the vehicle has been billed. Before it has been billed, you can only Edit or Delete it.

From the Main Menu, under the Search heading, select "Usage." That will bring you to a Search Usage page where you can specify your search criteria. By clicking on the Search button, you can see a listing of mileage for the vehicle(s) that match the criteria that you entered. In the Search Results section of the screen, click on the "View Usage" link in the Action column to view the billed specific vehicle's activity details. At the bottom of the View Usage Details page, click on the "Adjust" button to advance to the Add Usage Adjustment - Add Contact page. Enter the appropriate Adjustment Information for this adjustment then click on the "Continue" button. This will bring you to the Add Usage Adjustment page where you can register an adjustment request for this vehicle by completing the Adjusted Usage section of the page. Clicking on the "Add" button will display an Adjustment Request section at the bottom of the page. Depending on the type of adjustment, different fields will be required to have data entered into them. Any missed required fields will be displayed in yellow highlight once you click the "Add" button and you will have to fill in those fields before continuing on.

You can use the Comments field to include additional details of the adjustment. There is a maximum of 100 characters allowed in that field. You can either "Edit" or "Delete" the request at this time by selecting the appropriate link under the Action column. If the request is correct, then click on the "Submit to Fleet" button to start the adjustment process.

Once a usage adjustment request has been made, additional tabs will be displayed on the View Usage Details page containing the Usage Adjustment details and Notes (if any). If you need to edit the adjustment at a later time, go to the Usage Adjustment tab and click on the "Add Adjustment" link, then from within the Edit Usage Adjustment page, click the "Edit" action item. You can use the Comments field to explain any additional details of the adjustment or usage of the vehicle.