

FLI ► Logistics Management System **Fuel and Mileage Software**

Congratulations on purchasing the best and most reliable Fuel and Mileage software for the trucking industry!

There are 3 basic steps to begin using FLI Fuel and Mileage Software:

- 1) Install the program
- 2) Setup your company (**NOTE: When prompted, Username = ADMIN, Password = ADMIN**)
- 3) Enter your trucks

After installation and initial setup, you may begin entering your trip sheet and fuel purchases information. The system uses this information to produce your IFTA Quarterly Return. You also have a variety of other reports available to help you analyze your Fuel and Mileage information.

The following pages describe how to start taking advantage of the timesaving features included in FLI software. It won't take long for you to realize the value of your investment!

If you have any problems or questions, please contact FLI Support. If you are directed to voice mail when you call, please leave a message – we quickly respond to all calls for support.

Toll Free: 888-825-9887
Phone: 309-723-2032
Fax: 309-723-3037
Email: support@forrest-leigh.com

Included with your purchase, you should have received the popular FLI mousepad. In addition to being a functional desk ornament, it gives you convenient access to our support contact numbers.

Occasionally, FLI will activate all modules for you to see and use. These other modules are used for billing, settlements, equipment maintenance, and other aspects of your company. If activated, you are welcome to use these features; however, FLI will not provide instruction or support if you have not purchased them. Please contact FLI if you are interested in any of these additional modules.

Thank you for your purchase... and, Welcome to the FLI Family of Customers!

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Before Installing FLI

Pre Install Checklist

- Make sure your system meets or exceeds the Minimum Hardware and System Requirements
- Review installation procedures for the type of installation you intend to perform
- Start Windows (If using Windows 2000, NT, or XP, make sure you are logged on as a user with Administrator rights)
- Shut down all other running applications.
- If performing installation on your Server, make sure no other users are connected to the Server.
- If you have a previous version of FLI, make sure you have a backup of the entire FLI folder
- Follow specific instructions defined in the “Installing FLI – Stand-Alone or Server Installation” section of this document
- If applicable, follow specific instructions defined in the “Installing FLI – Client Installation” section

Minimum Hardware and System Requirements

- PC with a Pentium-class processor; 500 MHz or higher
- Microsoft Windows 98(SE), NT(SP4), 2000, XP, or 2003 operating system
- 64 MB of RAM
- CD-ROM Drive
- VGA or higher-resolution monitor, capable of supporting 800x600 resolution, 256 colors, and small fonts
- Microsoft Mouse or compatible pointing device
- 300 MB Hard Disk space for Server or stand-alone, plus 100 MB for each company; 50 MB for each Client
- Flash Drive, Zip Drive, CD/RW, Magnetic Tape, or other backup device capable of recording to removable media with storage capacity of at least 100 MB
- Ink Jet, Laser, or Dot Matrix printer compatible for Windows printing

Recommended Hardware Requirements

- PC with a Pentium 3 processor; 1 GHz or higher (DELL[®] recommended*)
- Microsoft Windows 2000 Professional, XP Professional, or 2003 Server operating system
- 512 MB of RAM or higher
- CD-RW Drive – or – CD-ROM Drive and 250 MB Zip Drive or 256 MB Flash Drive
- 17” SVGA or higher-resolution monitor, capable of supporting 1024x768 resolution, True Color(24-bit) or higher colors, and small fonts – or – 15” or larger UGA Flat Panel Display
- Microsoft Mouse or compatible pointing device
- 1 GB Hard Disk space for Server or stand-alone, plus 500 MB for each company; 200 MB for each Client
- 56K Modem
- Internet Access and Email account
- LaserJet or DeskJet Printer (Hewlett-Packard[®] recommended*)

* - Recommendations for DELL computers and Hewlett-Packard printers are based on experiences reported by current FLI customers who describe consistent reliability and value with equipment provided by these manufacturers. FLI does not sell hardware, and receives no profit from equipment purchased from any hardware manufacturer. The sole intent of these recommendations is to provide an opportunity for potential customers to benefit from the knowledge and experience of existing customers. FLI provides no warranties for any hardware purchases

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Getting Started

Install the Software

Insert the CD into your CD drive and follow on-screen instructions (detailed instructions start on Page 24).

Starting FLI for the First Time – Create your Company Database

Double click the FLI icon on your desktop (If a login screen appears, enter **ADMIN for the username and ADMIN for the password**, then click OK). The first time you run FLI, you will be required to enter some basic company information:

Code – An abbreviation or “short name” for your company, with a maximum of 10 characters. As an example, let’s say your company is named O’BRIEN TRUCK SERVICE, you may use something like OTS or OBRIEN. **WARNING: DO NOT USE AN APOSTROPHE IN THE CODE (e.g. use OBRIEN instead of O’BRIEN).**

Name – This is your full legal business name (you may use an apostrophe in the Name field)

Address Lines 1 and 2 – Enter up to 2 lines of address information

City / Zip Shortcut – You may enter your city name – OR – type your zip code and your city, state, zip, and country will automatically be entered (provided your city’s zip code is in the our USPS database).

State, Zip, Country – Enter your remaining address information.

After entering your company information, click OK.

A company database will be created, and the main FLI screen should appear (If a login screen appears, enter **ADMIN** for the username and **ADMIN** for the password, then click OK). If a Registration Key screen appears, contact FLI for a valid Registration Key.

Navigating FLI

Along the top of the FLI window, you will see a row of menu items as follows:



You will use this menu to navigate through the system. When you click on one of the menu items, it will display a dropdown list of options associated with the menu you clicked on. Clicking on one of these dropdown options will either run a specific transaction or cause another sub-menu to popup. For Fuel and Mileage processing, the menu items you will use are **Lists, Fuel and Reports.**

Options in the **Lists menu** allow you to enter and maintain specific information about your company.

Options in the **Fuel menu** are used to process your fuel and mileage information.

Options in the **Reports menu** allow you to view formatted output of the information you have entered.

Take a few minutes to click on some of these options and display some of the screens. To close a screen, click on the “X” on the extreme right-side of the menu line (if you click on the “X” at the very top right, you will close the entire system and will need to start FLI and login again), or click on the “Close Window” button in the toolbar under the menu line:



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Overview of Using FLI

FLI provides 3 basic types of screen formats – “Lists”, “Transactions” and “Searches”. Lists are used to enter and modify your core information (e.g. Power Units). Transactions are tailored to allow entry and review of specific operations (e.g. Trip Sheets). Searches are used to accept criteria used to find information previously entered. We have created a consistent look-and-feel within each screen format type, which means once you’ve learned how to use one; you can easily use all others. All the screens are true Windows-based, and will be very intuitive to those with basic knowledge of Windows. HINT: Use the TAB key when moving from field-to-field in a form – using your <Enter> key will not navigate to the next field, and may simulate a mouse-click that performs an unwanted action.

Overview of Lists-type Screens

Lists-type screens will include a List View in the top portion of the screen and a Record View in the lower portion. The List View is an abbreviated listing of the first few records in that file. The Record View displays all pertinent data about the record highlighted in the List View. Since most records include more data than can be displayed at once, they will usually include folder tabs to categorize the record data.

List View

The List View is an abbreviated listing of the first few records in a file. Each list will display the number of records in the bottom left hand corner. Each column of data will have a header that will describe the type of data displayed in that column.

State	Description	Last Changed By	Last Changed Date
AB	ALBERTA	FLI	09/01/1999 12:00:00 AM
AK	ALASKA	FLI	09/01/1999 12:00:00 AM
AL	ALABAMA	FLI	09/01/1999 12:00:00 AM
AR	ARKANSAS	FLI	09/01/1999 12:00:00 AM
AZ	ARIZONA	FLI	09/01/1999 12:00:00 AM
BC	BRITISH COLUMBIA	FLI	09/01/1999 12:00:00 AM
CA	CALIFORNIA	FLI	09/01/1999 12:00:00 AM
CO	COLORADO	FLI	09/01/1999 12:00:00 AM

Clicking on the column header causes the list to be displayed in order by the data in that column. Clicking on the same column again reverses the order of the data. The arrow in the column indicates which column the list is ordered by and the direction (e.g. ascending "A-Z" or descending "Z-A"). You may also change the width of the columns by placing the cursor on the line separating the column headings, holding the left mouse button down, and dragging the column left or right.

To select a row in the list use the mouse pointer to click on the desired record. The currently selected row will be highlighted in dark blue (unless you have changed the default colors). In most Lists, the selected record will also be displayed in the Record View located below the list view.

Record View

The Record View displays all pertinent data about the record highlighted in the List View. Generally, the record view is displayed in the lower half of the screen. Since most records include more data than can be displayed at once, they will usually include folder tabs to categorize the record data (The following image has folder tabs labeled Details, Notes, Custom Fields). As you click on each folder tab, that data will overlay the current folder.

The screenshot shows the Record View interface with three folder tabs: "Details", "Notes", and "Custom Fields". The "Details" tab is active. Below the tabs, there are two data fields: "State" and "Country". The "State" field has a dropdown menu with "AB" selected and "ALBERTA" displayed to the right. The "Country" field has a dropdown menu with "Canada" selected.

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Working with Lists-Type Screens

The following shows an example of a Lists-type screen. Under the Menu line, you will see an Action toolbar, with buttons labeled New, Edit, Delete, Cancel, Save, Close Window, and Help. By clicking on one of these buttons, you select the type of action you want to perform: “New” to add a new record, “Edit” to change a record, “Delete” to delete a record, and “Close Window” to close the current screen. “Cancel” and “Save” are enabled after you have selected either “New” or “Edit”. “Cancel” allows you to cancel the entries you have made. “Save” will commit your entries to the database. After selecting either “New” or “Edit”, you must use either Cancel or Save.

At the very bottom of the screen, you will see a Status line. This lets you know the mode you are currently working in: “Display” – Viewing only, “New” – Entering a new record, or “Edit” – Changing a record.

The Record view in the lower half of the screen shows specific information about the record highlighted in the List View in the upper half of the screen. The boxes represent fields where specific information about each record can be entered, changed or viewed. Normally, boxes with a yellow background are “required fields”, meaning you must enter a value in them. In Lists-type Screens, the first field is normally a Code and the second field a Description. Codes are used to uniquely identify one record from another.

The screenshot displays the FLI Fuel and Mileage Software interface. At the top is a menu bar with options: File, Edit, Lists, Transactions, Fuel, Maintenance, Accounting, Reports, Tools, Admin, Window, and Help. Below the menu is an action toolbar with buttons for New, Edit, Delete, Cancel, Save, Close Window, and Help. The main area shows a list of states with columns for State, Description, Last Changed By, and Last Changed Date. The 'AB' record is selected. Below the list is a 'Records: 63' indicator. At the bottom, there are tabs for Details, Notes, and Custom Fields. The 'Details' tab is active, showing fields for State (AB) and Country (Canada). At the very bottom, a status bar displays: User: FLI, Status: Display, Name: frm_vendor, CAPS, NUM, 11/15/2002, 7:05 PM.

State	Description	Last Changed By	Last Changed Date
AB	ALBERTA	FLI	09/01/1999 12:00:00 AM
AK	ALASKA	FLI	09/01/1999 12:00:00 AM
AL	ALABAMA	FLI	09/01/1999 12:00:00 AM
AR	ARKANSAS	FLI	09/01/1999 12:00:00 AM
AZ	ARIZONA	FLI	09/01/1999 12:00:00 AM
BC	BRITISH COLUMBIA	FLI	09/01/1999 12:00:00 AM
CA	CALIFORNIA	FLI	09/01/1999 12:00:00 AM
CO	COLORADO	FLI	09/01/1999 12:00:00 AM
CT	CONNECTICUT	FLI	09/01/1999 12:00:00 AM
DC	DISTRICT OF COLUMBIA	FLI	09/01/1999 12:00:00 AM
DE	DELAWARE	FLI	09/01/1999 12:00:00 AM
FL	FLORIDA	FLI	09/01/1999 12:00:00 AM
GA	GEORGIA	FLI	09/01/1999 12:00:00 AM
HI	HAWAII	FLI	09/01/1999 12:00:00 AM
IA	IOWA	FLI	09/01/1999 12:00:00 AM

Records : 63

Details | Notes | Custom Fields

State:

Country:

User : FLI Status : Display Name : frm_vendor CAPS NUM 11/15/2002 7:05 PM

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Strategies For Defining Codes

All master file records (Power Units, Trailers, etc.) must have a Code that uniquely identifies one record from all other records in the same data set. Most Codes in FLI have a maximum length of 10 characters. A Code is normally an abbreviation or "short name" for the record it is identifying. Having a pre-defined strategy for assigning Codes can save time and aggravation. Following are some facts and tips to help you develop your strategy.

Facts about codes:

- Maximum length is 10 characters, and minimum length is 1 character
- Characters may be alphabetic, numeric, or both
- Special characters, such as dashes, periods, etc. are allowed
- DO NOT USE AN APOSTROPHE (') IN THE CODE
- FLI automatically forces Codes to uppercase
- Once saved, Codes cannot be changed. You must delete the record and re-enter it with a new code, or make the record inactive and enter a new one.

Tips for Assigning Code Values:

1. Keep the Code Simple and Meaningful

As an example, use your unit number for Power Unit codes

2. Creating Codes with Similar values

Let's say you are tracking fuel/mileage for your company trucks and leased operator trucks. If your leased operator has the same unit number as one of your company trucks, you will not be allowed to use the same number for both trucks. Consider using a prefix or suffix for leased operator unit numbers (e.g. FLI363 or 363FLI for FLI's truck #363)

3. Be Careful with Special Characters

DO NOT USE AN APOSTROPHE (') IN ANY CODE. All other special characters are OK to use.

4. Think about Sorting

Codes will always sort alphabetically, starting from the value of the left-most character. Numeric codes such as 1, 2, 10 will sort as 1, 10, 2. If you want to keep numerical codes in order, then they must all be the same length such as 0001, 0002, 0010.

5. Refrain from Duplications

The system will not allow you to enter duplicate code values

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Initial Data Setup

Before you begin entering your trip sheets and fuel purchases, we need to change your company information to record your IFTA account number, and then enter your power units (tractors / trucks). This information can be entered or changed anytime, and can even be maintained “on-the-fly” while you are entering your miles and fuel. This exercise will help you become more familiar with navigating through FLI and using FLI transactions, while building the core information needed for fuel and mileage processing.

Open Maintain Power Units List

We begin our Initial Data Setup by entering your Power Units. Power units represent your tractors, trucks, or any other engine-powered unit running under your IFTA sticker.

Open the Maintain Power Unit List by clicking Lists > Equipment > Power Unit > Details, as shown:



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Enter Your Power Units

The screenshot shows the FLI Logistics Management System interface. At the top, there is a menu bar with options: File, Edit, Lists, Transactions, Fuel, Maintenance, Accounting, Transfer, Reports, Tools, Admin, Window, Help. Below the menu bar is a toolbar with buttons for New, Edit, Delete, Cancel, Save, Close Window, and Help. The main area displays a table of power units with columns: Power Unit, Description, Status, Last Changed By, and Last Changed Date. The table contains 32 records, with the first few rows visible. Below the table is a tabbed interface with tabs for Details, Types, Domicile, Fleet, More Details, Notes, and Custom Fields. The Details tab is active, showing a form for editing a power unit. The form fields include: Power Unit (12), Description (TANDEM), Year, Make, Model, Serial Number, License Number, License Expiration, Fuel Type (A55), Leased From, and Lease End Date. There are also several checkboxes for options like Selected for Export, Record Previously Exported, Single Truck (No Trailer), Exclude Unit from IFTA Reporting, and Power Unit is Inactive. At the bottom of the form is a button labeled 'Delete All Tips/Fuel for Unit'. The status bar at the bottom shows: User: FLI, Status: Display, Name: frm_power_unit, CAPS, NUM, 1/31/2006, 12:16 PM.

Power Unit	Description	Status	Last Changed By	Last Changed Date
12	TANDEM	Active	FLI	06/24/2004 08:5
1PICKUP	Pickup Truck	Inactive	FLI	05/05/2004 06:3
1SAM	1SAM	Active	FLI	09/01/2001 01:1
1TRUCK	only truck in type 1TRUCK, goes with 1TRAILER	Active	FLI	04/12/2001 05:5
28	White	Active	FLI	02/06/2004 10:2
319	KENWORTH	Active	FLI	03/25/2003 01:3
34	34	Active	FLI	08/05/2003 09:5
36	36	Active	FLI	08/05/2003 09:4
521	521	Active	FLI	07/23/2003 11:5
524	524	Active	FLI	07/23/2003 10:5

After making your menu selection, the screen shown above should appear.

- 1) Click the New button in the Action toolbar
- 2) Enter the Power Unit Code (normally the unit number)
- 3) Enter a Description for the Power Unit – anything is fine (e.g. Red Freightliner)
- 4) Enter any additional information you want. Use the Folder Tabs to view additional fields. HINT: You can change anything except the Code later on. All that is required is Code, Description, and Fuel Type. Consider entering just the required fields now, and update other information later.
- 5) Select your Fuel Type. Use the dropdown list to pick the fuel type, or type the value you want. HINT: If left blank, this will default to D-Diesel
- 6) If the unit is not part of your IFTA Fleet, check the “Exclude from IFTA” checkbox
- 7) When finished entering, Click the Save button in the Action toolbar
- 8) If your power unit is not a tractor, click the Single Truck checkbox at the bottom of the screen
- 9) Repeat steps 1 – 6 to enter all your power units. When you have entered all your Power Units, click the Close Window button in the Action toolbar

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Change Company Information

Next, we need to update your Company information to record your IFTA account number. You can find your IFTA number on the last IFTA Quarterly Return you filed. If you have never filed an IFTA Quarterly return, you should have received a document listing your account number.

Open the Maintain Company List by clicking Lists > Company > Details, as shown:



When the Company screen appears, click on the Account #'s tab to display the screen shown below:

A screenshot of the 'Company' screen in the software. The 'Account #'s tab is selected and highlighted. The screen displays a grid of input fields for various account numbers and codes. The fields are arranged in two columns. The first column includes: Export Code, IRP #, IFTA #, State Fuel Tax #, State ICC #, A/R Account #, WriteOff Account #, Cash Account #, Sales Tax Acct. #, Fuel Expense Acct#, Fuel Forwarded Acct#, Cash Advance Acct#, Accessorial Sales Acct#, Product Sales Acct#, and Driver Expense Acct#. The second column includes: Tax Id. #, ICC MC #, US DOT #, State Code (a dropdown menu), A/P Account #, Overpayment Acct#, Finance Charge Acct. #, Payroll Liability #, Fees Expense Acct#, Fees Forwarded Acct#, Discount Account #, Accessorial Expense Acct #, Customer Sales Acct#, Carrier Expense Acct#, and Vendor Expense Acct#. The 'Account #'s tab is highlighted with a dashed border and a mouse cursor is pointing at it.

- 1) Click on the Edit button in the Action toolbar
- 2) Click in the field Labeled IFTA # and type in your IFTA number (put letters in uppercase)
- 3) Click on the Save button in the Action toolbar
- 4) Click on the Close button in the Action toolbar

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Using the FLI Fuel and Mileage Module

Starting FLI

Double click the FLI icon on your desktop. A login screen will appear, and you must enter a valid User and Password. The default **User is ADMIN, and the Password is ADMIN** (these are not case-sensitive). If you only have one company, your company name should automatically appear in the Company field. If you have more than one company, you must select the company you want to use.

Open Trip Sheet Entry

For FLI to calculate your IFTA return, you must enter all your state miles. This is achieved through a Trip Sheet Entry transaction-type screen, where you enter the information your drivers supply on their Trip Sheets. FLI offers 2 forms of Trip Sheet Entry – “Regular” and “Detailed”.

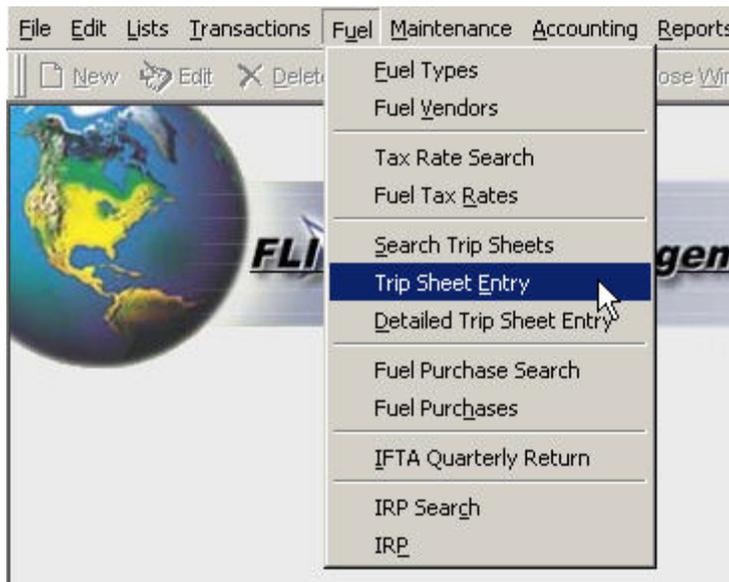
Trip Sheet Entry is the name of FLI’s “Regular” entry. This provides a simple and straightforward method of entering state miles from a driver’s trip sheet. It is the most commonly used method of trip sheet entry by FLI users; consistently receiving high praise for its ease-of-use and time-saving features.

Detailed Trip Sheet Entry is based on rated miles – in other words, miles obtained from a recognized mileage system such as Rand McNally, PC Miler, etc. This method requires you to establish Routes for every trip you make. Each route must contain a breakdown of state miles based on a single mileage source. You cannot enter any actual miles or miles from multiple mileage sources. This method requires a large amount of effort to obtain miles and maintain Routes. Due to the amount of effort and expense associated with this method, very few FLI users opt to use it.

Since the (regular) Trip Sheet Entry is the most popular and user-friendly method of entering trip miles, this document will provide instructions for only this transaction. Contact FLI Support if you are interested in learning to use Detailed Trip Sheet Entry.

Swift entry of trip sheet information is greatly aided when drivers submit trip sheets with information required by the entry form. If requested, FLI will provide you with a sample Trip Sheet.

Open Trip Sheet Entry by clicking Fuel > Trip Sheet Entry, as shown:
(the Trip Sheet Entry screen is shown on the next page)



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Enter Trip Sheets

- 1) Enter the date range of the trip. This can be a single day or a range of days. A trip may span quarters.
- 2) Enter or select the power unit
- 3) Enter the ending odometer reading. If you do not use odometer readings, enter 1 + the total miles on the trip (e.g. 2000 total trip miles – enter 2001).
- 4) Enter or check the starting odometer reading. After the first trip is entered for a power unit, the starting odometer will automatically default to the ending odometer from that last trip. If you do not use odometer readings, enter 1 for the starting odometer. The ending odometer reading less the starting odometer reading represents the total miles you must allocate to states, and is shown in the Remaining Miles field.
- 5) Most users use the Tab key or mouse to move the cursor into the Date field in the grid below.
- 6) For each state traveled through on this trip, enter the following:
 - a. Date – The date must be within the range entered above. If the trip range is a single day, pressing any key will default the date to that day.
 - b. State – Enter or select the state abbreviation for the state traveled
 - c. Odometer – (Optional) If you have an odometer reading for the state, the system will calculate the miles. If not, Tab to the next field and enter the state miles.
 - d. Miles – Enter the number of miles traveled in this state during this trip
 - e. Status, Taxable, Trailer, Driver – Most users skip these fields and simply proceed to the next line, save, or move on to entering fuel. Entry in these fields is purely optional, except for Taxable, which always defaults to “checked”.
- 7) Repeat Step 6 until all miles are accounted for. The bottom of the Miles column totals the miles you have entered, and the Remaining Miles are displayed in the lower left portion of the screen.
- 8) If you have multiple or single fuel purchases to record, click the Multi Fuel Purchases button in the lower right portion of the screen. If you have a single fuel purchase to record, or need to supply detailed information about your purchase, click the - Single Fuel Purchase button in the lower right portion of the screen.
- 9) When you are finished entering miles and fuel for the trip, click the Save button in the Action toolbar
- 10) If you have another trip to enter, click the New button in the Action toolbar and repeat Steps 1 – 9
- 11) When you are finished entering trips, click the Close Window button in the Action toolbar

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Trip Sheet Entry – Hints and Tips

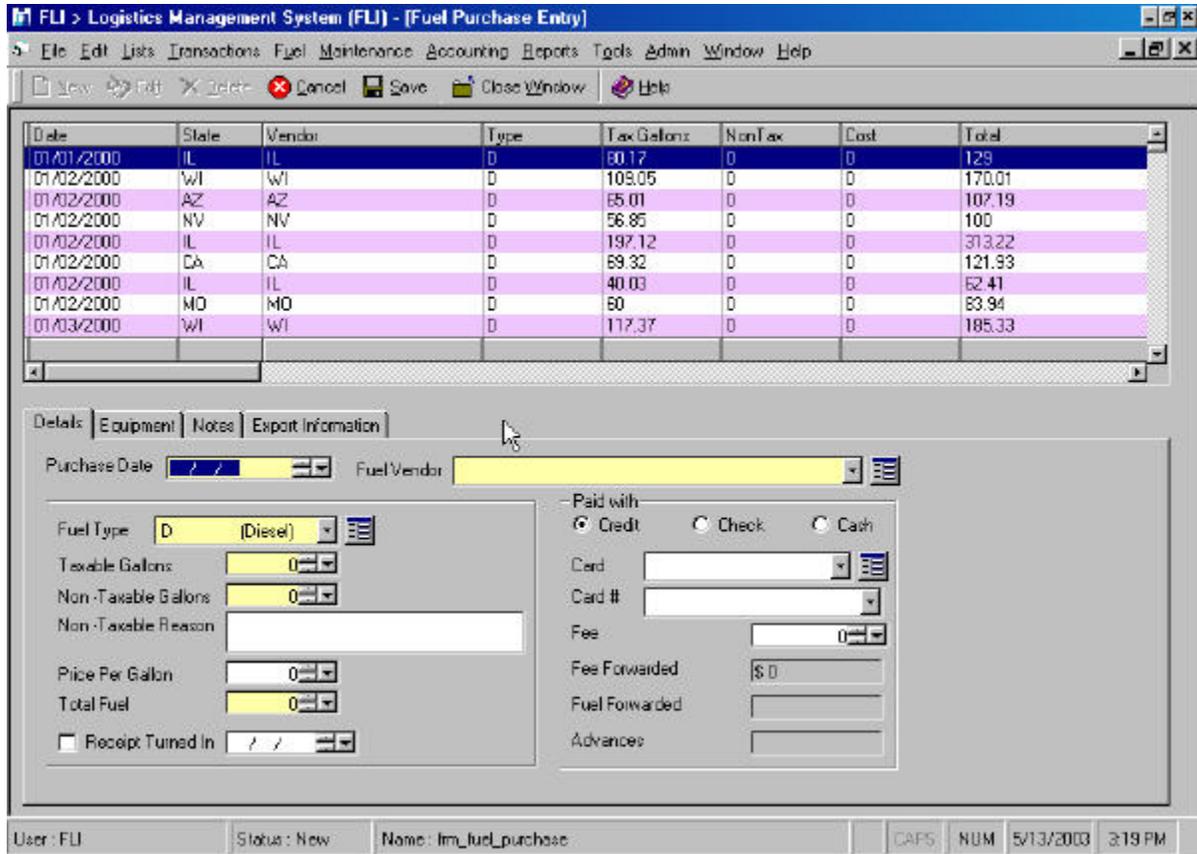
- The “Remaining Miles” field keeps a running total of the number of miles you have left to enter before you have allocated the total miles for the trip.
- If you have entered all the state miles provided by the driver, and the “Remaining Miles” is not 0, check the beginning and ending odometer readings. If you are satisfied the beginning and ending odometer readings are correct, check the state miles for accuracy. If the state miles also appear correct, you will need to arbitrarily decide to adjust either the ending odometer or state miles. You may be able to cross-check with the driver’s next trip sheet or log for that day to see where the problem exists. The driver may have listed a state he didn’t travel through, or not list a state he did travel through. The driver may have combined miles into one state, or used the same miles for multiple states. Use every means possible to identify the mistake and make a proper correction. If you are at a total loss of where to apply the unallocated miles, consider applying them to your home state. Note your changes on the driver’s trip sheet or on a separate piece of paper attached to his trip sheet; and, make sure your notes are detailed enough for you to recall your decision process. If this becomes a frequent task, educate your driver(s) to properly complete their trip sheets.
- You may accumulate miles from multiple trips and enter them into the system as a single trip. You may also accumulate miles traveled in a single state and enter them as one entry.
- Be extremely careful entering dates. The system allows you to enter dates in the past and in the future. If you make a mistake and enter a year “10” instead of “01”, the trip miles will not be included on an IFTA Return until 2010.
- Review your work before you save. You can do this while entering the information or after you have it all entered. Either way, it is your responsibility to enter your information correctly.
- Single Fuel Purchases are not tied to a trip. If you delete or cancel a trip and have entered Fuel Purchases associated with that trip, the Fuel Purchases probably still exist. Use “Search Fuel Purchases” to find and delete them – or – do not re-enter the fuel purchases if you re-enter the trip.
- Multi Fuel Purchases are tied to the trip.
- Insist on your drivers turning in neat, complete, and accurate trip sheets. This will greatly assist your entry and eliminate wasted time.
- Enter trip sheet information frequently. The more often you enter, the less of a chore this will seem. Entering trips soon after they are made will provide better recall of missing information.
- Keep the driver’s trip sheets on file. If you are audited, the auditor may ask you to produce the paper documents that support the information in your computer. The computer-based trip sheets are not legal proof of trip miles. You must retain the original trip sheet with the driver’s signature. Contact your base jurisdiction state for the length of time you are required to maintain these records.

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Entering “Single” Fuel Purchases

After clicking the Fuel Purchases button on the Trip Sheet Entry screen, the following window will appear:



- 1) Enter the date you purchased the fuel.
- 2) Select the Fuel Vendor, which represents the state you purchased the fuel in. You can create your own Fuel Vendors by using the clicking the small button to the right of the field, or click Fuel > Fuel Vendors
- 3) Enter the Fuel Type. Default is D-Diesel
- 4) Enter the total gallons purchased in the taxable gallons field. At this point, you have entered all the required information (even though there are other fields in yellow). If you do not need to enter more information, click Save in the Action toolbar. If the Window does not close, click Close Window in the Action toolbar. If you came to this form from Trip Sheet Entry, you will be sent back there. Click on the Fuel Purchase button in the lower right portion of the Trip Sheet Entry screen to enter additional fuel purchases.
- 5) Enter any non-taxable gallons. Note: It is extremely rare that you would have non-taxable gallons. The only time this *may* be considered legitimate is if you purchased reefer fuel, and the purchase is recorded on a separate receipt.
- 6) All other fields in this form are purely optional, with the exception of the Power Unit which appears in the Equipment tab. If you came into this form from Trip Sheet Entry, the Power Unit will be defaulted for you.
- 7) Click the Save button in the action menu, and you should return to the Trip Sheet Entry screen. If the Fuel Purchases window remains open, click the Close button in the action menu.
- 8) If you have additional fuel purchases to record for the trip, click the Fuel Purchases button at the lower right portion of the Trip Sheet Entry screen
- 9) Repeat steps 1 – 8 until all fuel purchases have been entered for the trip.

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Fuel Purchases – Hints and Tips

- You may accumulate multiple purchases made in the same state and enter them into the system as a single purchase.
- Be extremely careful entering dates. The system allows you to enter dates in the past and in the future. If you make a mistake and enter a year “10” instead of “01”, the trip miles will not be included on an IFTA Return until 2010.
- Review your work before you save. You can do this while entering the information or after you have it all entered. Either way, it is your responsibility to enter your information correctly.
- With very few exceptions, all fuel purchased is taxable. An example of when you may enter Non-taxable gallons is when you have purchased fuel that went into a reefer tank, and you have a separate receipt for this purchase. All gallons, taxable and non-taxable, are used when calculating your IFTA Quarterly Return. By identifying non-taxable gallons, you may generate a report showing your non-taxable purchases, and use this information to complete a Fuel Tax Rebate form supplied by your state Department of Revenue.
- Fuel Vendors represent the state where your fuel was purchased. Most users identify a separate fuel vendor for each state. You may create additional fuel vendors to track exactly where your fuel was purchased (e.g. Loves/Rochelle), or create fuel vendors to track purchases from specific vendors (e.g. Pilot). If you have a bulk tank, you may want to create a fuel vendor called BULK to track fuel used from the bulk tank. You may add new fuel vendors at any time, or change your procedures at any time, and previously entered fuel purchases will not be affected. IFTA Quarterly Returns are determined by the state you assign to each fuel vendor, not the vendor itself.
- If you receive a message after clicking the Save button in the action menu that you are missing some information, simply click OK and entering the missing information, then click Save.
- Keep the fuel purchase receipts on file. If you are audited, the auditor may ask you to produce the paper documents that support the information in your computer. The computer-based fuel purchases are not legal proof of your purchase. Contact your base jurisdiction state for the length of time you are required to maintain these records.

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IFTA Quarterly Return

Overview

Your IFTA Quarterly Return must be postmarked on or before the last day of the month following the end of a quarter-calendar-year. First quarter returns represent miles traveled and fuel purchases made from January 1 – March 31, and must be filed between April 1 and April 30. Second quarter returns represent miles traveled and fuel purchases made from April 1 – June 30, and must be filed between July 1 and July 31. Third quarter returns represent miles traveled and fuel purchases made from July 1 – September 30, and must be filed between October 1 and October 31. Fourth quarter returns represent miles traveled and fuel purchases made from October 1 – December 31, and must be filed between January 1 and January 31 of the following year.

After entering all your fuel purchases and trip miles for the quarter, and entering or importing fuel tax rates for the quarter, FLI quickly and easily calculates your fuel tax liabilities and generates an IFTA Return you may submit to your base state jurisdiction (normally your state's Department of Revenue).

Before Creating your IFTA Quarterly Return

Before creating your IFTA Quarterly Return, you should ensure all miles and fuel purchases for the filing quarter were entered correctly, and that tax rates for the filing quarter have been imported or entered. FLI offers many reports to help you verify reasonableness of the information entered for the quarter (See Reporting), and procedures to assist you in identifying and correcting omissions or mistakes.

After a quarter-end, some users prefer to verify their entries before creating their Quarterly Return, while others move directly to creating their Quarterly Return. If you are monitoring accuracy while entering miles and fuel throughout the quarter, checking at the end of the quarter should reveal no errors or inaccuracies. It is strongly suggested that you perform your auditing throughout the quarter, as it is usually more difficult to find and correct inaccuracies after the quarter has ended.

The following is a list of activities that **MUST** be performed before creating your IFTA Quarterly Return:

- a. Make sure all your miles and fuel purchases have been entered for the filing quarter
- b. Import or Enter Fuel Tax Rates for every state traveled through during the filing quarter

The following is a list of activities that **SHOULD** be performed before creating your IFTA Quarterly Return:

1. Produce reports to verify accuracy and completeness of miles and fuel purchased entered
2. If necessary, make corrections to miles and/or fuel purchases

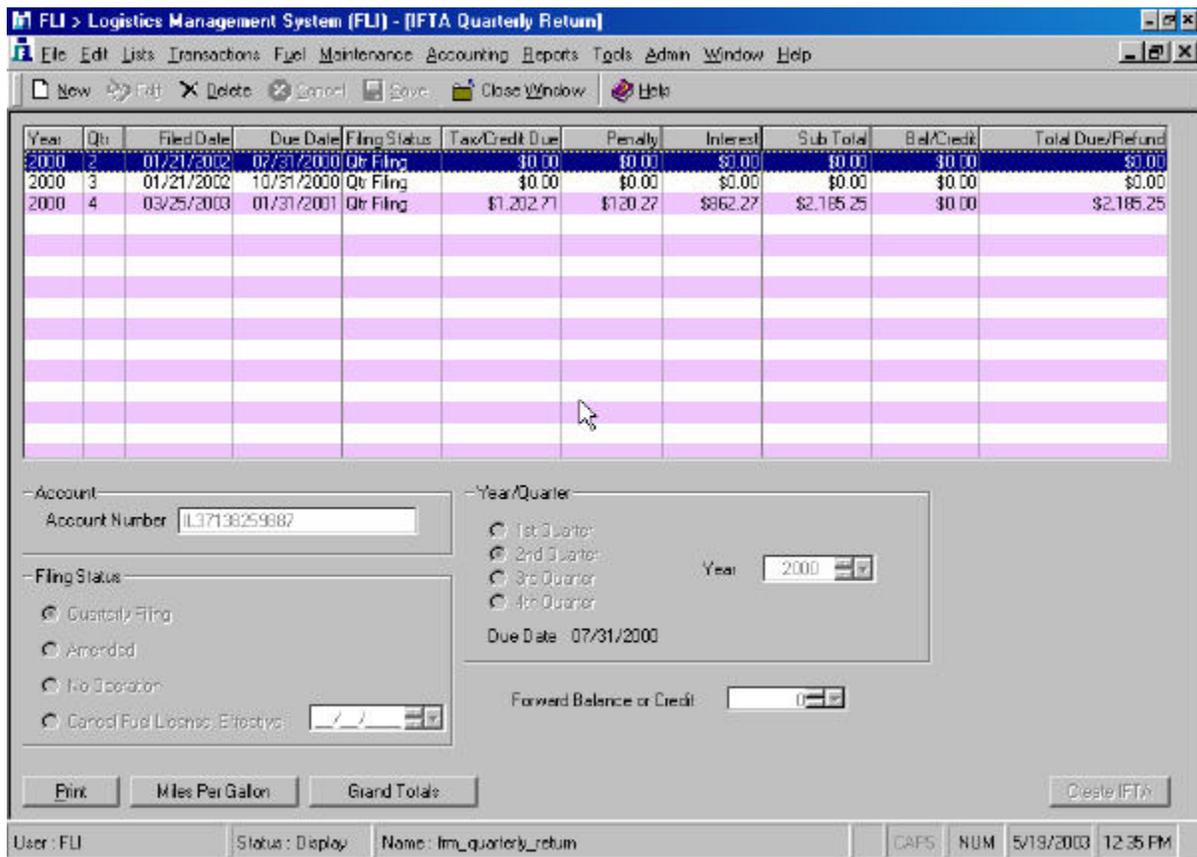
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Creating your IFTA Quarterly Return

After you have entered all miles and fuel purchases for the filing quarter:

- 1) Open the IFTA Quarterly Return window:

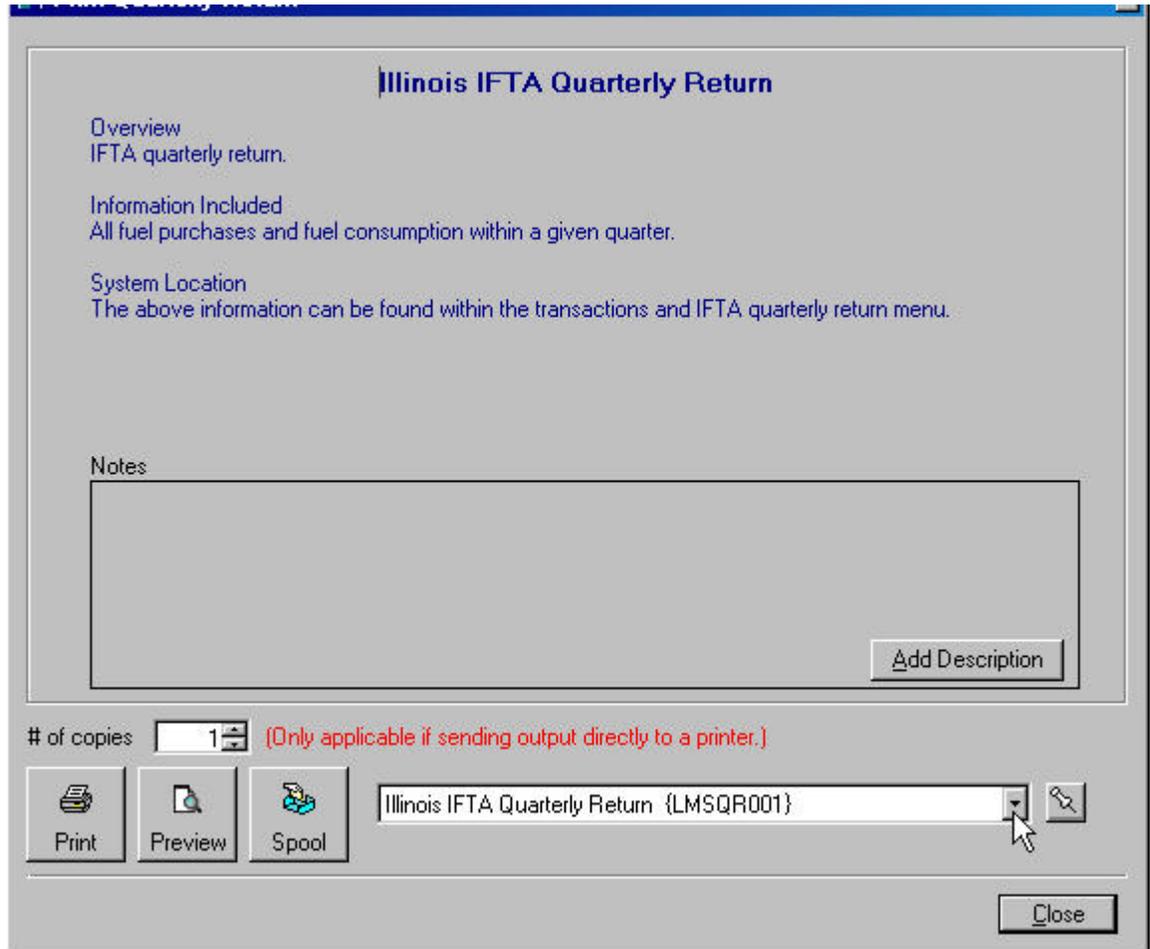


- 2) Click the New button in the action toolbar at the top of the screen
- 3) Enter your Tax ID does not appear (if it does not automatically appear)
- 4) Select the correct filing Quarter and Year
- 5) Enter any credits or balance due from a prior quarter (Optional)
- 6) Click the Create IFTA button at the bottom right portion of the screen. The system will search all trips and purchases for the quarter to create your IFTA Return. This process may take a several minutes. When complete, you will see a new line appear at the top of the screen.

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Printing your IFTA Quarterly Return

After your IFTA Return has been created, make sure the correct line is highlighted at the top of the screen, and click the Print button in the lower left portion of the screen



- 1) Use the dropdown list to select the correct return for your state. Click on the “thumb tack” button to set this as your default IFTA Quarterly Return
- 2) Select the number of copies you want to print, then click on the Print button to send directly to the printer, or the Preview button to have it displayed on your screen. The Spool button sends the report to a file for printing later – This option is not very useful for IFTA printing, so a more detailed explanation of Spooling is not provided.

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IFTA Quarterly Return – Hints and Tips

- If you receive a message indicating you are missing fuel tax rates, you must enter or import tax rates for the filing quarter. HINT: If the message says you are missing tax rates for state AK, you probably accidentally entered miles for Alaska when you intended to enter Arkansas or another state – find the trip with the incorrect state and change it to the correct state.
- If you receive a message indicating you are “missing fuel tax rates for a fuel type that is not “Diesel”, you probably have a power unit defined with an incorrect fuel type.
- If you receive a message indicating you have fuel purchases in a state with no reported miles, you must either correct the fuel purchase(s) or correct trip(s) to record miles traveled in the state. HINT: If the message indicates you have fuel purchases for AK, you probably accidentally entered fuel purchases for Alaska when you intended to enter Arkansas or another state – find the fuel purchase with the incorrect state and change it to the correct state.
- Realize the IFTA Quarterly Return is designed to equalize fuel taxes based on the states you travel through during the quarter. If you purchase fuel in states that have lower pump prices, and travel through states with higher pump prices, your quarterly tax liability will increase. In short, you will either pay fuel taxes at the pump or at the end of the quarter!
- Review your return for accuracy and reasonableness. If your average miles per gallon are unreasonable, you may have overstated or understated miles and/or fuel. If your tax liability seems unusually high or low, check the tax rates for each state and the miles/fuel purchased for each state
- If your un-filed quarterly return is incorrect:
 - Open the IFTA Quarterly Return window
 - Highlight the line with the incorrect return
 - Delete the return
 - Make necessary corrections to trips and/or miles
 - Re-create your quarterly return

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Fuel Tax Rates

Fuel tax rates must be entered each quarter. Not all states change their tax rates each quarter, but every quarter has some states with different tax rates than the prior quarter. To ensure the proper tax rates are used for calculations of current and previous quarters, FLI requires new tax rates entered each quarter for all the states you traveled through. Tax rates can be entered manually, imported from a file provided by FLI, or copied from a previous quarter and modified to the current rate. To maintain tax rates, click Fuel > Fuel Tax Rates:

Year	Quarter	Rate	State	Country	Fuel Type	Rate
2000	4	R	AB	USA	D	0.2285
2001	3	R	AB	USA	D	0.2221
2003	1	R	AB	CAN	D	0.09
2003	1	R	AB	USA	D	0.218
2001	3	R	AB	CAN	D	0.09
2000	4	R	AB	CAN	D	0.2285
2000	2	R	AB	CAN	D	0.09
2000	3	R	AB	CAN	D	0.09
2000	3	R	AB	USA	D	0.2324
2000	2	R	AB	USA	D	0.2317
2000	4	R	AL	CAN	D	0.0669
2001	3	R	AL	USA	D	0.17
2003	1	R	AL	CAN	D	0.0702

Records: 635

Details:

Year: 2000 Quarter: 4 Rate Type: Regular

State: AB (ALBERTA)

Country: USA (United States of America)

Fuel Type: D (Diesel)

Tax Rate: 0.228500

NOTICE: All jurisdictions have a Regular tax rate, while some have both Regular and Surcharge tax rates. You must enter BOTH Regular and Surcharge tax rates for states that have both. Failure to do this will result in incorrect tax liability calculations.

FLI IS NOT RESPONSIBLE FOR INACCURATE OR OMITTED TAX RATES, ENTERED OR IMPORTED.

Purge Rates
Copy Rates
Import Rates

User: FLI Status: Display Name: fm_fuel_tax_rates CAPS NUM 5/19/2003 1:25 PM

To Manually Enter Tax Rates:

- 1) Click New
- 2) Enter tax rate information in every field
- 3) Click Save when finished
- 4) Repeat steps 1-3 until all states have been entered. (make sure you enter surcharge rates for states that have surcharges)

To Import Tax Rates:

- 1) Go to www.flisupport.com to Download tax rates and instructions
- 2) Click on the Import Rates button on the right side of the screen
- 3) Identify the location of the tax rates import file
- 4) Click Import
- 5) Note: This option can be used only with tax rates supplied by FLI. FLI provides tax rate updates each quarter for a nominal fee of \$8.00 if downloaded from our website, \$15.00 if provided via email, or \$20.00 if provided on diskette.

To Copy Tax Rates from a previous quarter:

- 1) Click the Copy Rates button on the right side of the screen
- 2) Enter the From and To quarter/year
- 3) Click OK
- 4) Note: You will need to manually find and edit each rate that has changed from the previous quarter

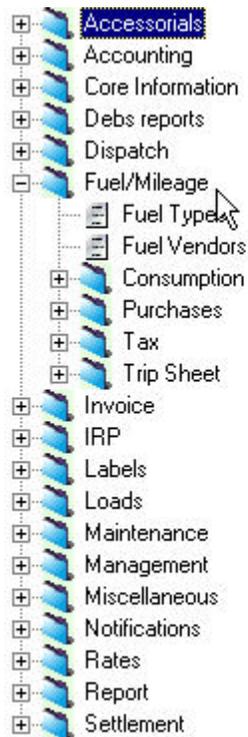
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Reporting

Overview

FLI offers many reports to view the information you have recorded. To generate reports, Click on the Reports menu. A report manager window will appear, listing all report categories on the left side of the screen:



- Click on the plus (+) sign to view the contents of each category.
- All Fuel reports are located in the Fuel/Mileage category. Sub-categories contain reports specific to Consumption (mpg), Purchases, Tax, and Trip Sheet.
- To generate a report, click on the report (not category) in the list, and click on the Print or Preview button located in the lower left section of the screen. Most reports will ask for a date range. When running quarterly reports, be sure to provide the exact dates for the quarter (e.g. 1/1/2003 – 3/31/2003).
- After entering a reasonable amount of information, take time to run some of these reports. This is the best way to determine which reports you find most useful.

Commonly Used Fuel / Mileage Reports

- Consumption > Fuel Miles per Gallon by Power Unit
- Purchases > Fuel Purchases Summary by State
- Purchases > Fuel Purchases Summary by Power Unit
- Trip Sheet > Trip Sheet Summary by State and Power Unit
- Trip Sheet > Trip Sheet Summary by State
- Trip Sheet > Trip Miles by Fleet and Power Unit (Useful for IRP reporting)
- Tax > Fuel Tax by Equipment (Useful for O/O reimbursement; Requires tax rates before generating report)

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Support

Overview

FLI provides 30 days of unlimited telephone support for new customers.

After 30 days, FLI provides support services based on an hourly rate, and offers 3 pre-paid support plans.

Support services are detailed in the FLI Support Policy, which will be provided upon request.

The design of FLI's Fuel and Mileage Software makes it very easy to learn and use. The need for continuing support for this product is extremely unusual.

Changes to IFTA Rules and Regulations, and/or state requirements, may necessitate changes to the FLI software product to remain in compliance. FLI occasionally produces software enhancements to improve the quality and usability of the software. Upgrades and enhancements will occasionally be offered to customers, usually for a nominal fee to cover development costs. Purchasing released versions is entirely optional; however, some upgrades may be required to remain compliant with regulating authorities.

FLI Fuel Tax Software Statements, Disclaimers and User Agreements

The purpose of FLI fuel tax software is to provide the software user with a simplified method of recording, calculating, and reporting fuel tax liability to the appropriate state agency. FLI fuel tax software calculates fuel taxes using state miles, fuel purchases and tax rates (DATA) supplied by the software user. Fuel tax calculations used in the software are based on rules established and supplied by the International Fuel Tax Agreement (IFTA), and individual IFTA member jurisdictions, where applicable. The formatting of quarterly tax return reports are based on requirements supplied by individual IFTA member jurisdictions.

Calculations used in the software to produce IFTA Quarterly Return information are verified accurate based on formulas, rules, and regulations in effect at the time the software version was produced. FLI will accommodate changes in formulas, rules, or regulations issued by IFTA governing bodies by incorporating these changes into a version release of the software product. Version releases will be made available by FLI to registered software users in exchange for receiving fees associated with the version release upgrade. FLI is not responsible for any inaccuracies due to failure or unwillingness of the software user to purchase and/or perform such software version release upgrades.

Accuracy of all DATA contained in the software product is the entire responsibility of the software user. FLI assumes NO responsibility for inaccurate, incorrect, or omitted information; or for any false calculations based on such information. FLI assumes NO responsibility for late filings of accurate or inaccurate IFTA Quarterly Returns.

Before filing your quarterly IFTA return, please verify all DATA, calculations, and results are correct.

The requirements for fuel tax reporting may not provide sufficient information for auditing purposes. You are required to retain your paper trip sheets and fuel purchase receipts, and such provide documents to auditing agencies when requested.

Use of FLI fuel tax software constitutes agreement by the software user to all statements contained in this section.

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FLI Installation Overview

Types of Installation

Stand-Alone Installation

Stand-Alone installation refers to an installation on a single computer. After installation, FLI may be used only on the computer it was installed on, even if the computer is connected to a Local Area Network. This type of installation is common when you only have 1 computer, or need FLI on only 1 computer.

When performing a Stand-Alone installation, you will install FLI only on 1 computer.

Network Installation

Network installation refers to installation on 2 or more computers that are connected through a Local Area Network (LAN). There are basically 2 types of network configurations – Peer-to-Peer (PTP) and Client/Server (C/S).

In a PTP network, each workstation has equivalent capabilities and responsibilities – in other words, 2 or more computers linked together, each capable of performing the same functions, with one designated as the Server or “Host” computer. PTP networks are generally simpler than C/S networks and generally do not offer the same security features, or performance under heavy loads. In most PTP networks, the Host is also used as a workstation.

A C/S network uses a dedicated Server, which is a powerful computer dedicated to managing disk drives, security, printers, and network traffic. Clients are PCs or workstations on which users run applications. Clients rely on Servers for resources, such as files, devices, and even processing power. In most C/S networks, the Server is not used as a workstation.

When performing a Network Installation, you will perform a Typical Installation on the Server, and Client Installations on each workstation you want to use FLI.

NOTICE: This document will not describe how to configure or administrate Network Services. If you are installing FLI on a LAN, it is assumed all Server and Client network configurations are installed and working properly. It is also assumed the installer will have administrative access to the Server and all Client workstations, and will have basic knowledge of networking and installing applications on their LAN. Network Services to configure or administrate your LAN are not included in the purchase of FLI software. At your request, FLI may perform these services for additional fees.

Upgrade Installation

An Upgrade Installation is used to install program updates and upgrades on a computer that FLI had previously been installed. This installation is performed on the Server only. Unless otherwise notified, no additional installation is required on the Client workstations.

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Installing FLI

Procedures for Stand-Alone and Server Installation

First start Windows and then place the FLI Installation CD-ROM in the appropriate CD drive. The InstallShield Wizard should begin initializing the Setup procedures. If the InstallShield Wizard does NOT appear, click on Start, select Run, then type d:\setup <ENTER> (if your CD-ROM drive is not your D drive, substitute the correct drive letter for the "d").

Next, follow the instructions on your screen, using the following as a guide.

Welcome Screen

Click Next to continue

License Agreement Screen

Review and accept the license agreement by clicking Yes

Customer Information

Type your name and company name, click Next

Installation Type Screen ***IMPORTANT***

Select **Typical Setup**, click Next

Program Location Screen ***IMPORTANT***

If you want to use the default path C:\Program Files\FLI, click Next

Location recommendation for Stand-Alone Installation:

- Click the Browse button
- At the top of the popup window you will see C:\Program Files\FLI – change this to C:\FLI
- Click OK
- Click Next

Location recommendation for Server Installation:

- Click the Browse button
- At the top of the popup window you will see C:\Program Files\FLI – change this to your shared drive and folder where you normally install applications, and add a “\FLI” suffix (e.g. D:\DATA\FLI). If you do not have a common shared drive and folder, change the C:\Program Files\FLI at the top of the screen to C:\APPS\FLI
- Click OK
- Click Next

Select Program Folder Screen – and – Check Setup Information Screen

Click Next

Installation Status Screens

The InstallShield Wizard will display progress of FLI installation, and installation of Data Access. It may take several minutes to complete the installation, and is entirely dependent on the speed of the computer. Please be patient and do not perform other tasks until the installation has finished.

Finish Screen

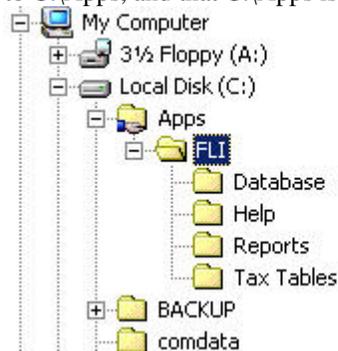
When the “Finish” screen appears, the Installation is complete. You may be asked to Restart your computer. Click Finish. NOTE: New controls will be loaded and registered the first time your computer Restarts after installing FLI. This may cause a significant delay before your desktop icons appear. Older, slower computers may take as long as 10 minutes to Restart. Please be patient – This is a one-time only delay! If your desktop does not appear after 10 minutes, power down your computer, wait a few seconds, and then power it back up.

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Procedures for Network Client (Workstation) Installation

Before performing a Client installation:

- FLI must have already been installed on your Server in a shared drive or folder
 - If not, follow instructions for “Stand-Alone or Server Installation”
- You must know the Server name
 - To find the Server name, perform the following on the Server:
 - If Windows 95, 98, or NT, right-click on the Network Neighborhood desktop icon, then left-click on Properties, click on the Identification Tab and note the value in the Computer Name field, click Cancel
 - If Windows 2000, or XP, right-click on the My Computer desktop icon, then left-click on Properties, click on the Network Identification tab and note the value in the Full Computer Name field, click Cancel
- You must know the shared folder name on the Server where FLI was installed
 - To find the shared folder name, perform the following on the Server
 - Right-click on your Start button, then left-click on Explore.
 - When the Explorer window appears, scroll up or down to find the Drive where you installed FLI (e.g. C:). If there is a plus sign (+) to the left of your drive, click on it to show the contents of the drive.
 - Scroll down to find the folder you installed FLI into (e.g. APPS). If there is a plus sign (+) to the left of the folder, click it to show the contents of the folder – keep performing this step until you see the FLI folder.
 - Examine the drive and folders above the FLI folder. If any has a small hand icon under the drive or folder icon, then that is your shared folder or drive – note the folder name. The picture below shows that FLI was installed to C:\Apps, and that C:\Apps is the shared folder.



- If you do not see a shared folder, you will need to create a share. To create a share, right click on the folder you want to share (e.g. APPS), then select Sharing. Click on the Shared As option, then Click OK. This will be your shared folder name.
- You must have mapped a logical drive to the shared drive or folder on the Server
 - To map a network drive, perform the following on the Client workstation
 - If Windows 95, 98 or NT, right-click on the Network Neighborhood desktop icon, then left-click on Map Network Drive. In the Drive field, drop down the list and pick a drive that does not have a value next to it (e.g. L:). In the Path field, enter two backslashes followed by your server name, followed by another backslash, followed by your shared folder name (e.g. \\ServerName\Apps). Make sure the Reconnect at Logon is checked. Click OK. If another Window appears showing “Contents of L:”, close the Window.
 - If Windows 2000 or XP, right-click on the My Network Places desktop icon, then left-click on Map Network Drive. In the Drive field, drop down the list and pick a drive that does not have a value next to it (e.g. L:). In the Folder field, enter two backslashes followed by your server name, followed by another backslash, followed by your shared folder name (e.g. \\ServerName\Apps). Make sure the Reconnect at Logon is checked. Click OK. If another Window appears showing “Contents of L:”, close the Window.

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Client Installation:

First start Windows on the Client workstation and then place the FLI Installation CD-ROM in the appropriate CD drive. The InstallShield Wizard should begin initializing the Setup procedures. If the InstallShield Wizard does NOT appear, click on Start, select Run, then type d:\setup <ENTER> (if your CD-ROM drive is not your D drive, substitute the correct drive letter for the "d").

Next, follow the instructions on your screen, using the following as a guide.

Welcome Screen

Click Next to continue

License Agreement Screen

Review and accept the license agreement by clicking Yes

Customer Information

Type your name and company name, click Next

Installation Type Screen ***IMPORTANT***

Select **Client Installation**, click Next

Program Location Screen ***IMPORTANT***

- Click the Browse button
- At the top of the popup window you will see C:\Program Files\FLI – change this to your mapped drive and folder where you FLI is installed (e.g. L:\Apps\FLI).
- Click OK
- Click Next

Select Program Folder Screen – and – Check Setup Information Screen

Click Next

Installation Status Screens

The InstallShield Wizard will display progress of FLI installation, and installation of Data Access. It may take several minutes to complete the installation, and is entirely dependent on the speed of the computer. Please be patient and do not perform other tasks until the installation has finished.

Finish Screen

When the “Finish” screen appears, the Installation is complete. You may be asked to Restart your computer. Click Finish. NOTE: New controls will be loaded and registered the first time your computer Restarts after installing FLI. This may cause a significant delay before your desktop icons appear. Older, slower computers may take as long as 10 minutes to Restart. Please be patient – This is a one-time only delay! If your desktop does not appear after 10 minutes, power down your computer, wait a few seconds, and then power it back up.

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Procedures for Upgrade Installation

NOTICE: If you have FLI installed on a LAN, the Upgrade Installation must be performed on the Server

First start Windows and then place the FLI Installation CD-ROM you received in the appropriate CD drive. The InstallShield Wizard should begin initializing the Setup procedures. If the InstallShield Wizard does NOT appear, click on Start, select Run, then type d:\setup <ENTER> (if your CD-ROM drive is not your D drive, substitute the correct drive letter for the "d").

Next, follow the instructions on your screen, using the following as a guide.

Welcome Screen

- Click Repair
- Click Next

Shared File Detected

If you receive a popup window indicating that a shared file is detected, check the box next to "Don't display this message again", and click Yes

Finish Screen

When the "Finish" screen appears, the Installation is complete. You may be asked to Restart your computer. Click Finish. NOTE: New controls will be loaded and registered the first time your computer Restarts after installing FLI. This may cause a significant delay before your desktop icons appear. Older, slower computers may take as long as 10 minutes to Restart. Please be patient – This is a one-time only delay! If your desktop does not appear after 10 minutes, power down your computer, wait a few seconds, and then power it back up.

If you have FLI installed on a LAN, and your Upgrade Installation CD came with a notice that client installation is required, follow instructions under "Client Installation" for each workstation running FLI.

After Installing FLI

- You will not need the CD-ROM to run the software, but you should keep the CD-ROM in a safe place in case reinstallation is needed in the future.
- You may discard CD's containing previous versions of FLI.
- You should see an FLI icon on the desktop after successful installation. Double-click the icon to make sure the FLI logon screen appears. If you already have established company data in FLI, login to ensure your company information is accessible.

Installation Errors and Trouble Shooting

- In Windows 2000, XP, or 2003 you may receive a message after installation stating that "Some Windows controls have been replaced and that the system may become unstable if you leave them....Do you want to keep these new controls?" It is important that you do not overlay the controls with the original controls that came with Windows 2000 or XP. Read the message carefully, and answer either "Yes – you want to keep the new controls" or "No – you do not want to replace the new controls with the original ones".
- If you cannot install from the CD, copy the contents of the CD to your hard drive and try installing from the hard drive
- If you receive an error message after installing that says "Method '~' of object '~' failed", contact FLI for instructions to reinstall this Microsoft component
- Contact FLI if you have any other difficulties during the installation process