

How do I access the site?

- Go to <http://marcnelsonoil.ecardlink.com>
- Enter your user name and password (case sensitive)
- Click on the "Submit" button

User name: _____

Password: _____

You will be prompted to change your password when you first log in.

Who answers your questions about MNOP online account access?

Rose Henlin, Cardlock Administrator
rose@marcnelsonoil.com
(503) 363-7676 or (800) 523-7676

— OR —

Molly Nelson-Sigado
molly@marcnelsonoil.com
(503) 363-7676 or (800) 523-7676

How do I see a list of driver cards?

- On the main menu, under Account Maintenance, click on *Driver Card Maintenance*.
- Click on *Driver Card List*.
- Enter your criteria: only active cards or all cards can be viewed and sorted by card description or card number.
- Click Submit.
- This report allows you to see all the cards on your account and the product restrictions and PIN numbers associated with each card.

How to I order a new card?

- On the main menu, under *Account Maintenance*, click on *Driver Card Maintenance*.
- Click on *New Driver Card* to order a brand new card.
- In the first box, enter the description of the card and click the *Add* button.
- Use the following two sections to place any restrictions on the card you may want.
- Enter the card type: S for all one card systems.
- If you have a 2 card system, enter D for Driver card or V for vehicle card.
- In the *Tax Exemptions* box, be sure to tell us if you have PUC permits.
- Enter the delivery instructions.
- Click on *Submit* to send us your request.

More information about Card Maintenance

- From the *Card Maintenance* menu, you can:
- Replace cards (click on *Replace Driver Card*).
- Change the description on a card for invoicing purposes (click on *Change Driver Card Description*).
- Cancel a driver card (click on *Lock Out Driver Card*). Note: this option will only cancel a card when the nightly processing occurs.
- Reactivate a driver card (click on *Unlock Driver Card*). Note: this will activate a card as of midnight on the date requested.
- If you have a two card system, the *Vehicle Card Maintenance* screens are the same as the *Driver Card Maintenance* screens.
- **Note: If you require a card to be immediately invalidated, you must call us.**



Online Account Access

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Customer User's Guide



Marc Nelson Oil Products (MNOP)
(503) 363-7676 • (800) 523-7676
www.marcnelsonoil.com

How do I see current fueling transactions?

- On the main menu, under *Inquiries & Reports*, click on *Transaction Inquiry*.
- On this screen, you can choose a specific date range, card range, and vehicle range (for 2-card systems). This is a great function to use to track an employee's fuel use for a specific period of time!
- Output destination allows you to see the report on your screen, download the file, or email the file to yourself. The file comes in a csv format which can be viewed and/or edited in Microsoft Excel.
- Important note: prices do not assign to transactions until they are invoiced. If you are concerned about prices, please contact us.

What's a Fuel Summary Report?

- Includes invoiced transactions sorted by card, with totals for products and regions, and has itemized taxes broken out.
- It comes in pdf format and requires Adobe Acrobat Reader to view.
- Can be accessed from the main menu, under *Inquiries & Reports*, by clicking on *Fuel Summary Report*.
- Date, card and vehicle ranges can be customized and the report can be viewed on your screen, downloaded or emailed to you.

How do I report an address change?

- On the main menu, under *Account Maintenance*, click on *Address Change*.
- Enter your new contact information.
- Click on *Submit* to send the address change request to our office.

How do I reprint a Statement?

- On the main menu, under *Inquiries & Reports*, click on *Billing Statement*.
- You may select to view unpaid invoices only or all invoices.
- By selecting all invoices, you can see the actual historical account information including when payments were posted to your account.
- This report is in pdf format and Adobe Acrobat Reader is required to view it.
- You can view the report on your screen, download it or have it emailed to you.

How do I reprint an Invoice?

- On the main menu, click on *Reprint Invoice*.
- From the drop down menu, choose the invoice you would like to view.
- The invoices are in pdf format and Adobe Acrobat Reader is required to view them.
- You can view the invoice on your screen, download it or have it emailed to you.
- This will give you an exact duplicate of the invoice you would have received in the mail.

How do I see what I have done online?

- On the main menu, click on *Web Administration*.
- To view card orders/changes or address changes, click on *View Transaction Log*.
- To view a list of those in your company with online access, click on *Web User Report*.



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