



Fleet Service Advantage

**Welcome to the Toyota Fleet Service Advantage Program!
Keep Fleet Business in the Service Lane**

General

Why does the Toyota Fleet Service Advantage (TFSA) Program exist?

The TFSA Program exists to help Toyota dealerships recapture fleet service business that is not consistently returning to the dealer network. By creating a structured pathway for fleet service transactions, the program helps increase customer pay service volume and parts sales for participating Toyota dealerships nationwide.

What repair orders are eligible under the Toyota Fleet Service Advantage (TFSA) Program?

The TFSA Program is applicable to customer pay repair orders (CPROs) only.

What Toyota fleet vehicles are eligible under the Toyota Fleet Service Advantage (TFSA) Program?

The TFSA Program is applicable to all fleet vehicles represented by a Fleet Management Company (FMC) participating in TFSA. Please note TMNA/TMS employee lease vehicles are not eligible under TFSA.

Are there any fees associated with enrolling or participating in Toyota Fleet Service Advantage (TFSA) Program?

There are no enrollment or monthly fees in the TFSA Program. However, a maximum discount of 13.5% will be applied to every CPRO processed within the TFSA program.

Opportunity

Who has Toyota partnered with for Toyota Fleet Service Advantage (TFSA)?

Toyota has partnered with OEC and MyFleetCenter (MFC).

OEC assists with dealer enrollment, customer pay repair order (CPRO) authorization assistance and platform issues allowing dealers to simplify their CPRO authorization and submission for payment.

MFC is a consolidated fleet billing company who will take over fleet billing and dealer payments.

Are there other products or OEC services I must buy to make TFSA active?

No, TFSA is a stand-alone offering.

What makes are eligible to be submitted through TFSA?

While the priority is Toyota VINs, dealers may service any fleet vehicle make eligible through the system at their discretion.

Enrollment

How do I enroll in Toyota Fleet Service Advantage (TFSA)?

1. Visit fleet.toyota.com
 - a. Select the Toyota Fleet Service Advantage dropdown
 - b. Complete the TFSA Dealer Enrollment Form
 - c. Once submitted, follow guidance to the OEC enrollment form
2. Complete the OEC enrollment form
 - a. Provide dealer information
 - b. Agree to Terms and Conditions
 - c. Once submitted, follow guidance to the MyFleetCenter enrollment form
3. Complete the MyFleetCenter enrollment form
 - a. Provide dealer information and banking information
 - b. MyFleetCenter will call the accounting contact to verify banking information and make a \$0.01 test deposit
4. After completion, dealers will receive activation confirmation from OEC

How do I get my login credentials? Do I need to call OEC for that information?

Enrollment by the dealer will trigger an email to the OEC Product Team, allowing them to create the dealer account for TFSA and a username for the person who enrolled. Once created, the admin will receive an email allowing them to set up their password. Additional users can be created by the dealer administrator or requested through selecting “**Request Username**” in the Resources section of the TFSA microsite.

Dealers will also receive an email from MyFleetCenter requesting that you verify the email address that was used on the enrollment form. Once verified, you will get a second email allowing you to create your login for the MyFleetCenter Payment Portal.

Bill Pay

If I sign up for Toyota Fleet Service Advantage (TFSA) and have an existing agreement with a participating FMC in the program, will the TFSA program fee add to that?

No, the TFSA agreement supersedes all prior agreements solely with current and future participating Fleet Management Companies (FMCs). Prior arrangements with those FMCs are nullified. Non-participating FMCs are not affected.

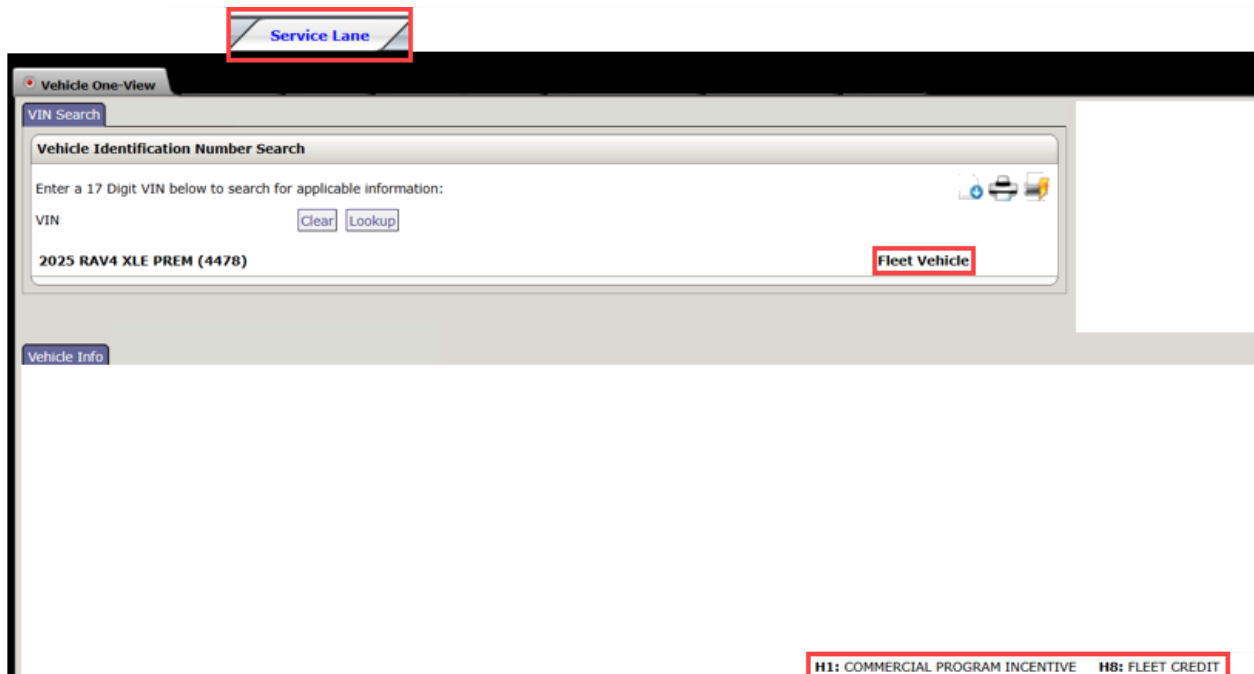
If a dealer signs up for TFSA, is it mandatory to use the billing process through MyFleetCenter?

Yes, this program is designed for consolidated billing and is a requirement to participate.

Processing Claims

How do I know when a vehicle coming in for service is a fleet vehicle?

There is a "Fleet Vehicle" designation in Service Lane on TIS as well as fleet specific codes in the accessories section.



How and how often does my dealership get paid for Toyota Fleet Service Advantage (TFSA) customer pay repair work?

Once the dealer enters the customer pay repair orders (CPRO) into TFSA and they are approved and closed out, they are transmitted to MyFleetCenter (MFC) and the FMCs. MFC will invoice the FMCs, and the FMCs will pay MFC per their contract terms.

When MyFleetCenter receives payment, they transmit those funds to the dealer via ACH the following week, less the program fees.

Note: MyFleetCenter fees accrue when invoices are imported in their system, so the invoices for which fees are charged and the invoices for which you are being paid are not usually a one to one match on the payment report. You will only be charged fees once, no matter when the Fleet Management Company pays an invoice.

Weekly payment reports are closed out as of Saturday with net payments deposited to your bank via ACH the following Friday. Reports are available by the end of the day Wednesday so you can reconcile funds to be deposited on Friday. If Friday is a holiday, your funds will be deposited on Thursday.

How do I print MyFleetCenter Reports?

You can print reports by logging on to your account at <https://toyota.myfleetcenter.com/>, going to the reports tab, payment reports, then selecting the payment reconciliation report date you are looking for. MyFleetCenter also has invoice reports and aging reports to help you confirm which invoices are in process and what is paid or unpaid.

If you need assistance with your username, password, or understanding MyFleetCenter reports, contact MyFleetCenter at admin@myfleetcenter.com or 888-999-9497.

What happens if a payment adjustment is required on my repair order?

Dealers can contact MyFleetCenter directly for any discrepancies.

How can I view recordings that depict how to get a repair order entered and reconciled?

Select "**Recorded Training**" in the Resources section of the TFSA microsite. A dealer can also visit the Support Center once logged into the program.

Does the customer pay repair order work have to be completed before entering information into TFSA?

No, the information should be entered into TFSA right away to obtain authorization,

which is required before work can begin.

What happens when I receive manual approval from an FMC because the internet is down?

Manual POs are approved and will be processed through MyFleetCenter. Each FMC may have a different requirement for phoned-in POs to be completed for payment. Payment will be transmitted as normal once MyFleetCenter receives payment from the FMC. Please make all efforts to obtain authorization and payment electronically to avoid payment delays.

Support

Where can I find additional TFSA program support?

For OEC training and login support, please contact OEC Customer Support at 888-776-5792 x1 or support@oeconnection.com. OEC hours of operation are 7:00am – 7:00pm CST Monday through Friday. Closed on New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve Day, and Christmas Day.

For TFSA payment questions or MyFleetCenter payment portal support, please contact MFC Customer Support at 888-999-9497 or admin@myfleetcenter.com. MFC hours of operation are 8:00am – 6:00pm CST Monday through Friday. Closed on New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve Day, and Christmas Day.

For additional questions, please contact the TMNA team
FleetServiceAdvantage@Toyota.com.