



# Ramos Oil Company

24/7 Access to Your CFN Account Tutorial

If you have questions or need Assistance  
you can contact Chris Nichols at  
916-371-2570, [chris@ramosoil.com](mailto:chris@ramosoil.com)  
or 916-371-3289 ext. 31222

# 24/7 Access for Total Fuel Management

With CFN you have 24/7 access anywhere via the Internet to your account information

- ★ View Account and Card Information
- ★ Enhanced Transaction Report Download Formats including Excel and PDF Formats
- ★ Email Request Card Feature
- ★ Replace an Existing Card
- ★ Change Driver ID Numbers
- ★ Validate Odometer Features including changing Tank Range, Tolerance and current Odometer
- ★ View Active and Inactive Cards

LOG ON FOR TOTAL FUEL MANAGEMENT



# Logging on to Your Account Information

The screenshot shows the Ramos Oil Company website. At the top, there is a yellow header with the phone number "Call Us 1-800-477-7266" and navigation links for "Locations", "Customer Resources", "Customer Bill Pay", and "Contact Us". Below this is a dark blue navigation bar with the Ramos Oil Company logo (featuring a banner for "65 YEARS OF SERVICE") and a menu with categories: "SERVICES", "PRODUCTS", "CARDLOCK NETWORK", "INDUSTRIES", and "COMPANY". A yellow arrow points to the "CARDLOCK NETWORK" menu item. A dropdown menu is open under "CARDLOCK NETWORK", listing "Benefits", "Locations", "Apply Now", "Login", "CFN Network Facilities", "CFN Tutorials & Webinars", and "FAQ". A second yellow arrow points to the "Login" option. A red callout box on the left contains the following instructions:

1. Go to [www.ramosoil.com](http://www.ramosoil.com)
2. Hover your mouse over the Cardlock Network Menu
3. Click on "Login"

This will take you to the CFN Login Page

The background of the website features a large image of a fueling station with trucks and a field with agricultural equipment. At the bottom, there is a dark blue footer with the text "Drive Into Your Future! We Are Hiring Now!" and a "SEARCH AND APPLY" button. A "Message" button is visible on the right side of the page.

# Logging on to Your Account

Account & Card Info

CFN Participant Account Logon

Participant ID:

Account Number:

Password:

Enter Participant ID Number 028

Enter Your Account Number

Enter Your Password

**\*Please Note**  
Ramos Oil must set up access prior to using this feature

Account & Card Info | Member Store | Advertising | Human Resources

Home | CFN Mobile Fueling Network | Become a Cardholder  
Contact CFN | About CFNnet | Locations | Site Locator | National Accounts

# Main Menu

The screenshot shows a web browser window with the address bar displaying <http://www.cfnet.com/cgi-bin/menu.pl>. The browser interface includes a menu bar with options like Home, CFN Mobile Fueling Network, Membership, Become a Cardholder, and News & Updates. The main content area is titled "CFN Private > Account & Card Info" and identifies the user as "RAMOS OIL COMPANY #028 (user: pamelaga Garcia)". A welcome message follows, asking the user to select from a list of options: Transactions, Authorizations, Cards, Account Summaries, and Update Profile. On the left side, there is a "MEMBER LOGIN" section with a "CLIENT LOGIN" button, and a "JOIN CFN NETWORK BECOME A MEMBER!" section with links for "ACCOUNT & CARD INFO" and "MEMBERS ONLY".

CFN  
COMMERCIAL FUELING NETWORK

HOME CFN MOBILE FUELING NETWORK MEMBERSHIP BECOME A CARDHOLDER NEWS & UPDATES

Contact CFN About CFNnet Locations Site Locator National Accounts

**CFN Private > Account & Card Info**

CFN

**RAMOS OIL COMPANY #028 (user: pamelaga Garcia)**

Welcome to the CFN Main Search Menu, please select one of the following:

- [Transactions](#)
- [Authorizations](#)
- [Cards](#)
- [Account Summaries](#)
- [Update Profile](#)

**MEMBER LOGIN**

CLIENT LOGIN

JOIN CFN NETWORK  
BECOME A MEMBER!

**ACCOUNT & CARD INFO >**  
[Want to become a cardholder? >>](#)

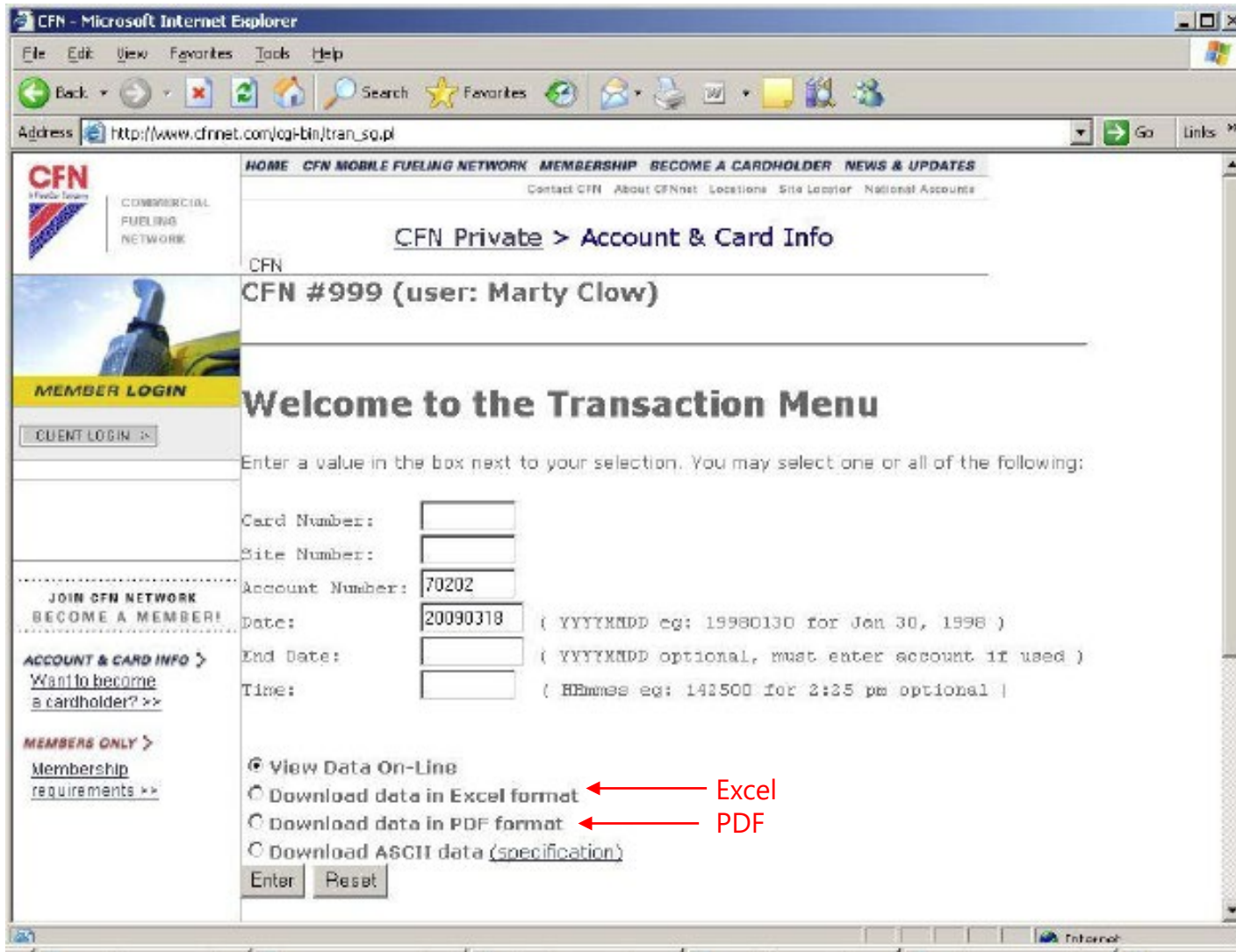
**MEMBERS ONLY >**  
[Membership requirements >>](#)

Trusted sites | Protected Mode: Off

115%



# Customer Access Features



You can conveniently download your transaction history in either Excel or PDF formats. The Excel file will allow you to manipulate the fields for easy reporting and analysis. The PDF format is a reduced file size, perfect for emails but is not able to be modified.

# Customer Access Features

CFN - Windows Internet Explorer  
http://www.cfnnet.com/cgi-bin/auth.pl

HOME CFN MOBILE FUELING NETWORK MEMBERSHIP BECOME A CARDHOLDER NEWS & UPDATES  
Contact CFN About CFNnet Locations Site Locator National Accounts

CFN Private > Account & Card Info

CFN

**RAMOS OIL COMPANY #028 (user: pamelagarcia)**

**Welcome to the Authorization Menu**

Enter a value in the box next to your selection. You may select one or all of the following. Leave the Site number blank to show ALL authorizations.

Card Number:

Site Number:

Account Number:

Date:  ( YYYYMMDD eg: 19980130 for Jan 30, 1998 )

Time:  ( HHmmss eg: 142500 for 2:25 pm )

Authorization Denials Only  All Authorizations

CFN COMMERCIAL FUELING NETWORK

MEMBER LOGIN

CLIENT LOGIN >

JOIN CFN NETWORK BECOME A MEMBER!

ACCOUNT & CARD INFO >  
[Want to become a cardholder? >>](#)

MEMBERS ONLY >  
[Membership requirements >>](#)

Trusted sites | Protected Mode: OFF | 115%

# Customer Access Features

Common transaction denial codes, what they mean, and how to fix the error.

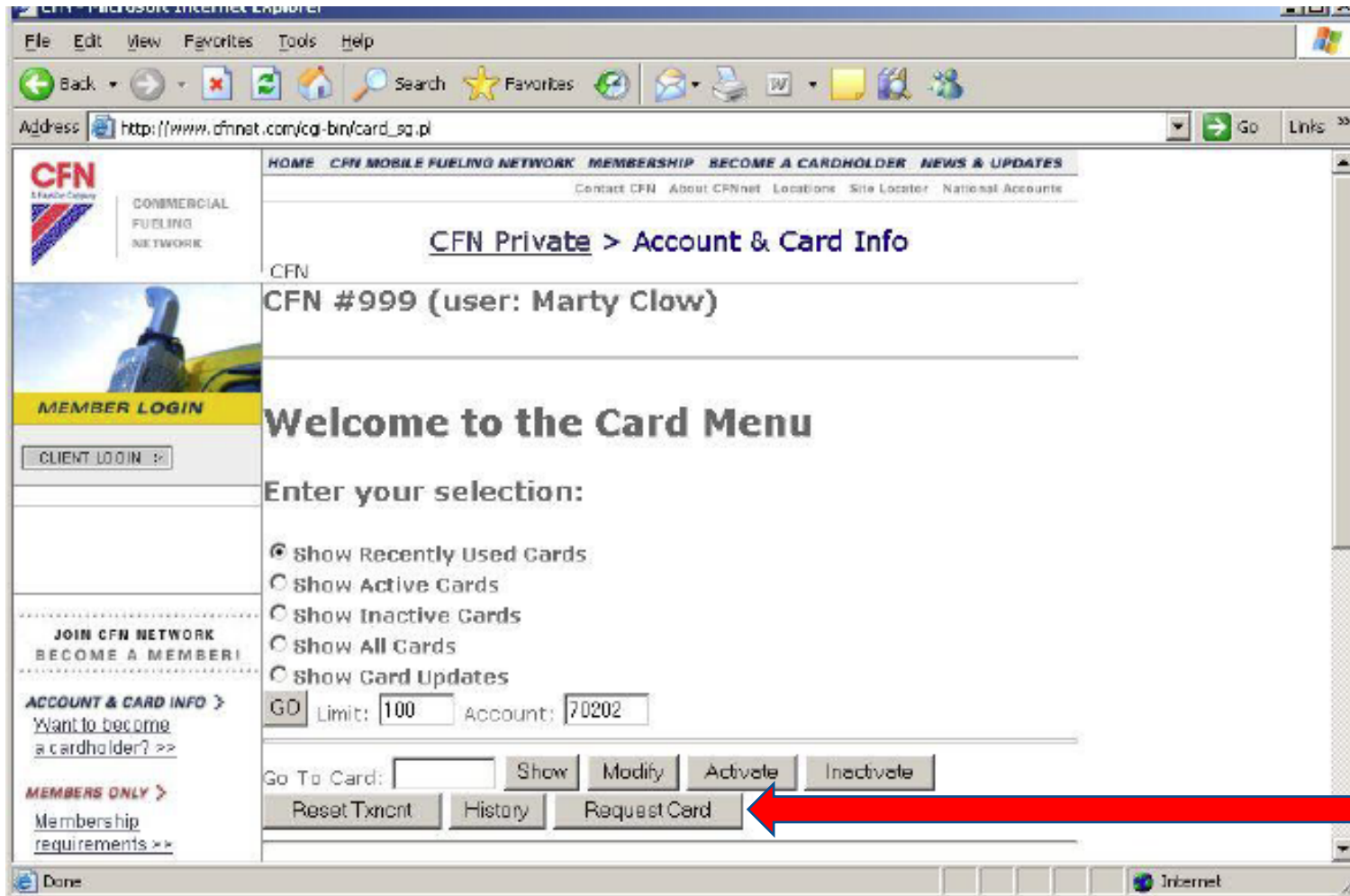
Denial Code	Solution
Bad DID	Entering incorrect driver ID also know as pin number. Enter correct pin number
Do Not Honor	Card or account is shut off. If account is shut off you must call 916-371-2570
Exceeds gallon limit	Card or account has reached the maximum gallon limit. Card can be reset, account must be reset by calling 916-371-2570
Exceeds transaction limit	Card has exceeded transactions for the day. Card must be reset
Not Permitted	Card has day and time limits. Must fuel within those times
Reprompting	Call was dropped. Try card again
Site Not Allowed	Card is locked out from using retail facilities. Must go to a cardlock facility
Transaction In Progress	Transaction authorization stuck in a loop. Card must be reset

If you have any questions or concerns please feel free to contact Chris Nichols at 916-371-2570





# Customer Access Features



For your convenience, you can now Request a Card via the internet without ever needing to pickup the phone. Once your request is received, a new card will be sent out within one business day

# Customer Access Features

Microsoft Internet Explorer  
File Edit View Favorites Tools Help  
Back Forward Stop Home Search Favorites Refresh Print Mail Stop Internet Options  
Address http://www.cfnnet.com/cgi-bin/getcard\_sg.pl Go Links

CFN  
COMMERCIAL FUELING NETWORK  
HOME CFN MOBILE FUELING NETWORK MEMBERSHIP BECOME A CARDHOLDER NEWS & UPDATES  
Contact CFN About CFNnet Locations Site Locator National Accounts

CFN Private > Account & Card Info

CFN

CFN #999 (user: Marty Clow)

Welcome to the Card Request Screen

Company Number: 999 CFN  
Account Number: 70202  
Company Email (To): jasoni@cfnnet.com  
Account Email (From): ddronet@fleetcor.com  
Email Format:  HTML  Text  
Request:  New Card  Replace Card:   
Comments: Add special instructions here  
Submit

http://www.cfnnet.com/cgi-bin/getcard\_sg.pl# Internet

Replacing an existing card that has become damaged (cracked, worn magnetic stripe, etc). Simply select the Replace Card box and enter the existing card number that you would like replaced.

In the Comments/Special Instructions box, type "make a card just like card #1234567"

# Customer Access Features

CFN - Microsoft Internet Explorer

Address: [http://www.cfnnet.com/cgi-bin/getcard\\_sq.pl?c=1379004&s=Modify](http://www.cfnnet.com/cgi-bin/getcard_sq.pl?c=1379004&s=Modify)

CFN  
COMMERCIAL FUELING NETWORK

HOME CFN MOBILE FUELING NETWORK MEMBERSHIP BECOME A CARDHOLDER NEWS & UPDATES

Contact CFN About CFNnet Locations Site Locator National Accounts

CFN Private > Account & Card Info

CFN #999 (user: Marty Clow)

### Welcome to the Card Modification Menu

Card Number:  (single)

Account Number:

Account Profile:

Card Exp Date:  (YYYY)

Custom Per-Fill Limit:

Driver ID:

Validate Odometer?:  Yes  No [More Validate Odum Info](#)

CAUTION: Incorrect odometer settings may cause denials.

Tank Range:

Tolerance:  (percent 0 - 100)

Current Odometer:

Last Odometer:

POS Restricted:  Yes  No

Card Status:  Valid  Invalid

Reason Updated:

**Change A Driver ID Number:** When a driver leaves your company or will no longer be using a card, you can quickly change the driver ID assigned to the card from this menu.

**Validate Odometer:** This enhanced feature allows you to increase security on the account.

- **Range Per Tank:** allows you to input the expected miles the vehicle can travel on a tank of fuel
- **Range Tolerance:** allows you flexibility by extending the Range per Tank
- **Example Range per Tank:** Set up for 300 miles. Range Tolerance set at for 25%. Odometer reading would have flexibility of 75 miles (25% of 300). If your last odometer reading was 10,000, your next odometer entry **MUST** be between 10,000 and 10,375 in order to receive an authorization.

*\*For security purposes you can no longer modify Account Profile and Expiration Date. An Error Message will be received if attempted.*

# Customer Access Features

CFN - Microsoft Internet Explorer  
Address: [http://www.cfnnet.com/cgi-bin/getcard\\_sq.pl?c=1379004&s=Modify](http://www.cfnnet.com/cgi-bin/getcard_sq.pl?c=1379004&s=Modify)

CFN #999 (user: Marty Clow)

### Welcome to the Card Modification Menu

Card Number:	<input type="text" value="1379004"/>	(single)
Account Number:	<input type="text" value="70202"/>	
Account Profile:	<input type="text" value="0"/>	
Card Exp Date:	<input type="text" value="0511"/>	(YYYY)
Custom Per-Fill Limit:	<input type="text" value="1818"/>	
Driver ID:	<input type="text" value="01818"/>	
Validate Odometer*:	<input type="radio"/> Yes <input checked="" type="radio"/> No <a href="#">More Validate Odom Info</a>	
CAUTION: Incorrect odometer settings may cause denials.	Tank Range:	<input type="text" value="190"/>
	Tolerance:	<input type="text" value="20"/> (percent, 0 - 100)
	Current Odometer:	<input type="text" value="181818"/>
	Last Odometer:	<input type="text" value="181811"/>
POS Restricted:	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Card Status:	<input type="radio"/> Valid <input checked="" type="radio"/> Invalid	
Reason Updated:	<input type="text"/>	

You can now change the current Odometer Readings

You also have the ability to preset or correct the current and last odometer for a card. This may be helpful if a card is denied from fueling based on a prior incorrect odometer entry. Use this feature with care as incorrect settings may cause denials by the system.

If you would like emails regarding the odometer validation instead of denying at the pump, please contact Chris Nichols at [chrisn@ramosoil.com](mailto:chrisn@ramosoil.com) to set up this feature.

# THANK YOU FOR YOUR SUPPORT AND YOUR BUSINESS!

Your Ramos Oil Cardlock / CFN  
Customer Service Specialists



Chris Nichols  
Customer Service  
[chrism@ramosoil.com](mailto:chrism@ramosoil.com)  
916-371-2570  
916-371-3289 ext. 31222



Pam Richey  
Cardlock Billing Coordinator  
[pamr@ramosoil.com](mailto:pamr@ramosoil.com)  
916-371-2570

Member of

