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, chrisn@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

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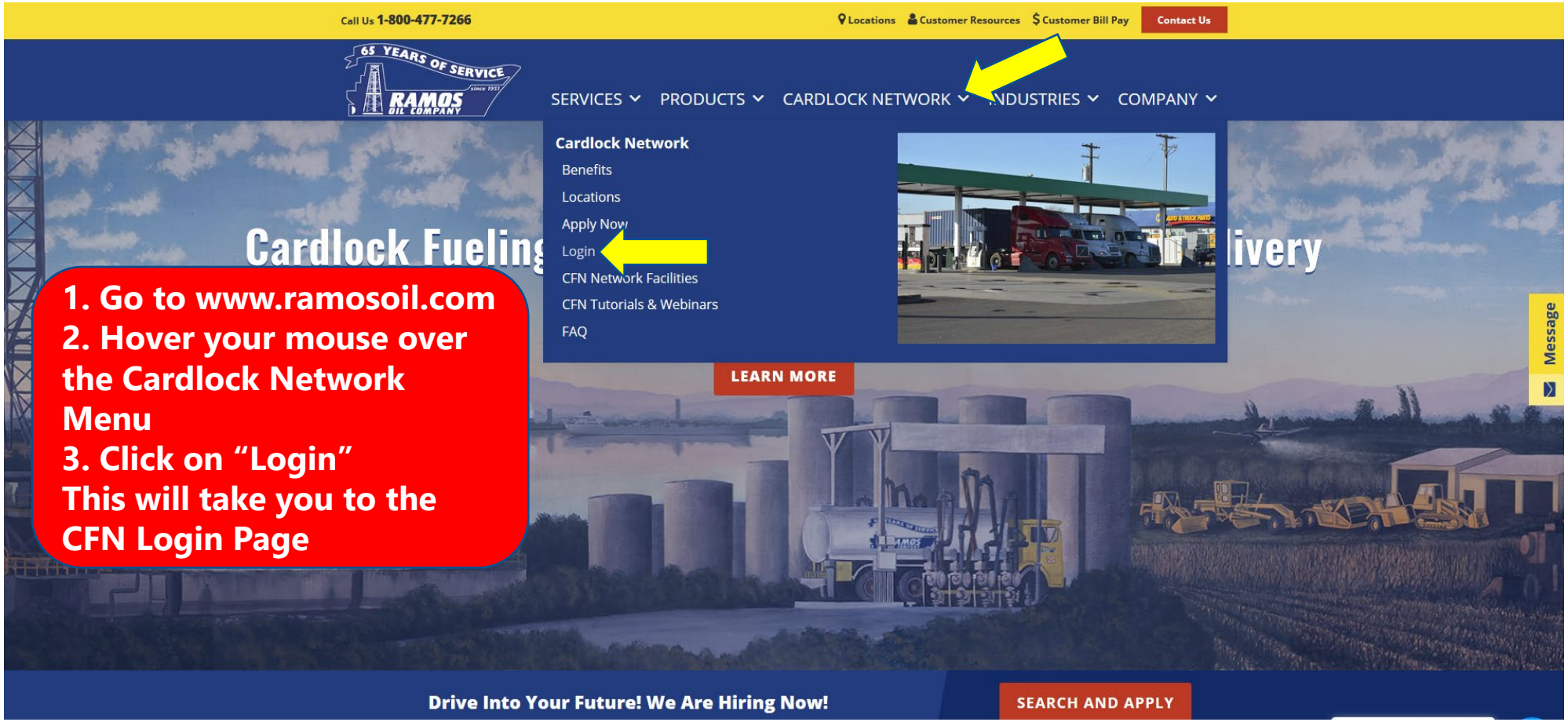
RAMOS OIL COMPANY since 1951

Logging on to Your Account Information



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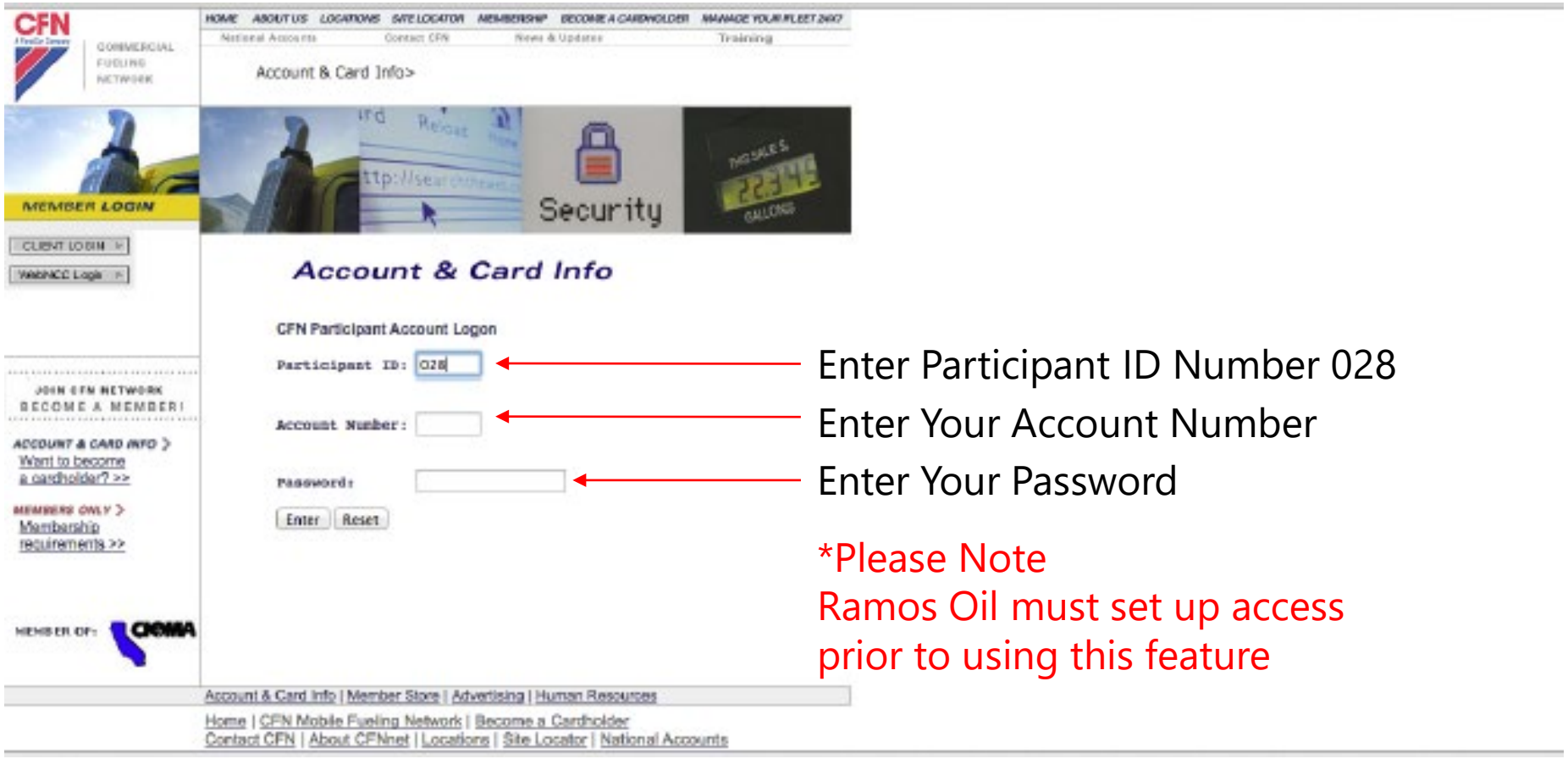

Enter Participant ID Number 028

Enter Your Account Number

Enter Your Password

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

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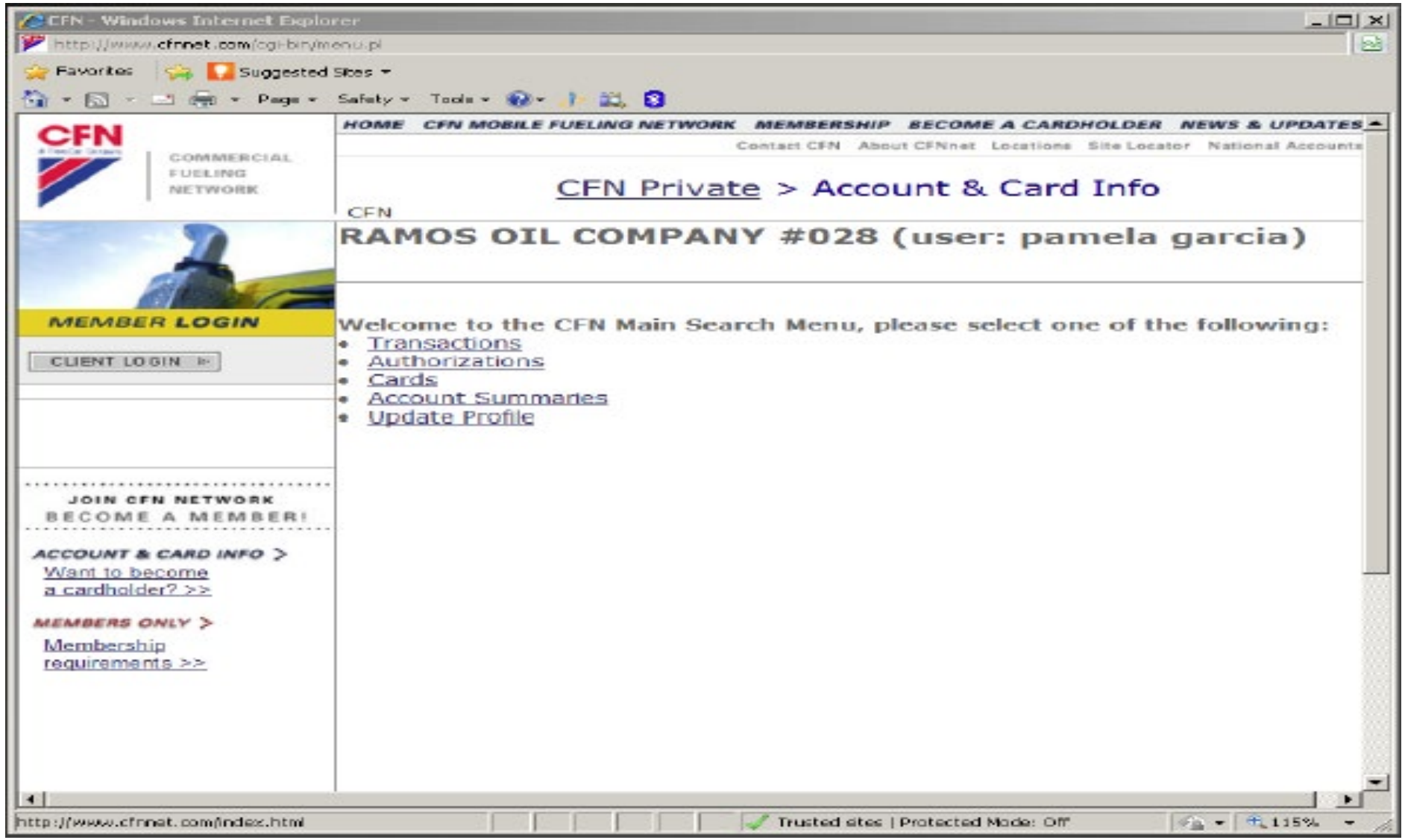
Main Menu



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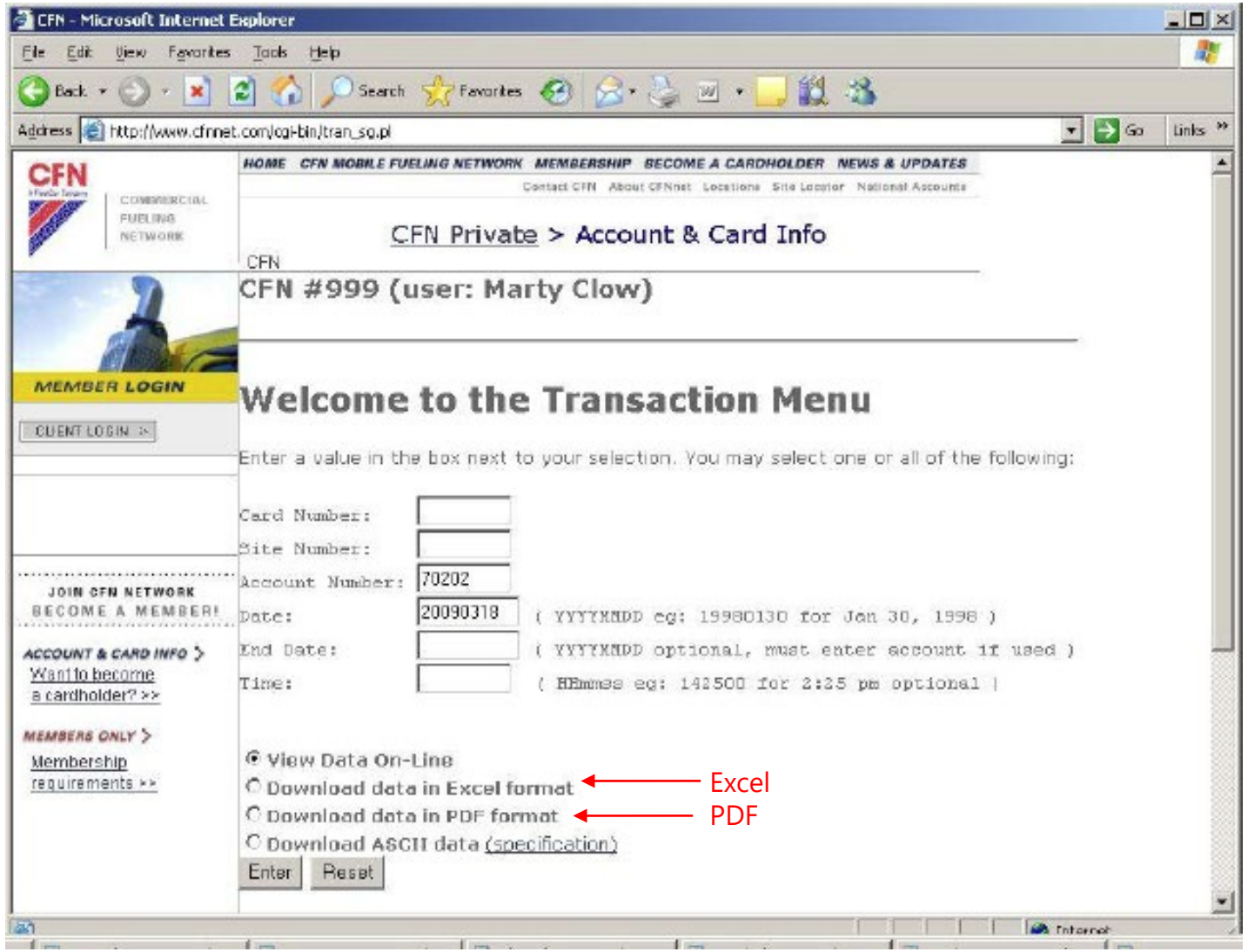
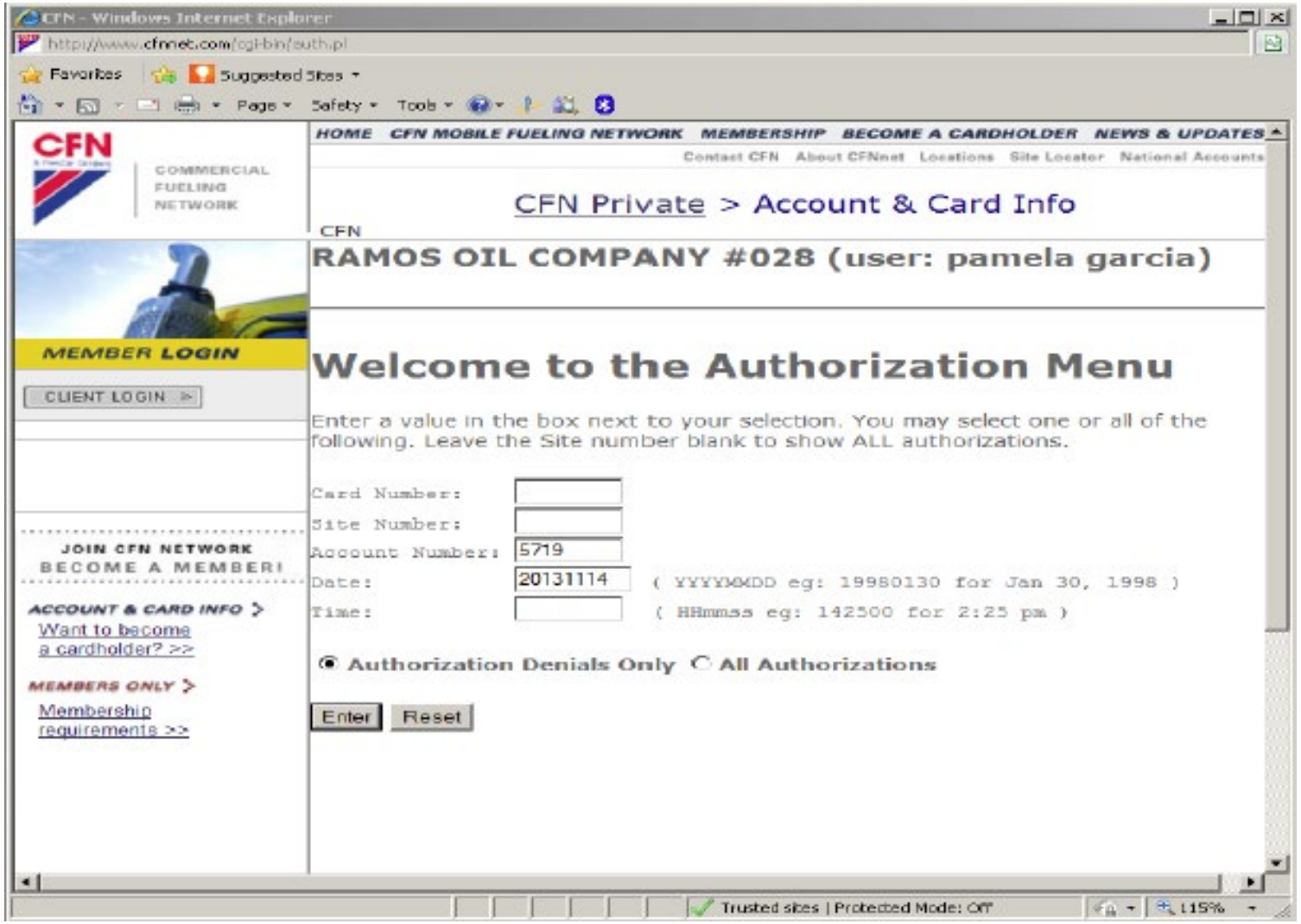
Customer Access Features



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



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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

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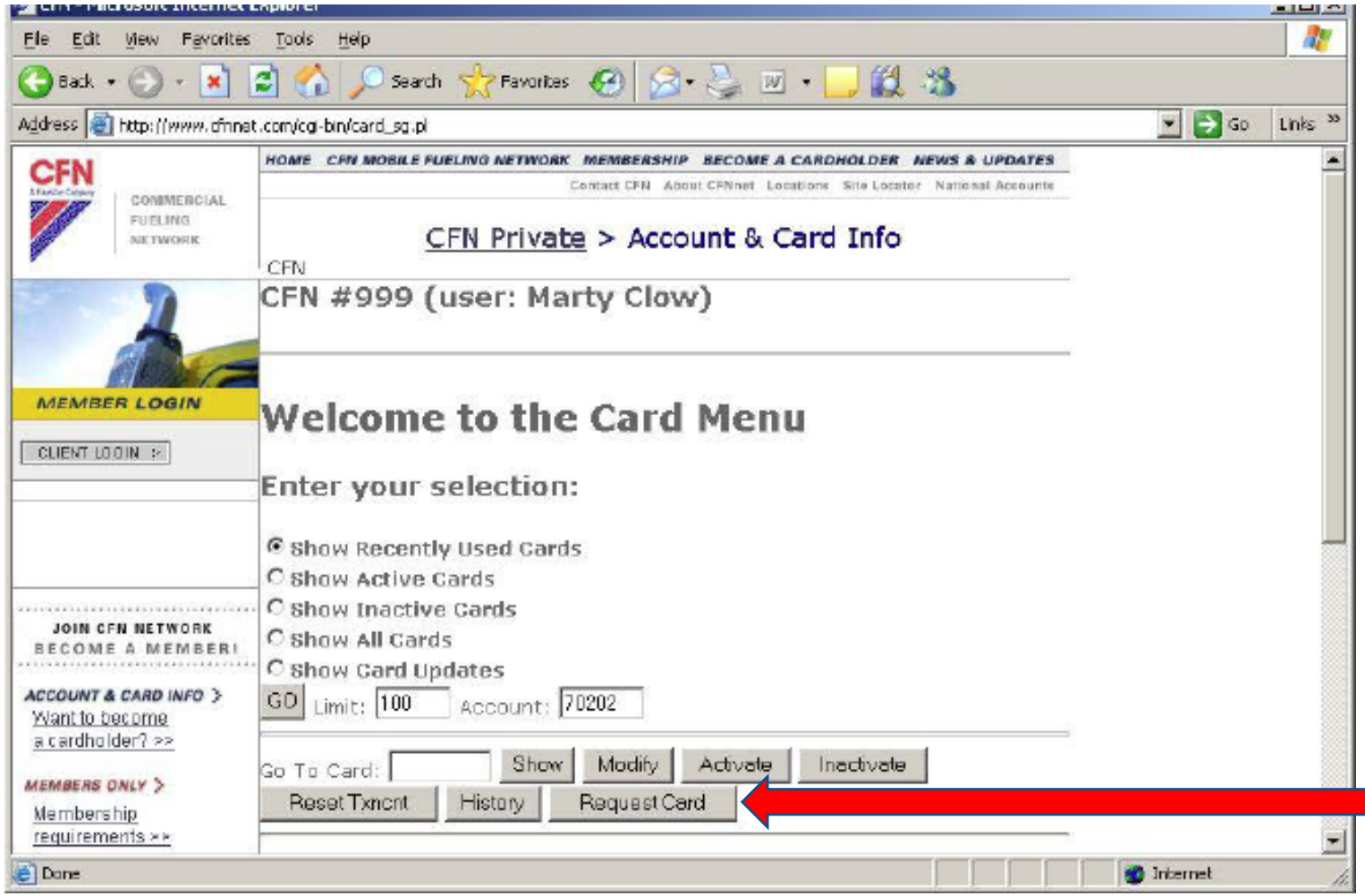
Customer Access Features



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

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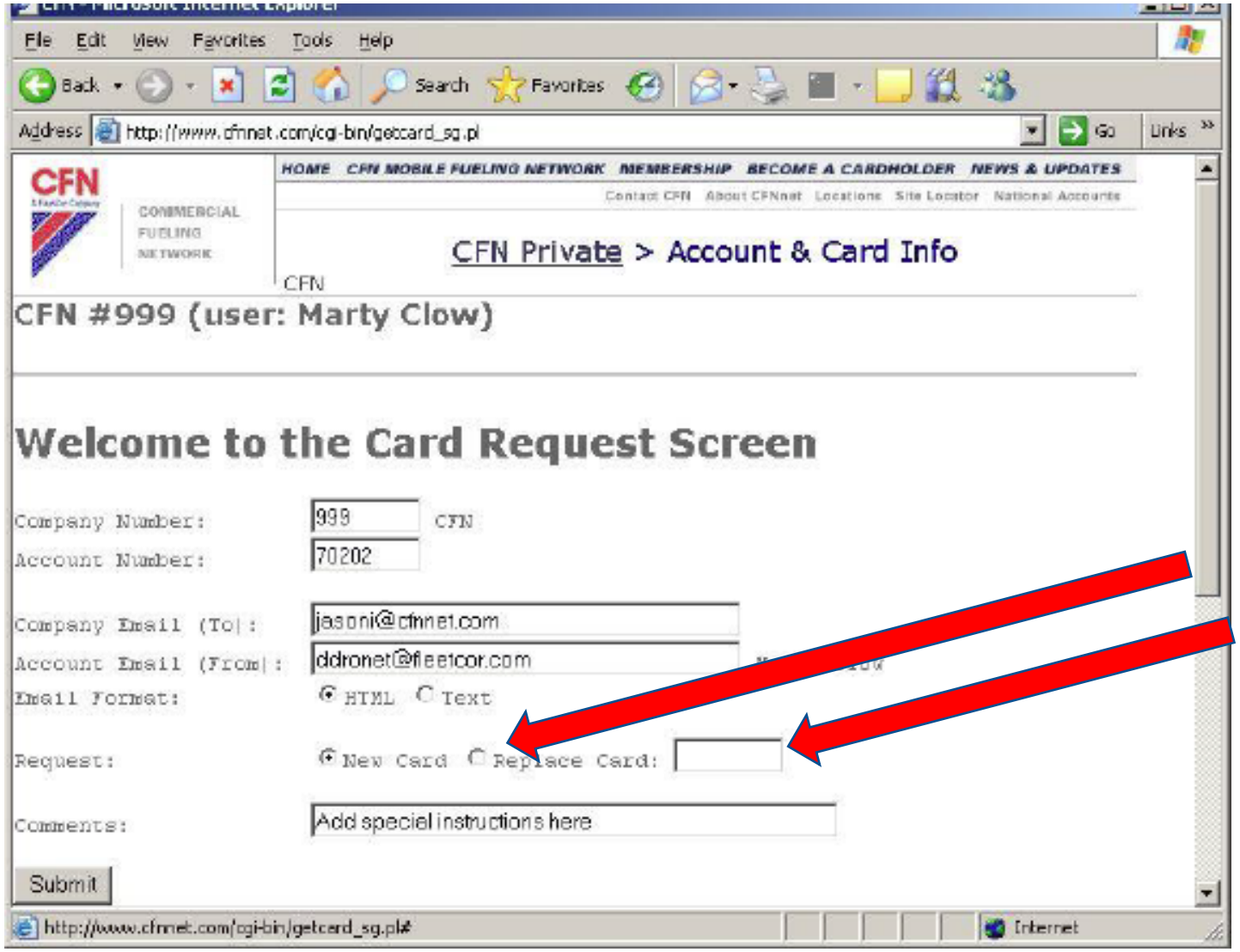
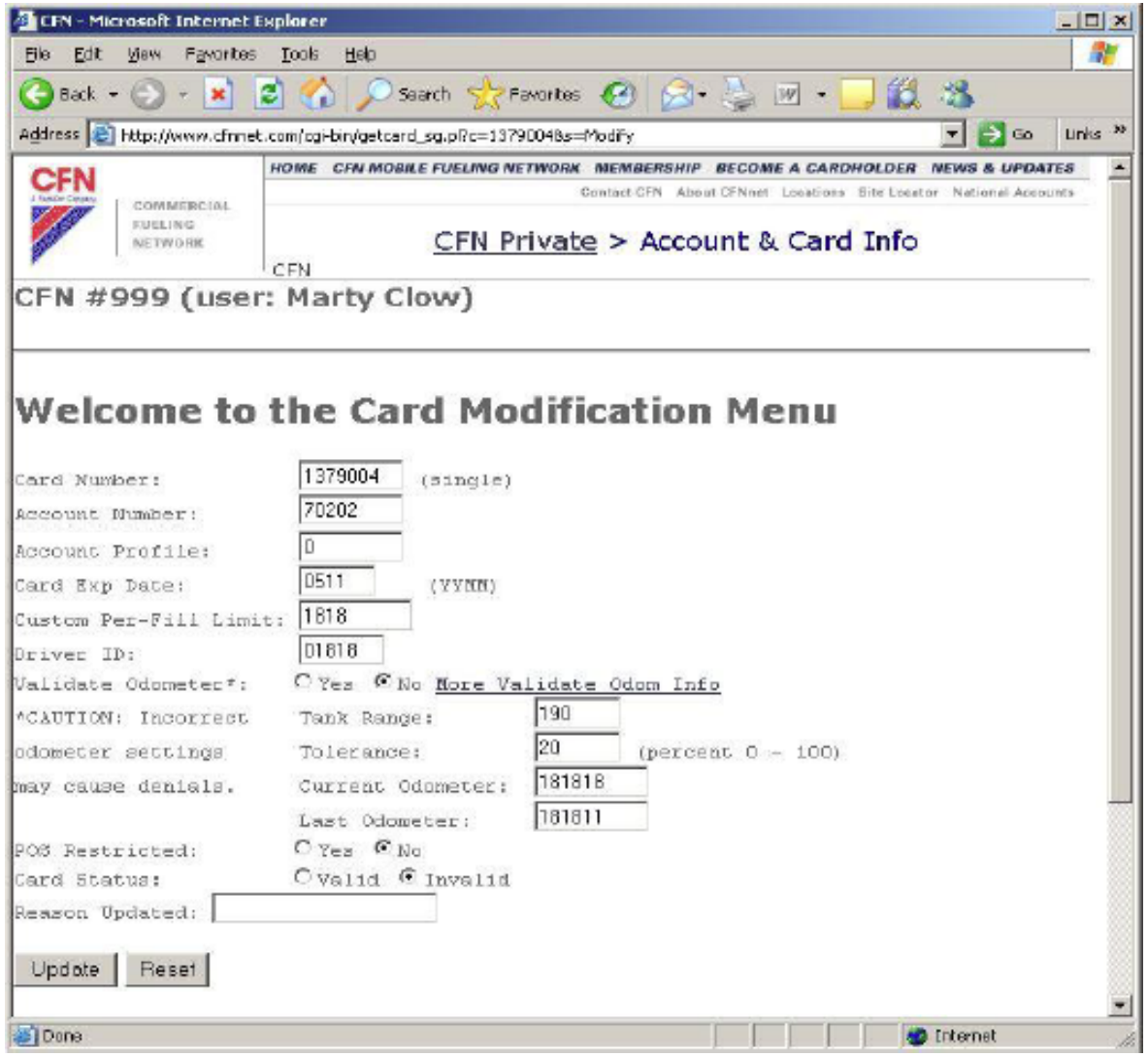


Replacing an existing card that has become damaged (cracked, worn magnetic stripe, etc). Simply select the Replace Card box and enter the existing card number that you would like replaced.
In the Comments/Special Instructions box, type “make a card just like card #1234567

Customer Access Features



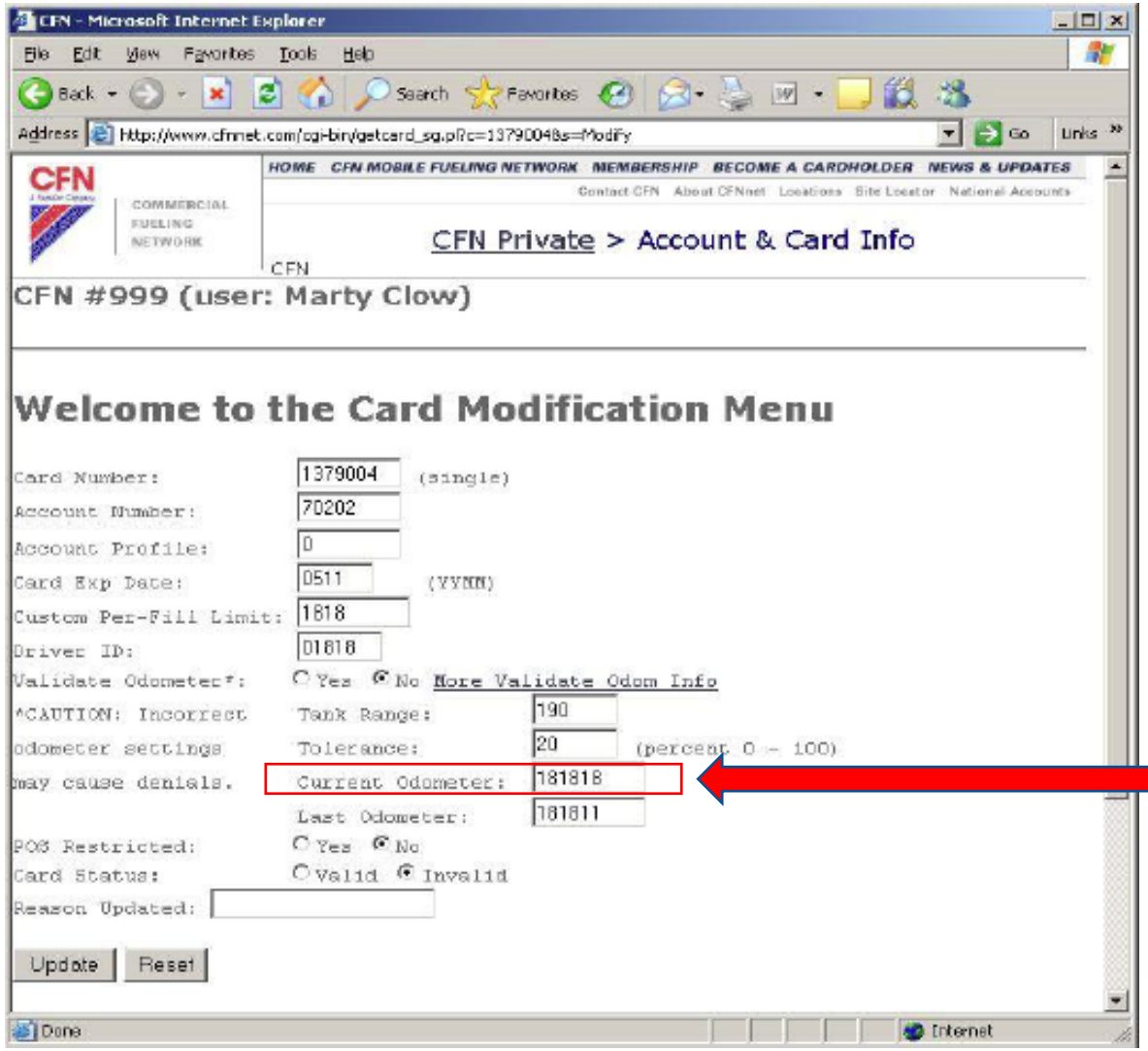
Change A Driver ID Number: When a driver leaves your company or will no longer be using a card, you can quickly change the driver ID assigned to the card from this menu.

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



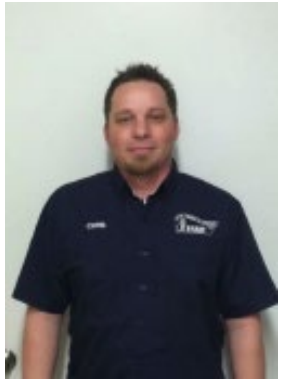
You can now change the current Odometer Readings

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 to set up this feature.

THANK YOU FOR YOUR SUPPORT AND YOUR BUSINESS!

Your Ramos Oil Cardlock / CFN
Customer Service Specialists



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