

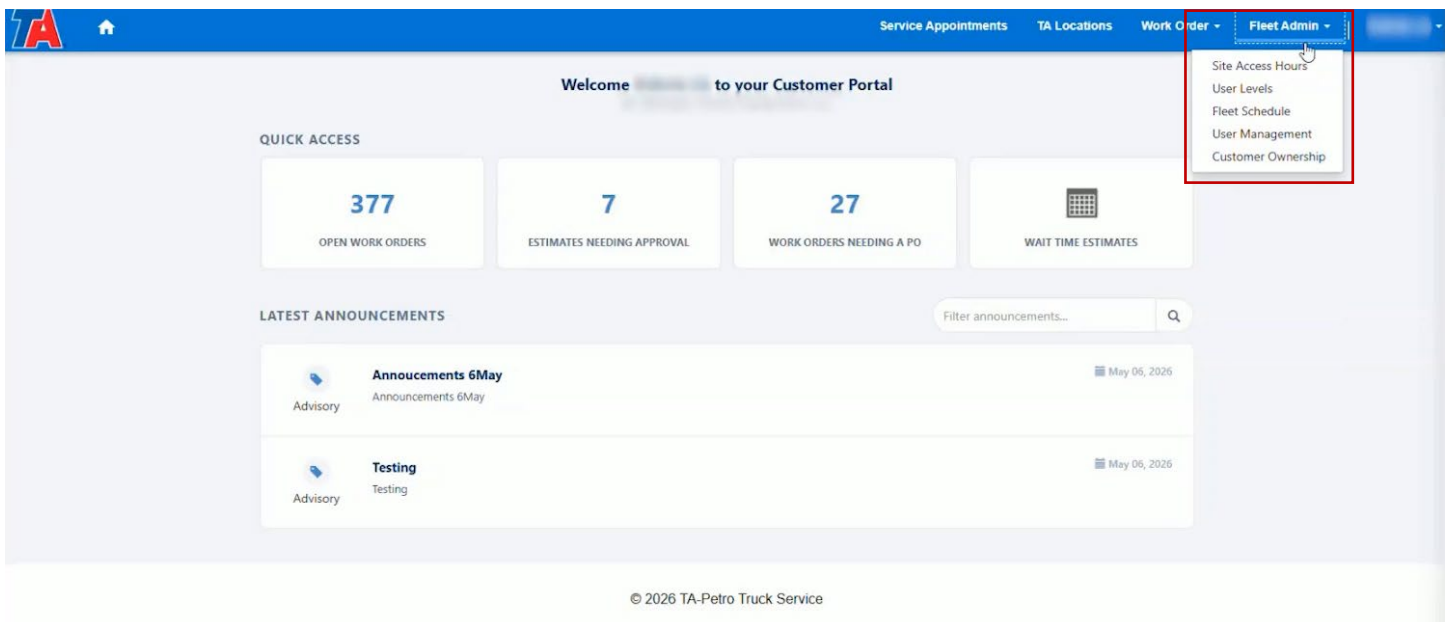
This guide shows Fleet Manager/Administrator how to use the Fleet Admin menu in the eShop 2.0 portal to set site access hours, configure after-hours fleet scheduling, and assign work orders to members of their fleet.

Note: Portions of application pages are grayed/blurred out to conceal and protect identities.

Open the Fleet Admin Menu

1. Log in to the eShop 2.0 portal as a Fleet Manager/Administrator.
2. In the top navigation bar, click **Fleet Admin** to open the dropdown menu.
3. Select the page you need: **Site Access Hours**, **User Levels**, **Fleet Schedule**, **User Management**, or **Customer Ownership**.

Fleet Admin menu holds the extra capabilities available to Fleet Managers. Most fleet management tasks start here.



Setting Site Access Hours

Site Access Hours is an internal reference page where you set the preferred time window, per day of the week, for assets in your fleet to be serviced by TA.

4. From the **Fleet Admin** menu, click **Site Access Hours**.
5. For each day of the week, set the **From** time and the **To** time using the dropdown fields.

Site Access Hours
Set daily hours for Assets in your Fleet to be Serviced at TA Locations

SUNDAY FROM	TO
02:00 AM	01:00 PM
MONDAY FROM	TO
08:00 AM	12:00 PM
TUESDAY FROM	TO
08:00 AM	05:00 PM
WEDNESDAY FROM	TO
08:00 AM	05:00 PM
THURSDAY FROM	TO
08:00 AM	05:00 PM
FRIDAY FROM	TO
08:00 AM	05:00 PM
SATURDAY FROM	TO
10:00 AM	05:00 PM

Save

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6. Click a time field to open the dropdown, then select the hour you want. For example, set **Sunday from** at **07:00 AM** and **to** at **07:00 PM**.

TA Home Service Appointments TA Locations Work Order Fleet Admin

Site Access Hours

Set daily hours for Assets in your Fleet to be Serviced at TA Locations

SUNDAY FROM 07:00 AM

MONDAY FROM 08:00 AM

TUESDAY FROM 08:00 AM

WEDNESDAY FROM 08:00 AM

THURSDAY FROM 08:00 AM

FRIDAY FROM 08:00 AM

SATURDAY FROM 10:00 AM

TO

01:00 PM

05:00 AM

06:00 AM

07:00 AM

08:00 AM

09:00 AM

10:00 AM

11:00 AM

12:00 PM

01:00 PM

02:00 PM

03:00 PM

04:00 PM

05:00 PM

06:00 PM

07:00 PM

08:00 PM

09:00 PM

10:00 PM

11:00 PM

12:00 AM

Save

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7. When all days are set, click **Save**.

These hours are a preference for scheduling service done by TA. You can update them at any time.

Configuring the Fleet Schedule (After Hours)

The Fleet Schedule page lets you set after-hours instructions and an auto-approval limit for work orders created outside your fleet's operating hours.

8. From the **Fleet Admin** menu, click **Fleet Schedule**.

The Fleet Schedule page appears only if a TA administrator has enabled After Hours support for your account. If it is not enabled, you will see a message notifying you it needs to be set up.

9. Under **Enable After Hours Estimate Auto Approvals**, select **Yes** to turn on auto-approvals.

10. In **Set After Hours Auto Approval Limit**, enter the dollar amount (for example, 1,000.00).

11. In **After Hours Instructions**, type any instructions for TA staff working your after-hours work orders.

Fleet Schedule

Instructions

Use this setting to control approval requirements for work orders created outside of your Fleet's standard hours of operation.

After Hours Estimate Approval
Enable this checkbox to apply additional approval rules to work orders created outside Fleet operating hours. When enabled, after-hours estimates will:

- Be subject to different cost or dollar-limit thresholds
- Automatically approved within the threshold established

When this checkbox is disabled, after-hours work orders follow normal approval rules.

Fleet Schedule

ENABLE AFTER HOURS ESTIMATE AUTO APPROVALS
☐ No ☒ Yes

SET AFTER HOURS AUTO APPROVAL LIMIT
\$ 1,000.00

AFTER HOURS INSTRUCTIONS
Contact Johnny on Wednesdays during after hours periods at 206-555-1833.

OPERATING HOURS
Sun: 24 hrs
Mon: 24 hrs
Tue: 24 hrs
Wed: 12:00 AM - 12:00 AM & 12:00 AM - 12:00 AM [EDT]
Thu: 24 hrs
Fri: 24 hrs
Sat: 24 hrs

Submit

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The after-hours approval limit must be greater than the estimate dollar limit already set for your account. Your instructions are visible to TA staff servicing your after-hours work orders.

12. Review the **Operating Hours** shown on the page. These are set by a TA administrator; to change them, contact your TA administrator.

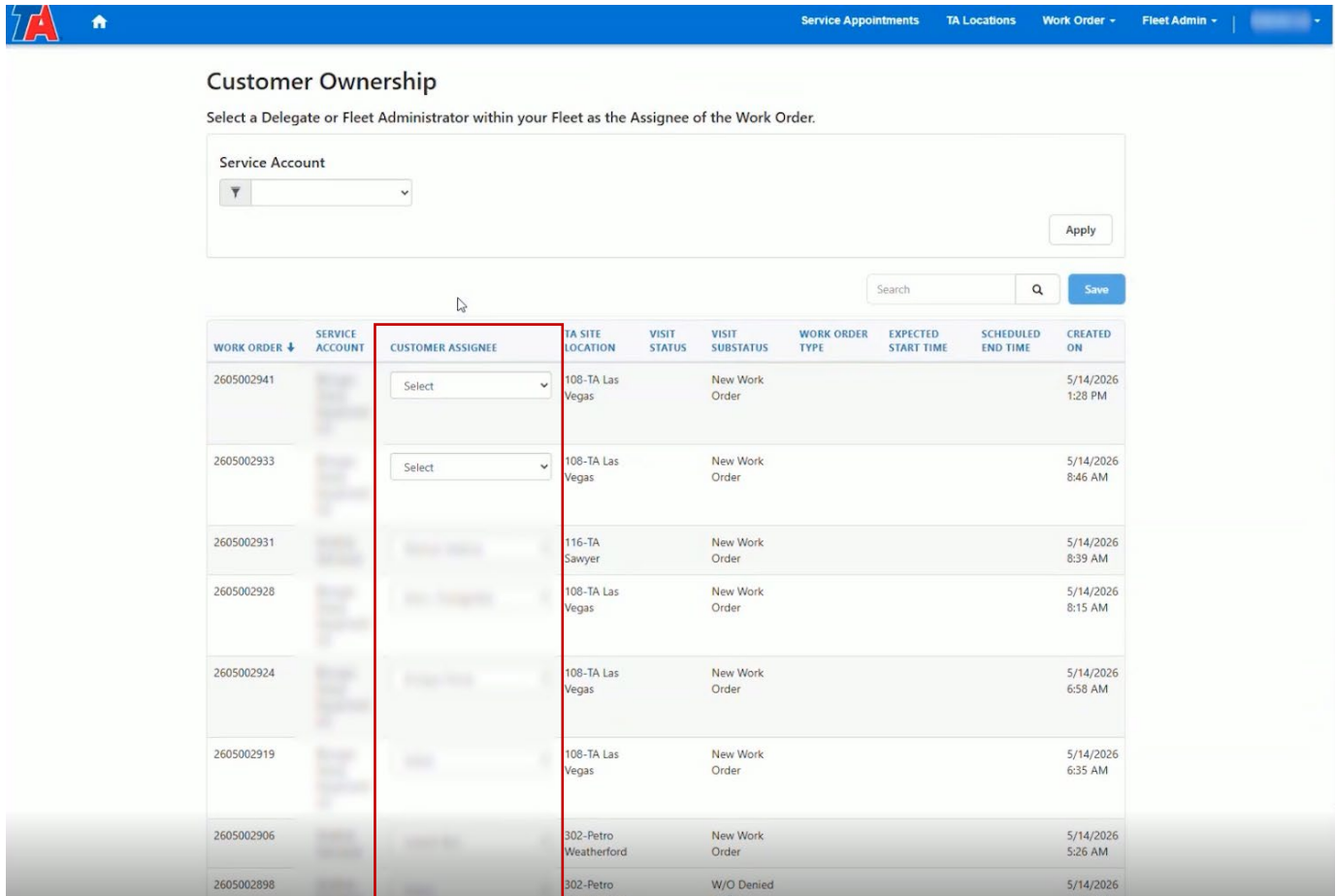
13. Click **Submit** to save the record.

Assigning Work Orders with Customer Ownership

Customer Ownership lets you assign unscheduled, scheduled, or in-progress work orders to a Fleet Delegate within your fleet. The assignee of the Work Order will be able to see their assigned Work Orders on the “My Assigned Work Orders” tabs within the Service Estimates & Authorization page and Manage PO page.

14. From the **Fleet Admin** menu, click **Customer Ownership**.

15. Locate the work order you want to assign in the list.



Customer Ownership

Select a Delegate or Fleet Administrator within your Fleet as the Assignee of the Work Order.

Service Account:

Search:

WORK ORDER ↓	SERVICE ACCOUNT	CUSTOMER ASSIGNEE	TA SITE LOCATION	VISIT STATUS	VISIT SUBSTATUS	WORK ORDER TYPE	EXPECTED START TIME	SCHEDULED END TIME	CREATED ON
2605002941		Select ▼	108-TA Las Vegas		New Work Order				5/14/2026 1:28 PM
2605002933		Select ▼	108-TA Las Vegas		New Work Order				5/14/2026 8:46 AM
2605002931			116-TA Sawyer		New Work Order				5/14/2026 8:39 AM
2605002928			108-TA Las Vegas		New Work Order				5/14/2026 8:15 AM
2605002924			108-TA Las Vegas		New Work Order				5/14/2026 6:58 AM
2605002919			108-TA Las Vegas		New Work Order				5/14/2026 6:35 AM
2605002906			302-Petro Weatherford		New Work Order				5/14/2026 5:26 AM
2605002898			302-Petro Weatherford		W/O Denied				5/14/2026 4:43 AM

16. In the **Customer Assignee** column for that work order, select the fleet member from the dropdown (for example, Clark Kent).

WORK ORDER	SERVICE ACCOUNT	CUSTOMER ASSIGNEE	TA SITE LOCATION	VISIT STATUS	VISIT SUBSTATUS	WORK ORDER TYPE	EXPECTED START TIME	SCHEDULED END TIME	CREATED ON
2605002941		Select Select Clark Kent	108-TA Las Vegas		New Work Order				5/14/2026 1:28 PM
2605002933			108-TA Las Vegas		New Work Order				5/14/2026 8:46 AM
2605002931			116-TA Sawyer		New Work Order				5/14/2026 8:39 AM
2605002928			108-TA Las Vegas		New Work Order				5/14/2026 8:15 AM
2605002924			108-TA Las Vegas		New Work Order				5/14/2026 6:58 AM
2605002919			108-TA Las Vegas		New Work Order				5/14/2026 6:35 AM

17. Click **Save** to apply your assignments.

Once assigned, the fleet member can choose the My Assigned Work Orders view on screens such as Manage PO and Service Estimate to see the work orders assigned to them.