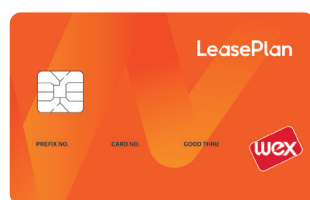


+ How to Request Replacement Documents

Do you ever have a driver who has lost their fuel card, misplaced their insurance certificate, or left their driver kit at a maintenance provider? It does happen from time to time. That's why we've made it easy to request a replacement right from ePlan.

How to request replacement driver kits, fuel or EV RFID cards, insurance cards or vehicle maintenance guides




To request replacement documents and materials in ePlan, navigate to the **Fleet** tab and enter the search criteria to locate the corresponding vehicle. Once you click into the vehicle record using the icon on the left,

click the **Forms** tab and then select **Vehicle Management Material(s) Replacement**.

From here, it's easy to use the **Replacement Order Request** form to select the documents needing replacement. Simply select materials on an individual basis, or select the Driver Kit option, which includes replacements for all materials.

When you're ready to submit your request, **confirm the mailing address** and shipping method.



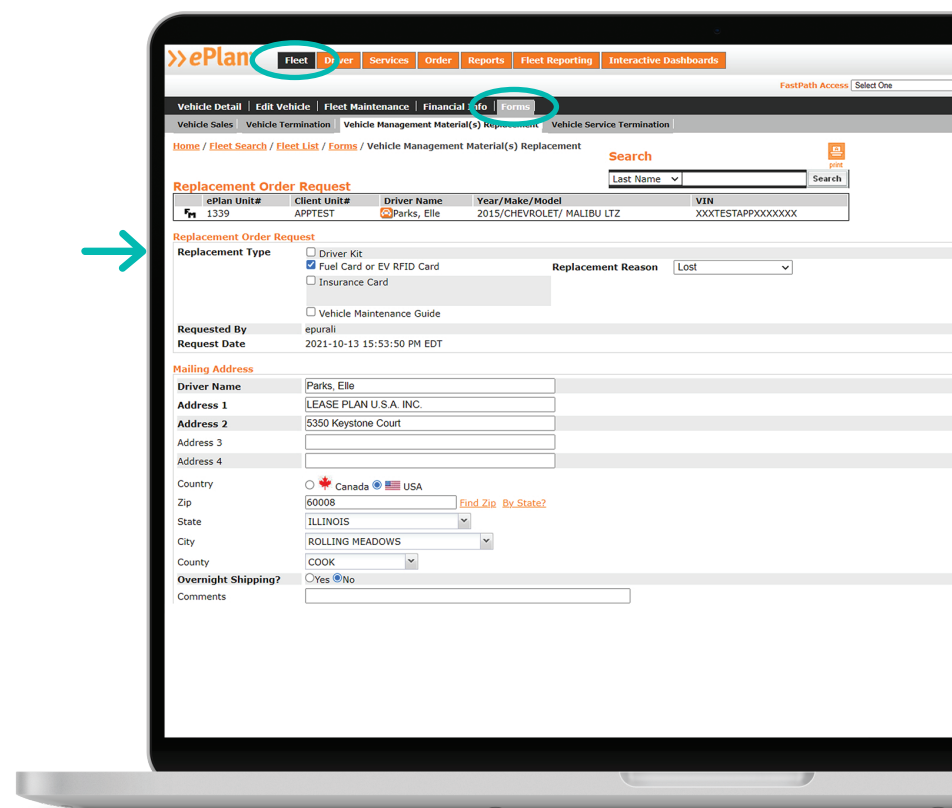
Replacement Order Request

Are you sure the Mailing Address is correct?

As this is the address that the materials will be shipped to.

Yes

No



The screenshot shows the ePlan web interface. The 'Fleet' tab is selected in the top navigation bar. The 'Forms' tab is also selected. The 'Replacement Order Request' form is displayed. The form includes fields for 'ePlan Unit#', 'Client Unit#', 'Driver Name', 'Year/Make/Model', and 'VIN'. The 'Replacement Type' section has checkboxes for 'Driver Kit', 'Fuel Card or EV RFID Card', 'Insurance Card', and 'Vehicle Maintenance Guide'. The 'Replacement Reason' is set to 'Lost'. The 'Requested By' is 'epurall' and the 'Request Date' is '2021-10-13 15:53:50 PM EDT'. The 'Mailing Address' section includes fields for 'Driver Name', 'Address 1', 'Address 2', 'Address 3', 'Address 4', 'Country', 'Zip', 'State', 'City', and 'County'. The 'Overnight Shipping?' checkbox is checked. The 'Comments' field is at the bottom.

How to request a replacement registration

Vehicle Detail | Edit Vehicle | Fleet Maintenance | Financial Info | Forms

Summary | Images | Order Status | Replacement Projection | Driver History | Level History | Vehicle Options | Upfit Information | Renewal | Registration

Home / Fleet Search / Fleet List / Vehicle Detail / Summary

Vehicle Summary

ePlan Unit#	Client Unit#	Driver Name	Year/Make/Model	VIN
1234	1234	Elle Parks	2020/NISSAN/ NV CARGO NV2500 HD	ABC1234DEF456GHI789

Vehicle Information

ePlan Unit#	1234	Incident	No Open Services	Date in Service	03/12/2020
Client Unit#	1234			Months in Service	18
Class	Default Class			First Bill Date	06/01/2020
Status	Active - Closed-End			Odometer	5,530
Program Type	Leased include Fleet Management			Odometer Date	09/17/2021
Maint. Plan	Partner Plan			Exterior Color	GLACIER WHITE
Spec Code				Interior Color	GRAY
VIN	ABC1234DEF456GHI789			Paint Stripe Color	
Year/Make/Model	2020/ NISSAN/ NV CARGO NV2500 HD			Seat	PREMIUM CLOTH SEATS
Trim	3DR REAR-WHEEL DRIVE HIGH ROOF CARGO VAN S V6			Engine Size	4.0L
Cylinders	8			Drive Type	RWD
Fuel Type	Gas			Transmission	A - Automatic
Tank Capacity	28			Owner	Lease Plan U.S.A. LT
FM Start Date	05/26/2020			FM Termination Date	
Vehicle on PMR	No			Vehicle On Toll Service	Yes
Lease Termination Date					
CO2 Emissions	19,330.35 lbs/ 8.77 mt / 8,768,099.27 g				

Assigned Driver

Driver ID	Driver Name	Address	City	State	Zip	Class	Username
123456789	Elle Parks	1165 Sanctuary Parkway	ALPHARETTA	GA	30004	Default Class	

Garage Information

Address

City / State / Zip / Country / / /

Billing Info [View by Description] [View Level History]

Company LeasePlan

Site/Unit 12.34

Job Code

Plate Information [State Change Request] [Replacement Request]

Plate# ABC123

Plate State GA

Plate Expiration Date 05/31/2022 [Create Power Of Attorney]

Decal#

Plate Type Truck

To request a replacement registration card, navigate to the **Vehicle Detail** tab on a vehicle record. Scroll down to the **Plate Information** section and click the **Replacement Request** link.

From here, you have the option to request replacement plates or decals, or make a change to a vehicle's registration details.

Click **submit** when you've made the selection. The replacement registration will be mailed to the address shown on the screen.

>>ePlan

Replacement Request

ePlan Unit#	Client Unit#	Driver Name	Year/ Make/ Model	VIN	Plate#	Plate Expiration Date	Plate State
1234	1234	Elle Parks	2020 / NISSAN / NV CARGO NV2500	ABC1234DEF456GHI789	ABC123	05/31/2022	GA

Assigned Driver

Driver ID	Driver Name	Address	City	State	Zip	Class	Username
123456789	Elle Parks	1165 Sanctuary Parkway	Alpharetta	GA	30004	Default Class	

Select

☐ Replacement Plates

☒ Replacement Registration/Decal

☐ Registration Weight Change

☐ Registration Address

☐ Registration Change

Registration Requirements

1234

Information **Provided By** **Comments**

No registration requirements found for this selection

Request Date: Thu Oct 21 10:11:29 EDT 2021

Submit **Cancel**

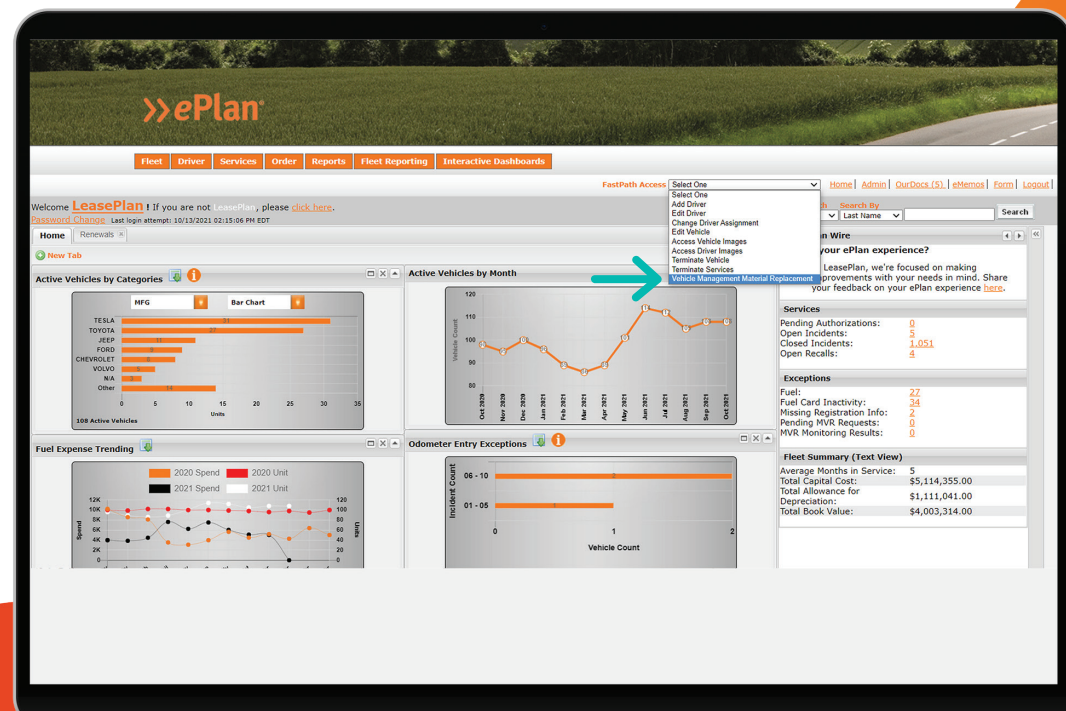
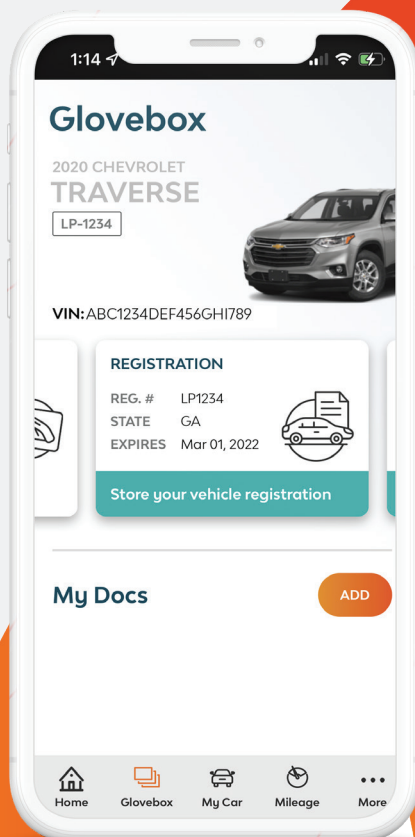


expert tips

Did you know? You can also use the FastPath Access on the home page to quickly navigate to the **Vehicle Management Material Replacement** form.

Digital copies of Vehicle Maintenance Guides and Registration documents can also be found in ePlan. While on a vehicle record, navigate to **Images** under the **Vehicle Detail** and search the **Available Leased Images** section.

Drivers using the MyLeasePlan app can also upload or view digital copies of Registration and Vehicle Maintenance Guides, when available, in the Glovebox.



best practices becoming a better fleet manager

When requesting replacement materials, be sure to select the corresponding reason for replacement in the drop-down menu. Selecting lost or stolen will terminate the fuel card immediately.

Sometimes fuel cards can get left in the wrong vehicle. Remember fuel cards are assigned to vehicles, not drivers. Be sure to check the **Maintenance Information** section on the vehicle record to confirm you're requesting the correct card.

Maintenance Information

FM Contract#	LP1234	Vendor	Wright Express
Fuel Card	123400001234000123-400		
Vehicle Maintenance Guide#	12345		
Most Recent Fueling	09/14/2021		
Most Recent PM			