

FLEET FUEL CARD POLICY

FREQUENTLY ASKED QUESTIONS

- 1. How do I request a fuel card for a vehicle or equipment fuel?**
Contact your department's designated Fuel Card Administrator. The Fuel Card Administrator will request a new card from the fuel card provider.
- 2. How do I replace a broken card?**
Contact your department's designated Fuel Card Administrator. The Fuel Card Administrator will request a replacement card from the fuel card provider.
- 3. How frequently are fuel cards replaced?**
 - a. Automatically replaced every four years
 - b. Replacement may be earlier than four years depending on the contract/fuel card provider requirements
 - c. Cards may be replaced when a security breach is suspected or fraudulent use is detected
 - d. All replacement cards will be sent directly to the Fuel Card Administrator for distribution to authorized users
- 4. Who do I call if a purchase is declined?**
 - a. Call 800 number printed on the back of the fuel card
 - b. Contact your department's designated Fuel Card Administrator to request assistance
- 5. What are common reasons a transaction will be declined?**
 - a. Driver ID entered incorrectly
 - b. Driver ID has been suspended, terminated or not yet set up in the fuel card system
 - c. Fuel card has expired or has been cancelled/replaced
 - d. Magnetic stripe is damaged
 - e. Exceeded the number of allowed transactions or dollar amount
 - f. Merchant card processing equipment malfunction
- 6. I can't remember my Driver ID – what do I do?**
 - a. Contact your department's designated Fuel Card Administrator to request assistance
- 7. I cannot reach my department's designated Fuel Card Administrator and I am stranded at the fuel station**
 - a. Contact Fleet Management Services at (802) 828-3821 during business hours to request assistance
 - b. Pay for the expense out-of-pocket and request reimbursement through the employee expense reimbursement process