

# streetfleet

## Using your FleetCard

### 1. What is FleetCard?

FleetCard is a payment card for fuel and oil purchases. Non-fuel items, like snacks or coffee, are declined automatically. Your attached FleetCard is active and ready to use.

### 2. Where can I use FleetCard?

FleetCard is accepted at over 90% of service stations nationwide. Fill up where convenient, but we recommend refuelling at Shell, Reddy Express, Coles Express, Ampol Foodary, Ampol EG, and 7-Eleven to avoid merchant surcharge fees.



### 3. How to Complete a Transaction:

1. Note your vehicle's odometer reading.
2. Refuel and go to the transaction counter.
3. Swipe your FleetCard and enter the odometer reading (if prompted).
4. When asked for a PIN, enter your PIN, if none is assigned, just press "enter".

**Please be aware the card will lock after 3 incorrect PIN attempts and PIN resets can take up to 24 hours, if you fail after 2 tries, please contact StreetFleet on 1300 273 359 during businesshours, before attempting a 3rd time.**

### 4. What if my card is lost or stolen?

Contact FleetCard Customer Service at 1300 881 246 or StreetFleet directly.

### 5. What if my transaction is declined?

Contact FleetCard Customer Service at 1300 881 246 or StreetFleet directly.

Declines can occur if:

- The fuel type does not match the card's restriction
- Non-fuel items are included in the purchase
- The transaction exceeds the card's limit

### 6. What if my transaction is declined?

Contact FleetCard Customer Service at 1300 881 246 or StreetFleet directly.

### 7. Can I earn Flybuys points?

Yes, just present your Flybuys card at Coles or Reddy Express locations to earn points on fuel purchases.

## Start using your card today

Download the FleetCard App on Google Play or the App Store



FleetCard

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