FAQs for tolls on FleetCard

1. **How do tolls on FleetCard work?**
   Now you can pay for your tolls across Australia through FleetCard. This means your vehicle's fuel and toll charges will appear on the same invoice, streamlining payment and management.

2. **How do I use my FleetCard to pay for tolls?**
   Contact us at FleetCard customer@bfcards.com.au to activate the tolls feature for all or some of the vehicles listed on your FleetCard account. Toll charges will be automatically linked to your FleetCard account, and charges will appear on your invoice.

3. **Can I use my FleetCard for toll payments nationwide?**
   Yes, FleetCard with toll capabilities will work across all toll roads in Australia.

4. **How are the toll charges displayed on my invoice?**
   Your toll charges will be clearly itemised on your invoice, separated from your fuel charges, so you can easily track and review toll spending.

5. **What is the fee for toll payments on FleetCard?**
   A standard toll fee of 10% for each toll charge is applied. This fee covers the convenience and administration of toll payment processing.

6. **Can I link multiple vehicles to the same FleetCard for toll payments?**
   Yes, you can link multiple vehicles to your FleetCard account for toll payments. Each vehicle's toll charges will be itemised separately on your invoice.

7. **Can I activate tolls feature on FleetCard Classic (Blue Card)?**
   Yes, you can activate tolls payment on all your cards- FleetCard Classic (Blue), FleetCard (Orange) and FleetCard+Electric (White).

8. **How much time does it take to get tolls activated on FleetCard?**
   After you have notified us that you would like toll payments activated on your account and associated vehicles, your toll transactions will move to your FleetCard account within 48 business hours. You will receive a welcome confirmation email.

FleetCard ➤➤

Do I need to remove E-Tags from my vehicles?

>   Yes, once you receive a confirmation email from FleetCard for toll activation, you will have to remove E-Tags from your vehicles to allow toll transactions to flow through FleetCard using video tolling feature.

9. **Can I push my fuel and toll expenses to Xero accounting software?**
    Yes, FleetCard integrates with Xero accounting platform. You can push your consolidated fuel and toll expenses directly to your Xero account for easier financial management.

10. **Can tolls be added to all my cards?**
    No, tolls can only be added to vehicle cards that are linked to a registered vehicle. linked to a vehicle that has registration. Personal cards are not able to be tolls enabled.

11. **How do I dispute a toll charge?**
    If you notice any discrepancies in your toll charges, contact FleetCard for assistance. We will investigate and work with you to resolve any issues.

12. **Will using the FleetCard for tolls affect my fuel discounts?**
    No, using your FleetCard for tolls will not impact on your fuel discounts. Toll charges and discounts are treated as separate transactions.

13. **Can I pay a toll notice or any other pending charges with my FleetCard?**
    No, FleetCard will only pay for tolls transactions after you have opted in for tolls payments through FleetCard.

14. **What do I need to do to cancel toll payments on FleetCard?**
    Contact us at FleetCard customer@bfcards.com.au to get the tolls feature deactivated and removed for all or some of the vehicles listed on your FleetCard account. FleetCard will deactivate the toll service on your account within 2 business days and will send you a confirmation email.