

1. What is FleetCard?

FleetCard is a payment card for fuel and oil purchases (blue card) and repairs (orange card). 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 refueling 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 if required.
2. Refuel and go to the transaction counter.
3. Swipe your FleetCard and enter the odometer reading if prompted.
4. If a PIN has been set: You will be required to enter your PIN at the terminal.
If a PIN has not been set or prompted: Simply press "Enter" to proceed.

4. What if my card is lost or stolen?

Notify your Head Office, Fleet Manager, or Office Manager immediately to have the card terminated and replaced.

5. What if my transaction is declined?

Contact your Head Office or FleetCard Customer Service at 1300 881 246.

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. Can I earn Flybuys points?

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

Start using your card today

Download the FleetCard App on Google Play or the App Store

