

Comdata® MasterCard® Questions and Answers

Where can I use my COMDATA Fleet Card?

You may use your COMDATA State of Washington Fleet Card at any MasterCard retail gas location, Comdata's truck stop network for diesel fuel and numerous commercial fueling sites.

Note: Check with your card administrator as many have either required that you use your card at specific locations or have required you to pay at the pump only.

Can the COMDATA Fleet Card be used as a standard MasterCard credit card?

No. The COMDATA Fleet Card differs in that the card can only be used to buy retail fuel, maintenance, and roadside assistance necessary for servicing a vehicle while on the road.

What makes the COMDATA Fleet Card beneficial to me?

The sheer number of fueling facilities that you can quickly and efficiently use! Think of the wasted time you spend trying to find those limited sites available through other fueling networks. With the COMDATA Fleet Network, you are virtually surrounded by sites. Also, you can use the same card for all your fueling and maintenance needs.

How many sites are on this network?

There are over 170,000 sites where you can buy fuel. Major locations include Shell, Texaco, Mobil, Amoco, BP, Chevron, Cenex, Circle K, Citgo, Getty, Phillips 66, Sunoco, Union 76 and Exxon.

What does my card administrator mean by limiting to level three locations?

Level three locations are those that prompt for a driver ID and odometer as mentioned below. If the pump doesn't prompt for those two items your card will decline and you will then need to try another location. Most all major oil companies and many independents are level three. You can also use the merchant locator feature on the Comdata online product for a list of level three prompting locations but brand and city.

What information am I required to enter when buying fuel?

To ensure you are authorized to buy fuel with your card, a location will ask / prompt you for (1) your driver ID number given to you when you receive your new card and (2) your odometer reading (some locations may ask you for hub, which is the same as odometer). The transaction will not be processed unless both of these are entered correctly.

Can I use my COMDATA Fleet Card at an island card reader?

Yes. You may use your COMDATA Fleet Card at any island card reader or any other Point of Sale Terminal at gas stations that accept MasterCard cards. **Note:** Check with your card administrator as some have limited the cards to pay at the pump only.

If I have to go inside a retail gas station to pay, will the employees recognize my card?

Yes. MasterCard is the largest payment system in the world and the MasterCard brand and products are recognized at 12 million locations. This network allows the attendant to use the same credit card machine that they use for any MasterCard transaction.

What do I do if my COMDATA FLEET Card is lost or stolen?

As soon as you are aware of a missing card, call Customer Service at **1-866-662-3535** and it will be cancelled immediately. You will receive a new card. Your driver ID number will stay the same.

How can Customer Service assist me?

COMDATA Fleet Services is backed by COMDATA, the transportation industry's leading service provider. Our Customer Service professionals are available 24 hours a day, toll free, to assist you. The number to call is **1-866-662-3535**.