



part of GE Capital

Merchant Operating Instructions

Place these operating instructions near your cashier or workshop for easy reference.

Fleet Card provides access to the purchase of fuel, oil, service, maintenance, tyres and other vehicle related items. Fleet Card provides detailed monthly management reporting for customers on these costs.

There are three types of Fleet Cards:



Vehicle fuel and repair authorisation Fleet Card (Gold Card)

Authorisation is required prior to working on the vehicle, phone **1800 022 810**. Fuel or oil (top-up) purchases do not require authorisation.

Vehicle fuel and repairs Fleet Card (Orange Card)

Cardholder can purchase goods and services including fuel and oil, directly related to the vehicle shown on the card.

Vehicle fuel and oil only Fleet Card (Blue Card)

Cardholder can purchase fuel and oil (top up) only. Other items cannot be charged to the card and will not be paid.

Other Fleet Cards:

Fleet Card provides cards to third parties that have a non-standard look. The Fleet Card identifier will appear on the top right of the card and will be processed as per the normal Gold, Orange or Blue Fleet Cards.



DESCRIPTION	VOUCHER CATEGORY	GOLD	ORANGE	BLUE
Fuel	1	✓	✓	✓
Engine oil	2	✓	✓	✓
Routine service	3	☎ 📄	✓	✗
Repairs & maintenance, batteries, parts & accessories	4	☎ 📄	✓	✗
Tyres, balancing, wheel alignment & punctures	5	☎ 📄	✓	✗
Accident damage	6	☎ 📄	✓	✗
Car wash	7	❓	❓	❓

- ✓ Is Permitted, card must match vehicle (sales voucher or electronic)
- ✗ Not Permitted, you won't be paid for these transactions
- ☎ Phone for an order number before commencing work
- 📄 Invoice to be complete only (sales voucher not required)
- ❓ Process electronically to guarantee payment or phone 1300 368 743

General procedures

- 1 Before commencing work on a vehicle, ask for the method of payment; if you are told "Fleet Card", simply ask "which Fleet Card?" (Gold, Orange or Blue), if you are told "Gold Card" simply phone 1800 022 810.
- 2 Use "Fleet Card Sales Vouchers" for all Fleet Card transactions, except Repair Authorisation transactions as shown on the chart above. The simple rule is if you're required to obtain an order number and you are given an order number, then a sales voucher is not required and you won't be charged commission. You simply send the invoice to Custom Fleet.
- 3 **Before processing a Fleet Card transaction:**
 - Check the registration number and vehicle description on the card match;
 - The goods or services purchased must be for the vehicle described on the card;
 - Ensure the Fleet Card is not on the Hot List (see over) and has not expired- the expiry date is the last day of the month of expiry shown on the card;
 - Ensure the Fleet Card is not mutilated or defaced;
 - If there is a discrepancy between the card or vehicle details or the card has expired ask for another method of payment, ie. cash;

Any lost or stolen or invalid Fleet Cards will be listed on our hotlist. You can check if a card is hotlisted on the Fleet Card website and you will be sent a list of hotlisted cards from time to time.

Please ensure you advise your staff of these cards. If the circumstances surrounding the presentation of a Fleet Card is suspicious, retain the card where possible and call Merchant Assist on **1300 368 743**.

A reward is offered for the recovery and return of any Fleet Card listed on the Fleet Card Hot List.

- 4 Refer to the chart on the left to identify what can be purchased on each Fleet Card. Cigarettes, groceries or personal items can't be purchased under any circumstance.
- 5 To process a manual transaction, imprint the Fleet Card on a voucher using an imprinting machine:
 - Please ensure the Fleet Card details are legible before the voucher is submitted for payment; if the numbers are not clear **DO NOT** write over them, rewrite the number clearly underneath the print.
- 6 Fleet Card sales vouchers **MUST** be completed correctly and show all purchases. Make sure you include:
 - Transaction date;
 - Vehicle's odometer reading;
 - Litres of fuel purchased; and
 - Dollar value of all purchases.
- 7 After completing the sales voucher it **MUST** be signed by the cardholder. Give the cardholder the yellow copy of the voucher.
- 8 If you need to make a refund please call Merchant Assist on **1300 368 743**.

Authorisation required

Repair Authorisation Fleet Card & Custom Fleet Managed Vehicles

As shown on the chart above, fuel and oil transactions made using the Gold Card do not require authorisation and should be completed electronically or on a sales voucher. All other transactions need authorisation prior to the commencement of work and require an invoice only, to be sent to Custom Fleet.

Authorisation must be obtained by calling the Repair Authorisation Centre on 1800 022 810 prior to the commencement of work. When calling for authorisation ensure that you provide:

- Your Merchant number;
- Registration number of vehicle;
- Odometer reading;
- Vehicle make and model; and
- Work required and the breakdown of costs.

If additional work is required after authorisation, phone 1800 022 810 to obtain further approval.

Requirements for Authorised work:

- No fuel or engine additives to be used;
- No accessories and/or equipment upgrades;
- Warranty work must be carried out by a manufacturer's agent and claimed against the manufacturer;
- Authorisation will not be given for replacement parts unless fitted to the vehicle on your premises;
- Charge parts and labour at trade/fleet rates;
- Mail an itemised invoice for payment to Custom Fleet.

For after hours repairs/services, pre-authorisation can be obtained. For emergency breakdowns, only the minimum work should be performed making the vehicle safe/mobile. Authorisation **MUST** be obtained the next working day.

Payment procedures

Fleet Cards and Custom Fleet Vehicles

- 1 Payment for your services can be made by Invoice or Fleet Card transaction (manual or electronic only). Sales voucher or electronic transactions are completed for the following:
 - Orange Card;
 - Blue Card;
 - Only Fuel and Oil transactions for Gold Card

Authorised = Invoice Only

This includes Gold Fleet Card and Custom Fleet vehicles. Forward an itemised invoice only.

- 2 Submit all sales vouchers/invoices to Custom Fleet within 7 days after the transaction date.
- 3 To complete a (green) Fleet Card Merchant Sales Voucher Header correctly, you **MUST** include:
 - Site name or site ABN;
 - Date;
 - Your Merchant number- we can't guarantee payment if you don't include your Merchant number;
 - Total number of sales vouchers- do not include more than 35 vouchers;
 - Total dollar (\$) value of the sales vouchers;
 - Attach an adding machine tape, listing the value of each individual sales voucher; and staple all sales vouchers (white copies) to the green header voucher at the bottom left corner.
- 4 When sending vouchers or Invoices to Custom Fleet in a pre-addressed envelope, remember to affix a stamp and send the:

Sales Vouchers

- White sales vouchers attach to the;
- Green header and attach;
- Adding machine listing.

Invoices

- Invoices **MUST** be in a separate envelope;
- 5 You **MUST** keep the Merchant copies of the sales vouchers (pink) and the Merchant copies of the header (pink) for at least 6 months.
 - 6 **Statements/invoices**
Fleet Card pays on receipt of sales vouchers or invoices in the case of authorised transactions. We do not pay on statements, (so please don't mail them).

Authorised transactions require an invoice for payment only, please do not send us statements or sales vouchers.

If you have had difficulties receiving payment please phone us on **1300 368 743**.

Payments

When we receive and process your invoices, payment is made by direct deposit to your nominated bank account.

The frequency of payment depends on the choice made on your merchant application. Payment can be made either weekly, fortnightly or monthly.

Your Merchant Activity Report or Statement will advise you of the transactions paid directly to your nominated bank account. You will receive a report after each payment.

The Report reflects fees, commission and other financial adjustments in a tax invoice. Adjustments may include Fleet Card transactions not paid.

Reasons for non-payment

Payment may be delayed, amended or rejected for the following reasons:

- Card details not imprinted on the voucher;
- Card has expired;
- Sales Voucher is not signed;
- Voucher date is older than 6 months;
- Registration number and vehicle described on the card didn't match the vehicle for which goods or services were supplied;
- Approval has not been obtained from the Authorisation Centre for work carried out where authorisation is required (Gold Card);
- The invoice total amount differs to the amount authorised;
- No itemised invoice (Authorised transactions); or the servicing requirements for authorised transactions have not been adhered to;
- The registration shown on the invoice isn't a Custom Fleet vehicle; or
- any other Standard Fleet Card requirements are not adhered to.

Invalid products won't be paid

The following are strictly not allowed:

- Purchases not vehicle related (milk, bread, cigarettes etc);
- Transactions not for the vehicle described on the Fleet Card.

Accepting or processing these transactions is fraud.

Electronic sites and processing

Fleet Card can be processed electronically at selected outlets, BP, Caltex/Ampol, Mobil and Shell.

Before processing an electronic transaction ensure:

- Registration and description on the card match the vehicle;
- The goods or services purchased must be for the vehicle described on the card;
- The Fleet Card is valid and has not expired– the expiry date is the last day of the month as shown on the card;
- Ask for an alternative method of payment, ie. cash, if there is a discrepancy between the card or vehicle details.

Systems or card failure

If your terminal is not working refer to your online support.

To process a manual transaction, refer to the general procedure for how to process a manual transaction.

All hand-keyed transactions require the driver signature, a copy may be requested by Custom Fleet.

All electronic transactions produce a receipt showing the details of the transaction, they should be kept for six months for your reconciliation records and proof of purchase. The receipt is proof a transaction occurred.

Merchant Assist 1300 368 743

If you have any queries or require more information we have a specialist team on hand to help you. If calling after hours and there is a discrepancy between a Fleet Card and the vehicle or the card has expired, please seek an alternative payment method.

Online services

We are happy to provide a website for our Fleet Card merchants, www.fleetcard.com.au. Via this site you are able to:

- Check hotlisted cards
- Order stationery
- Update your details
- Check for latest news and updates

Changing your details

Please advise Custom Fleet of any changes to your details, particularly ownership or banking details. Please fax (02) 8899 5396, log the details online at the Fleet Card website or send written notification of changes to:

Custom Fleet, Locked Bag 2205, North Ryde NSW 1670.

Stationery re-order

A stationery order form is available online or Call Merchant Assist on 1300 368 743 for:

- Fleet Card Sales Vouchers or Headers;
- Self Addressed Envelopes;
- Stickers;
- Merchant Operating Instructions.

Contact details and help lines



Custom Service Leasing Pty Ltd
ABN 60 073 245 084

32 Phillip Street
Parramatta 2150

Custom Fleet
Locked Bag 2205, North Ryde 1670

Merchant Assist	1300 368 743
Merchant Assist Fax	02 8899 5396
Repair Authorisation	1800 022 810
Client Assist	1300 364 651
Website	www.fleetcard.com.au

