

The Comdata OnRoad Card

How to get started using your Comdata OnRoad Card

Card Activation

The Comdata OnRoad Card is in an active status and should be ready for use.

*If you are a California resident, your card is **not** active. Please contact your card administrator for the account for activation.

Setting a PIN number will help protect your card.

Setting your PIN:

1. Choose a 4-digit PIN (personal identification number). You will need your PIN each time you use your Comdata OnRoad Card to:
 - Check your card balance (*with Mastercard Access*)
 - Make an ATM withdrawal (*with Mastercard Access*)
 - Register a Comchek
2. When choosing your 4-digit PIN number, remember to avoid:
 - Consecutive numbers (1234)
 - Repeating numbers (2222)
 - The first or last four digits of your card number
3. From a touch-tone phone, call and register your PIN at 1.866.288.9990. Para Español, 1-800-226-3914.
4. Follow the automated instructions to complete your PIN registration. You will be asked to enter and re-enter your PIN choice.
5. Remember to keep your PIN secure.
6. To reset your PIN, please call customer service at 1.866.288.9990. Once your number has been reset, please follow the "Setting your PIN" instructions above to select a new number.

Calling Comdata Customer Service:

1. Dial Comdata Services at 1.866.288.9990. Para Español, 1-800-226-3914.
2. When prompted, enter your Comdata OnRoad Card number and press the (#) key.
3. When prompted, enter your 4-digit PIN, press the (#) key and listen to your options.

Where can I use the card?

The Comdata OnRoad Card is acceptable at locations that participate in the Comdata Network. The Comdata Network has over 6,000 fueling locations nationwide, including all major and most independent truckstops. You can access location information at www.gocomchek.com or by downloading the Comdata Fleet Advance Mobile App. Some truck maintenance locations, truckwash locations, and other trucking service merchants are included in the network.

Comdata OnRoad Card benefits may include:

- Fuel purchases via the Comdata Network
- Limited cash access available at truckstops
- Acceptance at more than 6,000 locations
- Applicable fuel discounts

*If you have questions about your company's discount program, please contact your administrator or Comdata at 1-800-226-3921.

Accessing the Comdata FleetAdvance mobile application:

FleetAdvance empowers you to make better decisions about where to fuel up. Through the free FleetAdvance mobile app, we display the cheapest fueling location based on your parameters, no matter what. Once you open the app, you will be asked for information from your Comdata OnRoad Card, which allows us to display the correct net price (inclusive of any applicable discounts).

***FleetAdvance uses publicly posted retail prices for all TA and Petro Stopping Center locations and does not reflect confidential contractual pricing arrangements which may exist between you and TA/Petro.

The FleetAdvance mobile app is available at Comdata.com/FleetAdvanceMobile for both Apple and Android phones.

1. You can download the Comdata FleetAdvance mobile application from either the App Store or Google Play store.
2. Search for Comdata FleetAdvance.
3. Download the mobile application to your phone.
4. Complete the registration steps to link your card by entering:
 - Email Address
 - Password Selection
 - Activation Code (Driver # assigned to your card)
 - Card Number

What type of purchases will I be able to make using the Comdata OnRoad Card?

The Comdata OnRoad Card is a card designed to grow with you as your business needs expand. Your card is setup for purchases at any location that participates in the Comdata Network. Your Comdata OnRoad Card supports the purchase of fuel, oil, and possibly other miscellaneous products, such as showers, truck washes, truck parking, additives, DEF, tire repairs, tire purchases, scales, tolls, parts, and other trucking related services at Comdata locations. To gain access to the Mastercard Network, you will need to contact your Comdata representative for eligibility.

What information will be required when trying to make a payment with the card?

Once you swipe your card, the prompting device will ask you for a Unit (Vehicle) Number assigned to your card when paying for fuel, and other available products and services. There may be other prompting values required to be entered during the payment processing. Some possible options are: Driver #, Trailer number, Hub reading, Trailer Hub reading, Trip number, Driver License number, or a Purchase Order number. Your company administrator should provide you with the information needed, as well as the parameters around the card limits to be used. If you have questions, please contact your company administrator or Comdata to confirm your card limits.

To obtain Mastercard Network access:



The following section(s) contains important information that will be helpful to you if your card is set up for Mastercard access.

In order to access the Mastercard Network for free point of sale transactions using cardholder funds, your administrator will need to contact a Comdata representative.

Making purchases at Mastercard retailers:

One of the major advantages of the Comdata OnRoad Card is that you may have access to expanded network acceptance at any retailer that accepts Mastercard. Point-of-sale (POS) transactions are free to the cardholder. **This applies to cardholder funds only.**

To make a purchase:

1. If prompted by the POS, select the "Credit" option. (Most devices will not require a selection.)
2. Swipe your OnRoad Card.
3. Sign the receipt presented by the store attendant if requested.

Note: Make sure you have available funds to make the amount of the purchase. There are no fees charged to your account balance for this type of payment at a Mastercard retailer location. Just look for the Mastercard logo to see if the retailer belongs to the Mastercard network.

Accessing Cardholder Web:

Cardholder web is an online tool that will allow you to view transactions and manage your funds.

1. Go to www.cardholder.comdata.com.
2. First-time users must register and create a profile.
3. Enter your card number and activation code (should be your Driver # assigned to card).

Once you have registered and created your profile, you will be able to use the cardholder website to:

- Check your account balance
- View account activity
- Print account statements

Using an Automated Teller Machine (ATM) to get cash:

Please be aware that the Comdata OnRoad Card can only be used at ATMs branded with the Cirrus® or Allpoint trademarks. Make sure you have a sufficient balance before making a withdrawal. If you try to withdraw more than your balance allows, you will receive a decline message and a fee may be deducted from your card balance.



Remember to look for ATMs with the green Allpoint logo to avoid paying an extra surcharge on your withdrawal. You may access a list of Allpoint ATMs in your area by visiting www.allpointnetwork.com.

Just key in your city or zip code for the most convenient locations or you may call Cardholder Services at 800-226-3931 for assistance in locating an ATM near you.

Making a withdrawal:

1. Put your Comdata OnRoad Card into the ATM.
2. Enter your PIN when prompted.
3. Select "Withdrawal from Checking." (An incorrect selection may result in an error message and a fee may be deducted from your card balance.)
4. Enter the dollar amount to withdraw. Upon authorization, the ATM dispenses the requested amount of cash.

Obtaining your card balance:

1. Log in to the FleetAdvance Mobile app and see your balance in real time. Or,
2. Call Comdata at 1.866.288.9990. When prompted, press the option for "Money Services" and select the option for checking your balance.

Note: Your fee schedule should show if a fee is being charged for this service.

Registering a Comchek Draft:

Before registering a Comchek draft, you must locate the number of the Comchek draft. It is located in the top right hand corner of the check or draft to be used.

1. Call Comdata at 1.866.288.9990.
2. When prompted, please enter your card number and PIN.
3. When prompted, select the option for "Money Services," followed by the option for "Draft Registration."
4. When prompted, enter the amount for the Comchek and press the (#) key. Enter the amount without the decimal point. For example, \$100.00 would be entered as 10000# and \$95.32 would be entered as 9532#. You do not have to take the full amount of your account balance at one time.
5. When prompted, enter the Comchek draft number located in the upper right hand corner and press (#) key. You will hear, "please wait," followed shortly by, "Your transaction is complete."
6. Complete the draft by filling in:
 - (a) the date in the Date Field
 - (b) the name of the Payee in the "Pay To The Order Of" field
 - (c) the dollar amount in "The Sum Of"
 - (d) the dollars in the "Dollars" field
 - (e) your company's name in the "Company Name" field
 - (f) your card number in the "Card No. or express Code" field
 - (g) Phone # in "Phone Number" field
 - (h) Driver License ST in "State" field
 - (i) Driver License number in the "Identification Number" field

Making a direct deposit from your Comdata OnRoad Card (Subject to your company set-up):

Note: You must work with your company to enable this set-up. Once this is done:

If calling Comdata

1. Dial 1-866-288-9990. When prompted, press the option for "Money Services" and then select the option for "Direct Deposit." When prompted, enter the amount you wish to deposit and press the (#) key. Enter the amount without the decimal point. For example, \$100.00 would be entered as 10000# and \$95.32 would be entered as 9532#.
2. The system will repeat the amount you entered. If the amount you entered is correct, press (1) to complete the transaction. Enter (2) if you need to correct the amount entered. If you decide not to perform the direct deposit, press (3) to cancel.

If using Fleet Advance Mobile App:

Note: Cardholder must download and complete their registration in the mobile app.

1. After opening the FleetAdvance app, select the "Express Cash" button.
2. Enter your password, and select "Sign In" button.
3. You will see your current balance, and can now select "Make Deposit."
4. Enter the amount in the "Amount" field, and select "Submit Deposit."
5. You will be asked to confirm or cancel the transfer.

Helpful Hints:

- Visite www.cardholder.comdata.com para español: *La tarjeta Comdata OnRoad Guía del usuario.*
- Manage personal funds via FleetAdvance Mobile:
 1. Once registered, select the "Express Cash" option to view activity and manage your funds.
 2. Please notify your company program sponsor if you would like to activate the direct deposit functionality within the app. They will work with Comdata to complete this task.
 3. A fee may be charged for checking a balance at an ATM or via Comdata's customer service line. However, you can use the FleetAdvance app or Cardholder Web service free of charge (see other side for access instructions).

