

COMDATA® OnRoad Card

Empower drivers with the Comdata OnRoad Card, the trusted solution designed to do more.



Frequently Asked Questions - Drivers

1. What is the Comdata OnRoad Card?

The Comdata OnRoad card is a universally accepted MasterCard that provides the flexibility of accessing company funds and driver payments all from a single card. The OnRoad Card operates on the MasterCard Signature Debit network, meaning you can use it like a credit card; just swipe, sign your name, and continue on with your day. What's more, all MasterCard Signature Debit transactions are free of fees, so there's no need to worry about losing money on your purchases. Just look for the MasterCard logo at check out. Also, you can still use OnRoad for company-related expenses, such as fuel and maintenance, based on your company's policies. With OnRoad, you have full control over your money and can use your funds as you see fit.

2. How will it help me?

There are many benefits to you for using OnRoad, such as:

- Zero transaction fees for MasterCard Signature Debit transactions.
- No need to carry cash, which is secure and a great option if you don't have a bank account.
- Acceptance at millions of MasterCard locations nationwide, so no need to worry about transaction declines.
- Ability to use personal funds as you see fit, such as buying groceries, paying bills, even purchasing big ticket items like airline tickets and travel tours.

3. How do I get one?

Your card program administrator will order your OnRoad card. Depending on your admin's preference, they may distribute the card to you or send it directly to your home address.

4. Where can I use the OnRoad Card?

Use your OnRoad Card anywhere MasterCard Signature Debit is accepted, just look for the MasterCard logo at check out. In addition, the OnRoad Card is accepted on the Comdata Proprietary network, meaning you can conduct company purchases, such as fuel and maintenance, while still managing your personal funds. Furthermore, when you first receive your card, you must set up a PIN that will allow you to access your funds from any ATM in the Cirrus or Allpoint network.

 **COMDATA**® OnRoad Card**5. What can I buy with the OnRoad Card?**

The OnRoad Card can be used just like cash. Meaning you can purchase anything from office supplies, groceries, and hotels to airline tickets, haircuts, and movie streaming services.

6. How can I check my balance?

There are multiple ways to check your OnRoad Card's balance:

- Register for an account on Cardholder Web (www.cardholder.comdata.com).
- Download the FleetAdvance mobile app.
- Call the 1-800 number on the back of the card (this may incur a fee).

7. Can I get cash back?

No, the OnRoad Card runs like a credit card and requires no PIN at the point-of-sale, so cash back is not available. However, you can access cash at an ATM (Cirrus or Allpoint networks only) or any bank teller free of charge.

8. How do I set up direct deposit?

Provide your bank account number and routing number to your Administrator. You will then go through a pre-note process that will take approximately 10 days to process. Once established, call the toll-free 1-800 number on the back of your OnRoad Card and follow the prompting instructions to initiate the transfer of funds. These instructions are also included in the envelope with the card.

9. Is there any educational material with the card?

Your card will be delivered in an envelope that contains many educational materials, such as instructions on activating your card, setting up a PIN, registering for cardholder web, and much more.

10. Is there a customer support number?

For more information on using your Comdata OnRoad Card, call the toll-free 1-800 number on your card.