

# Comdata SmartQ Frequently Asked Questions (FAQ)

## 1. Where do I install my SmartQ Unit tag?

Install your Unit tag following these guidelines, ensuring to comply with all applicable laws:

- Place the tag in a location that will not impede your view.
- Position the tag horizontally (long edge parallel to the ground) on the inside of the truck's windshield. Adhere the tag in the middle of the windshield approximately four inches from the bottom.
- Avoid placing the tag directly over any embedded radio antenna or other metal.
- Trucks traveling in areas of ice or snow should also consider:
  - Placing the tag in an area swept by the windshield wiper.
  - Avoid placing the tag directly in the windshield defroster blast area.

## 2. Where do I install my SmartQ Trailer tag?

Install your Trailer (reefer) tag on top of the trailer following these guidelines, ensuring to comply with all applicable laws:

- Place the tag 15-17 feet in front of the fuel tank towards the front of the trailer.
- Position the tag in the middle of the trailer (left to right).
- Make sure that the rivet holes face the left and right sides of the trailer.
- Affix the tag using 3M VHB Industrial Adhesive Tape

## 3. What can be purchased with a SmartQ RFID tag?

Unit tags placed on the windshield of trucks may be used to purchase diesel fuel, DEF or products.

Trailer tags placed on the truck's trailer may be used to purchase reefer fuel.

## 4. Can I get cash using a SmartQ RFID tag?

No, cash may only be obtained by swiping your Comdata card at the fuel desk.

## 5. What do I do if my SmartQ Unit tag gets damaged?

Contact your company administrator for a new tag. The new tag will need to be reassigned to your vehicle and reinstalled on your windshield.

**6. I have to change trucks or replace my windshield. Do I take my SmartQ Unit tag with me?**

No, each SmartQ Unit tag is assigned to a specific truck and will break if you attempt to remove it from the windshield. If you need a new tag, contact your company administrator.

**7. How do I fuel using SmartQ tags?**

Our RFID antennas have been positioned in lanes to allow drivers to use normal stopping positions. The RFID antenna will read your tag and the transaction will begin as soon as your vehicle is positioned as it would be for a normal fueling transaction. At Love's locations, the screen at the pump should have already changed to read "Swipe your I Love's Rewards Card." At other merchant locations, the screen will read "Enter your Driver ID".

**8. What do I do if the screen still reads "Welcome to Love's. Swipe Your Card or Pay Inside." or "Enter Driver ID"?**

If this happens, then the antenna is not reading your tag. You may have pulled past the antenna and out of the RFID zone. Check the position of your truck to make sure the antenna is above you.

**9. I adjusted my truck's position and the antenna is still not reading my card. What should I do?**

Please report any locations where this situation occurs to the merchant cashier and your fleet/driver manager so that Comdata may work with the merchant to resolve any system issues. Also, you can swipe your Comdata card as normal and continue fueling to avoid delays.

**10. The pump is prompting me for my Driver ID. What should I do if I don't know my Driver ID?**

Contact your company administrator for assistance with a Driver ID.

**11. Where can I get my fueling receipt?**

You may pick up your fueling receipt at the fuel desk as normal.

**12. Which locations offer SmartQ fueling?**

SmartQ is available at all Love's Travel Stop locations and many independent truck stops across the country. For the most up-to-date listing, visit: <http://comdata.com/solutions/merchant-solutions/comdata-smartq/smartq-locations>. For a more comprehensive list including each of the Love's locations, have your fuel/driver manager download the listing from our customer portal: [iConnectdata.com](http://iConnectdata.com).