



Fuelmate Fuel Cards

Frequently Asked Question

We have a dedicated sales team that will be happy to talk you through the options available and provide you with recommendations

Is there a minimum spend to qualify for a fuel card?

Fuel cards provide benefit for accounts spending a minimum of £350 a month on fuel. To qualify for a Texaco Fastfuel card a minimum monthly spend must be £1000.

When do I pay for my fuel?

Our standard terms for payment are by Direct Debit 21 days from each invoice. Invoices are generated each Tuesday. Credit terms provided are subject to status.

I need mileage to be captured with each transaction, how would this work?

Mileage is provided to the cashier at point of sale and will be printed on your weekly invoice alongside each transaction. This is a hugely useful tool for fleet management and control. Should you choose to use this facility then it is recommended that all drivers are made aware to ensure accurate data is input into the system at all times.

I require a cost centre setup for my account, is this possible?

We have numerous customers that operate multi centre/depot businesses and we are more than happy to tailor your fuel card service to suit your business. Please call our sales team to discuss the options available.

I would also like a personal fuel card, how do I apply?

Unfortunately fuel cards are not available for personal use. Fuel cards can only be issued to businesses.

I would like to buy other items such as car wash and lubricants, is this possible?

Each fuel card has what are known as purchase categories. These categories are set when the card is produced therefore any change to your purchase requirements will require the issue of a new card. The categories available for each fuel card can be viewed on the individual product pages of this site.

How long before I receive my cards?

Once we have received an application it takes just one working day for the credit checks to be completed. (In exceptional circumstances where further credit investigation is required it may take up to 4 working days.) Once credit checked we will inform you of the credit decision and order your cards. A typical account setup takes between 5-7 working days.