

what to do if your card is declined



At Fleetmaxx Solutions, we pride ourselves on offering a reliable and seamless fuel card service, and we are pleased to say that issues at the pump are extremely rare. However, from time to time, we do get asked the question: "What should I do if my fuel card is declined?"

1

1. Don't panic – it's usually a quick fix

Firstly, remember that this is not a common occurrence. Our fuel cards are widely accepted and designed to make your life easier. That said, if your card does get declined, the best thing to do is stay calm and follow these simple steps.

2

2. Check if the station accepts your card

This might sound obvious, but it's worth checking: does the filling station you're at actually accept your fuel card type? While our network coverage is extensive, some stations may only accept certain fuel cards – for example, Shell CRT or Texaco.

Look for signage at the pump or ask the station attendant directly.

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3. Speak with the station attendant

If your card is unexpectedly declined, the cashier or attendant may be able to shed some light. It might be a temporary system issue, a network outage, or a card reader fault – nothing to do with your account or card status.

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4. Check your card's validity

Have a quick look at the card. Has it expired? Has it been replaced recently, or possibly cancelled or reported lost? These things can happen without us realising – especially if you're managing multiple vehicles or cards.

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5. Contact your fleet manager or accounts team

If you're using a company-issued card, there could be a restriction or setting placed by your fleet administrator. Reach out to them – they may have made recent changes to vehicle limits, card usage rules, or account permissions that are affecting the transaction. If you are trying to buy shop goods, please note that all our fuel cards will not be accepted, or are you trying to buy screen wash and your card is set to diesel only?

6

6. Call Fleetmaxx Solutions for support

If none of the above resolve the issue, give us a call directly. We're here to help. When you contact your Fleetmaxx Solutions account manager, it helps if you can provide the following details:

Your account number

Company name

The last four digits of the fuel card

The location and time of the attempted transaction

Any error messages or details from the pump or cashier

With this info, your account manager will escalate the matter to our admin team straight away. In most cases, we can identify the problem and get it sorted quickly – often while you're still at the pump.