

Welcome Pack Fastfuel

This welcome pack will provide you with the information needed to manage your account.





Content

1. [Overview and Important Information](#)
2. [Your Card](#)
3. [Useful Links](#)
4. [Fleet Management](#)
5. [Contact Information](#)

Overview and Important Information



Fastfuel include over 3,700 stations throughout the UK. Garages include all Texaco, as well as a selection of Shell, BP, and Esso. Fastfuel also enables you to fill up at some of the major supermarkets including Morrisons, Tesco, Sainsbury's, and Co-op.

Tesco & Sainsbury's are accessible for convenience. These stations are charged higher than the advertised pump price.

All products outside of standard diesel including AdBlue are available for convenience with the Fastfuel card but are also charged higher than advertised.

Your Card

Retail Refuelling Sites

Your PINs have been sent to you via email. You can also find your PINs on the portal under 'Card Management'.

1. If you are unsure if the station will accept your Fastfuel card, please check with the cashier.
2. Refuel your vehicle noting the pump number, volume of fuel drawn and your mileage.
3. Replace the pump nozzle and return to the till operator. The majority of stations will require a signature.
4. Your receipt will show the volume of fuel drawn (not your price), check the receipt details carefully before signing.
5. Ensure that the correct fuel card is returned to you before leaving.



Useful Links

Site Finder

The link below will allow you to find your closest site that will accept Fastfuel cards. We do operate on multiple networks, please ensure it is set to Fastfuel. This will ensure you have the correct site information displayed.

www.silveyfleet.co.uk/sitefinder

Portal

You can submit all card orders/cancellations via your online portal, as well as retrieve invoices, download drawing reports and request pins.

<https://webplusfuelcards.silvey.co.uk/WebPlus>

Fleet Management



EV Charging

You can now access a growing, nationwide, multi-branded range of ultra fast EV charging stations across the UK with our Electric Vehicle fuel card. The same fuel card can also work for petrol and diesel vehicles too - keeping all your fuel costs with one fuel card provider.



Miles Monitor

Miles Monitor is a fleet management solution we offer to provide a cost efficient way to manage your fleet. Miles Monitor will produce essential fleet management information, giving you a complete overview of your fleet's expenses and operational workings. It can record business mileage and check driver licences.

Contact Information



To contact the Silvey Fleet team
email priority@silvey.co.uk
or call 01454 333022

You will also have a dedicated account manager to help with any further queries, our operations team will be able to put you through to them or arrange a call back.

We understand that our customers work around the clock, which is why our phone line is open 24/7, making sure we are on hand when you need us.