



## FLEET CARD REPLACEMENT ORDERING

### Easy Processing, Request a New Card!

The Fleet Card Replacement Ordering module allows users who lease GSA vehicles the ability to request a new replacement fuel card, should it become broken, lost, demagnetized or stolen.



**Note:** You can order up to six cards per day, per customer number.

**Step 1.** If you only have one customer number please go to “Step 2”, otherwise select the pull down arrow in the “Select Customer Number” field to load the vehicle tag numbers associated with the card you would like to replace.

Select Customer Number:  

Default Shipping Address  
 Contact: MARIA RIVERA  
 Address: GSA/PBS , ATTN:MARIA RIVERA  
 450 MAIN STREET-SUITE 635, HARTFORD , CT 06103  
 Phone: 860 240 3364

**Step 2.** Enter “Tag” that is associated with the credit card you would like to replace.

\* Tag:

**Step 3.** Select the pull down arrow and choose the “Status” of your card. The drop down menu displays “Broken, Demagnetized, Lost, and Stolen”.

\* Status:  

- Select Card Status
- Broken
- Demagnetized
- Lost
- Stolen



**Note:** All fields with an asterisk \* are “Required fields”.

# GSA Fleet Drive-thru

<b>Vehicle Details</b> Please note: you may only order 6 cards per day. * Tag: <input type="text" value="G"/> <input type="text"/> <input type="text"/> * Status: <input type="text" value="Select Card Status"/> * Comments: <div style="border: 1px solid gray; padding: 5px; min-height: 40px;">This is a mandatory field for lost and stolen cards. Please provide a brief explanation of what happened to the credit card.</div>	<b>Contact Name</b> * Required Field. Please type in another address to send to a different location. <input type="checkbox"/> Ship to default address * Contact: <input type="text" value="Contact Name"/> * Agency Name: <input type="text" value="Enter Agency Name"/> * Phone Number: <input type="text"/> <input type="text"/> <input type="text"/> Phone Extension: <input type="text"/>	<b>Shipping Address</b> Please note: UPS will not deliver to a PO Box. <input type="checkbox"/> Apply this tag address to all. * Address 1: <input type="text" value="Address 1"/> Address 2: <input type="text" value="Address 2"/> * City: <input type="text" value="City"/> * State: <input type="text" value="All States"/> * Zip: <input type="text"/> <input type="button" value="Clear Address"/>
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**Step 4.** Enter “Comments” if your card is lost or stolen. For audit purposes the “Comments” field is required for all lost or stolen cards. Please explain why you are requesting a new card and the circumstances surrounding the loss/theft of your current card.

\* Comments: 

This is a mandatory field for lost and stolen cards. Please provide a brief explanation of what happened to the credit card.

**Step 5.** Verify the “Default Shipping Address” located at the top of the screen.

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**Default Shipping Address**

Contact:  
Address:  
Phone:

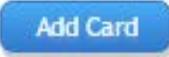
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**Step 6.** For each replacement card request, check the “Ship to default address” box to use the address on file. Alternatively, you can enter a new address to have your replacement cards shipped to a different address.

<b>Contact Name</b> * Required Field. Please type in another address to send to a different location. <input type="checkbox"/> Ship to default address * Contact: <input type="text" value="Contact Name"/> * Agency Name: <input type="text" value="Enter Agency Name"/> * Phone Number: <input type="text"/> <input type="text"/> <input type="text"/> Phone Extension: <input type="text"/>	<b>Shipping Address</b> Please note: UPS will not deliver to a PO Box. <input type="checkbox"/> Apply this tag address to all. * Address 1: <input type="text" value="Address 1"/> Address 2: <input type="text" value="Address 2"/> * City: <input type="text" value="City"/> * State: <input type="text" value="All States"/> * Zip: <input type="text"/> <input type="button" value="Clear Address"/>
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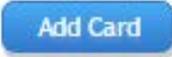
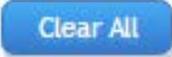
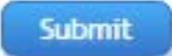
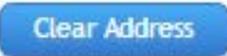
**Note:** We are unable to ship to P.O. Boxes. If your default address is a P.O. Box, you MUST enter a physical address in the “Enter New Address” field.

**Step 7.** To complete your request verify that all data is entered into all required fields.

**Step 8.** To add additional card requests select the “Add  button. After the “Add Card” button is selected a new card entry will populate.

**Step 9.** After all card requests are entered, verify that all your data is correct prior to submitting your transaction. Select the “Submit” button.

## Helpful Tips: Buttons on-screen

Buttons	Descriptions
	You can order up to six cards per day, per customer number. Select the “ <b>Add Card</b> ” button to populate another card entry.
	Once you’ve added a card and decide you no longer want the card entry, you can select the “ <b>Hide Card</b> ” button. By selecting the “Hide Card” button the data is wiped out for that entry only. The data is no longer available.
	The “ <b>Clear All</b> ” button clears everything on screen.
	The “ <b>Print</b> ” button allows you to print the data on screen. Similar to printing a webpage. This feature allows you to save the file as a pdf for your records.
	The “ <b>Submit</b> ” button allows you to transmit your transaction. Once your transaction is submitted you will receive an email confirming that your transaction is completed.
	“ <b>Clear Address</b> ” button allow users to clear the address on screen for that section only.



**Note:** Have additional questions? View the FAQs available on the GSA Fleet Drive-thru website and select the Fleet Replacement Ordering Card link listed on the left side of you screen. For technical questions contact [gsadrivethruhelp@gsa.gov](mailto:gsadrivethruhelp@gsa.gov) via email or call 1-866-472-6711. For card ordering questions email [replacementcards@gsa.gov](mailto:replacementcards@gsa.gov).