

# Welcome Pack Keyfuels

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





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## Overview and Important Information

Keyfuels is one of the UK's largest multi-branded fuel card networks. It has access to over 3,400 conveniently located sites, 890+ being HGV friendly.

Keyfuels cards are accepted at 70% of motorway sites. Garages can include Esso, BP, Jet, Morrisons, Texaco, Gulf, Tesco, Applegreen and others.

Tesco sites 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 Keyfuels card but are also charged higher than advertised.



# Using your card

## Manned Refuelling Sites



**If you are unsure if the station will accept your Keyfuels card, please check with the cashier.**

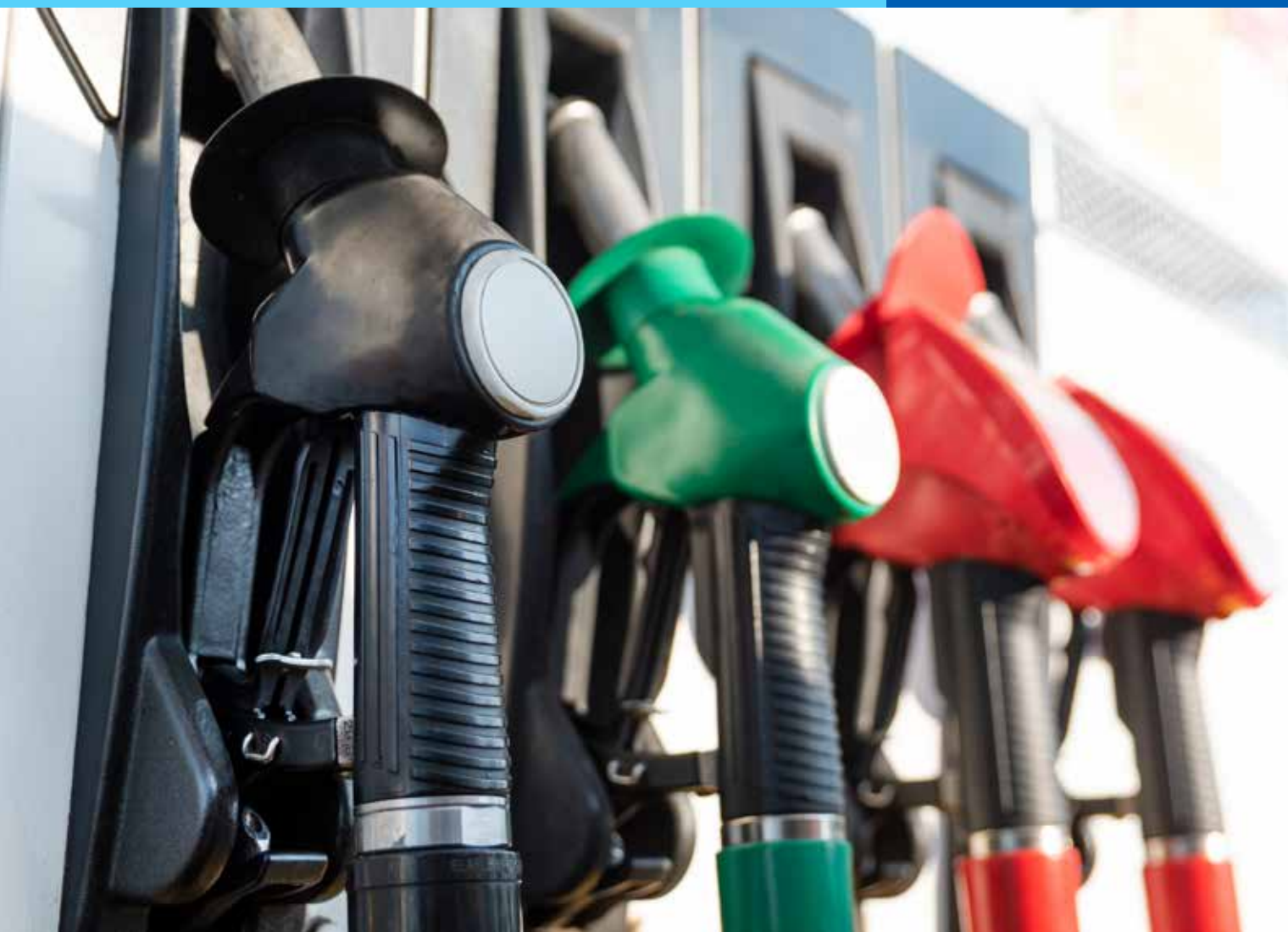
1. Refuel your vehicle noting the pump number, volume of fuel drawn and your mileage.
2. Replace the pump nozzle and return to the till operator. The majority of stations will require a signature.
3. Your receipt will show the volume of fuel drawn (not your price), check the receipt details carefully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

# Using your card

## Unmanned Refuelling Sites (Outdoor payment terminals)

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

1. Insert fuel card (chip face up and chip end first) and then follow the on screen instructions.
2. If prompted, enter your mileage.
3. If prompted, enter your vehicle registration number.
4. If prompted, enter the number of the pump you intend to use.
5. When you have refuelled, replace the pump nozzle and return to the fuel card reader.
6. Re-insert your fuel card into the fuel card reader.  
NOTE: this will allow you to obtain a receipt and update the fuel cards chip with details of your drawing.
7. Remove your fuel card and take your receipt.



# Useful Links

## Site Finder

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

[www.silveyfleet.co.uk/sitefinder](http://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 either**  
email [priority@silvey.co.uk](mailto: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.