

Frequently Asked Questions

EMPLOYEE



What payment options are available for the FuelGood Program?

Depending on your company's program structure, fuel purchases may be paid through payroll deduction or billed directly to a personal credit card on file. Payroll deduction provides a low-touch option with fuel purchases deducted from your paycheck, while the credit card option allows charges to be billed directly to the card on file.

Can I change my payment method after enrolling?

If your company offers the credit card payment option, you may update the card on file at any time by contacting your benefits administrator or Guttman Energy customer support.

Where can I use my FuelGood Card?

The card is accepted at over 85,000 gas stations nationwide. You can locate stations using the Driven app, available for iPhone and Android.

How are fuel savings applied with the FuelGood Card?

Employees enrolled through payroll deduction may save up to \$0.10 per gallon off the posted retail price at most locations, while employees using the credit card payment option may save up to \$0.05 per gallon off the posted retail price. Some locations offer higher discounts, which can be viewed in the Driven app. All applicable savings are reflected directly on your invoice.

How does billing work?

Each week, you will receive an email from Guttman Energy with a Fuel Management Report (FMR) summarizing your prior week's fuel purchases. Depending on your employer's selected payment method, the total amount will either be deducted from your paycheck based on your company's payroll schedule or billed monthly to the credit card on file.

How many cards can I order?

You may order up to four cards total for yourself and your immediate family members

How does the card work at the fuel station?

Insert your FuelGood Card at the dispenser and enter your five-digit PIN. You will be prompted to enter an odometer reading; any number is acceptable. Select your fuel grade and begin fueling. The transaction is captured automatically and transmitted electronically.

Can I make non-fuel purchases with my FuelGood Card?

Yes. In addition to fuel, the FuelGood Card may be used for convenience items available at fueling stations, such as snacks, beverages, and other in-store purchases.

Can I earn gas station loyalty points when using the FuelGood Card?

Yes. If you scan your station loyalty card before inserting your FuelGood Card, you will receive points for gallons dispensed through that loyalty program.

Can I redeem gas station rewards using the FuelGood Card?

No. Rewards cannot be redeemed when using the FuelGood Card. If you wish to redeem station rewards, you must use a personal payment method for that transaction.

What should I do if my card is lost or stolen?

Notify your benefits administrator immediately so the card can be locked or canceled. Replacement card requests can be submitted at that time.

Can I continue using my FuelGood Card if I leave my employer?

No. Card use must stop upon termination of employment. Any outstanding balance will be resolved according to your employer's offboarding process.