



NATO FORCES

FUEL CARD

NATO Forces Fuel Card Frequently Asked Questions

Why are we switching from the tax-free fuel coupons to the tax-free fuel card?

The contract for the NATO Forces Fuel Coupons has expired and will not be renewed. In order to continue providing tax-free fuel, we are transitioning to the NATO Forces Fuel Card. The fuel card will provide more convenience to all DoD/NATO personnel in Italy and also adds an increased level of security that will help to eliminate fraud.

When will we be switching from the fuel coupons to the fuel card?

Personnel will start signing up for their NATO Forces Fuel Card in Fall 2018. During this time, personnel will continue to use coupons to purchase fuel until the cards are activated on January 1, 2019.

How does the NATO Forces Fuel Card work?

The NATO Forces Fuel Card is accepted as a payment method at ENI/AGIP stations. The card can be used directly at the fuel station by swiping or inserting the card at the point-of-sale (POS) terminal and entering your secure PIN code. Your fuel transactions will be billed to the payment method provided during registration and you will receive a bi-weekly invoice and a monthly statement. Please note that the tax-free fuel price will only be charged to your biweekly invoice if you have purchased your assigned fuel type within the limits of your monthly ration. You must use the NATO Forces Fuel Card to receive tax-free fuel. You will not be refunded if a fuel transaction is paid for via another payment method.

How do I sign up to receive a NATO Forces Fuel Card?

Eligible personnel at each base will be able to make an appointment at your local NEX, AAFES, or MWA outlet. Registration forms will be available beforehand on the NATO Forces Fuel Card website so that paperwork can be completed prior to your appointment.

How many fuel cards will my family receive?

Each sponsor will receive one fuel card. If you have multiple sponsors in your family, you will receive one card per person.

How many liters of tax-free fuel can I purchase each month?

The ration amount and fuel type depend on the primary registered vehicle's engine size, engine base horsepower and fuel requirement. Your monthly tax-free fuel authorization ranges from 100 liters to 400 liters maximum for automobiles while rations for motorcycles may not exceed 200 liters.

Is the NATO Forces Fuel Card a prepaid credit card?

No. The NATO Forces Fuel Card allows you to purchase your tax-free fuel ration by billing you via a biweekly invoice. The balance will be charged to the credit card on file and you will receive a monthly statement via email.

Am I required to purchase my entire ration of fuel?

Customers are not required to purchase the entire fuel ration allotment and will only be billed for liters purchased.

Am I able to roll over my unused liters to the next month?

Fuel rations will not be rolled over month-to-month. Any unused liters in your ration will expire at the end of the month.

What happens if I have 20 liters left of my monthly tax-free fuel ration and I purchase 25 liters?

If your remaining tax-free allowance is only 20 liters and you purchase 25 liters, Forax will split the transaction into 20 liters tax-free and 5 liters at the full price including tax.

How will I receive my billing statement?

The billing statement will be sent monthly to each customer via email from Forax on behalf of the NEX and will reflect both bi-weekly billing cycles. Remember, your statement balance will be automatically billed to the payment method provided during fuel card registration.

Will I be required to pay in dollars or euros?

All fuel card bills will be paid in U.S. dollars.

Will my ration be turned off if my vehicle registration, insurance coverage, or safety inspection expires?

Yes. Please make sure to keep your vehicle registration, insurance coverage, and safety inspection current. Each customer will receive an email notification when these items are close to expiration.

What communications will I receive regarding my fuel ration?

Customers will receive an email from Forax for the following reasons:

- Email for each transaction
- Email when customer reaches 80% of monthly allotment
- Email for a split purchase. (Example: Customer purchases 25 liters of fuel but only has 20 liters remaining in their ration. Forax will split the transaction into 20 liters of tax-free fuel and 5 liters at the full price including tax.)
- Email when car registration or insurance is due to expire.
- If you do not receive emails from Forax, please check your spam folder before contacting your local NEX, AAFES, or MWA outlet.

What happens if I receive a bill after I PCS?

Please ensure to close out all accounts prior to departing your current duty station. In the event that you receive a bill after you depart, please contact the NEX, AAFES, or MWA outlet from your previous duty station.

Which gas stations will accept the fuel card?

The card can be used at over 4000 ENI and AGIP stations throughout Italy.

Can I use my fuel card at ENI or AGIP stations in other European countries?

No. The NATO Forces Fuel Card can only be used in Italy.

My card shows the Routex logo. Does this mean I can use my card at other Routex participants throughout Europe?

No. The NATO Forces Fuel Card can only be used at ENI and AGIP stations in Italy.

Can I use my card to pay for products other than fuel?

The card only allows you to purchase fuel. It cannot be used to purchase food products at the station or to pay for highway tolls.

I have multiple cars with different fuel types. Will my card cover them all?

Only the fuel type of the primary registered vehicle will be tax-free. Should you purchase alternate fuel, you will pay the pump price including tax for each liter purchased.

Can I use my fuel card when there are no station attendants present?

Yes, the card can be used at all ENI and AGIP stations and will work at self-service stations 24 hours a day, 7 days per week.

My card is damaged. What should I do?

Please visit your local NEX, AAFES, or MWA outlet during normal business hours and you will be issued a replacement card. Please remember to destroy the damaged card.

I forgot my PIN code. What should I do?

Please visit your local NEX, AAFES, or MWA outlet during normal business hours to cancel your current card and you will be issued a replacement card. Please remember to destroy the canceled card.

I tried to refuel but my card is not working. What should I do?**In the unlikely event that the card isn't working at the fuel station, please:**

1. Double check you are using the correct PIN.
2. Check the error message on the POS display and ask the attendant for assistance.
3. Contact your local NEX, AAFES, or MWA during normal business hours.

My card is lost or stolen. How can I cancel it?

Please contact your local NEX, AAFES, or MWA during normal business hours to cancel the card. Once canceled, you will be issued a replacement card. In case of theft, you must file a police report with your local base authorities.

I am leaving Italy. What should I do?

Please contact your local NEX, AAFES, or MWA and inform them that you want your fuel card to be canceled due to PCS and they will cancel it immediately. Be sure to have the staff check your final balance and ensure you have paid any remaining balance for purchased rations.

YOUR OBLIGATIONS AS A CARD HOLDER

- You are responsible for the correct use of your card and your PIN code.
- Keep your card and PIN code separate and secure at all times.
- Do not write your PIN code on your card and do not share it with anyone.
- Ensure your PIN code cannot be seen when entering it at the POS terminal.
- Ensure your payment method information is current.
- Ensure your vehicle registration, vehicle insurance, and safety inspection are current.

