

In addition, if these are ignored, local authorities will notify EMKAY as the owner of the vehicle. Upon notification, we will immediately pay the violation and bill your company for the violation and an administration fee.

## Vehicle Reassignment

This driver manual should stay with your vehicle. If your employment ends or you are assigned a different vehicle, please put this handbook in the glove compartment.

## Accident Assistance

You should have an insurance card with your insurance company's phone number on it. Proceed as they instruct. Call **EMKAY** immediately if your company utilizes the **ACCIDENT MANAGEMENT** program.

**Call EMKAY, if your company uses the EMKAY Accident Management Program.**



**800.621.2001**  
Extension 2

## Glass Repairs

EMKAY will connect you with a reputable glass company in a convenient, and timely manner.

- Convenient service at your home or office
- Quality service and parts
- Lifetime guarantee on repairs



**Glass Repairs**  
**800.621.2001**  
Extension 2



## Vehicle Accident Checklist

- ☐ **Stop Immediately.** If you are creating a hazard, pull off to the side of the road. Use your vehicle's hazard lights to warn oncoming traffic.
- ☐ **Obtain first aid, if needed, and ask someone to call police.** If there are injuries, keep the victims as comfortable as possible, but don't move them unless they are in immediate danger.
- ☐ **Stay Calm.** Don't argue, don't admit fault, and don't accuse anyone of fault.
- ☐ **Record** the make, model, and license plate number of all vehicles.
- ☐ **Secure** the name, addresses and driver's license numbers of all involved parties.
- ☐ **Make a diagram** of the accident showing the position of all involved parties.

Diagram				

- ☐ **Take pictures of the damage** to your vehicle and the area of the accident to help document what happened.
- ☐ **At the accident site,** don't make any settlement offers or volunteer to pay damages.
- ☐ **Make sure the attending officer files a police report.** Ask where and how you can obtain a copy of the report.
- ☐ **Report the accident** to your insurance company and EMKAY as soon as possible.
- ☐ **File a financial responsibility report** with the state or local police, if required by law.

## Toll Management

Thank you for participating in the **EMKAY Toll Management** program. The key to this program is the linkage between your assigned transponder number and your fleet vehicle's license plate and VIN. If you have a temporary plate, or if your fleet vehicle's license plate changes, it is critical that you inform EMKAY of your permanent plate number. **Once a plate has been assigned, either a transponder or a window cling will be sent to your attention approximately 15 days after EMKAY is notified of the new plate.** If you have a personal account with your toll authority, your company vehicle will need to be removed.

The **Toll Management** program is designed to provide our customers with the most accurate & cost efficient process to manage your company's toll usage.

Keeping your license plate details current with EMKAY is important as it will prevent toll authorities from issuing a violation in error.

This program is provided through a joint effort of EMKAY and ATS Fleet Services.

The contact information below should be used for any issues that may occur, including lost or stolen transponder, problem message at the toll booth, or if your vehicle's license plate is lost or stolen.

### WARNING:

**Follow These  
Directions For Set-up**

**STEP  
1**

Please verify the information is correct and matches the vehicle you are operating. If there are discrepancies, call **EMKAY Toll Management customer support at 800.621.2001 ext. 4.**

**STEP  
2**

If your vehicle license plate is currently registered with a toll authority, please remove your plate from the account. For instructions on removing your plate from a toll account, visit [www.emkay.com/toll](http://www.emkay.com/toll).

**STEP  
3**

Remove your current transponder from the vehicle.

**STEP  
4**

Install your new transponder and go!



Sample Transponder

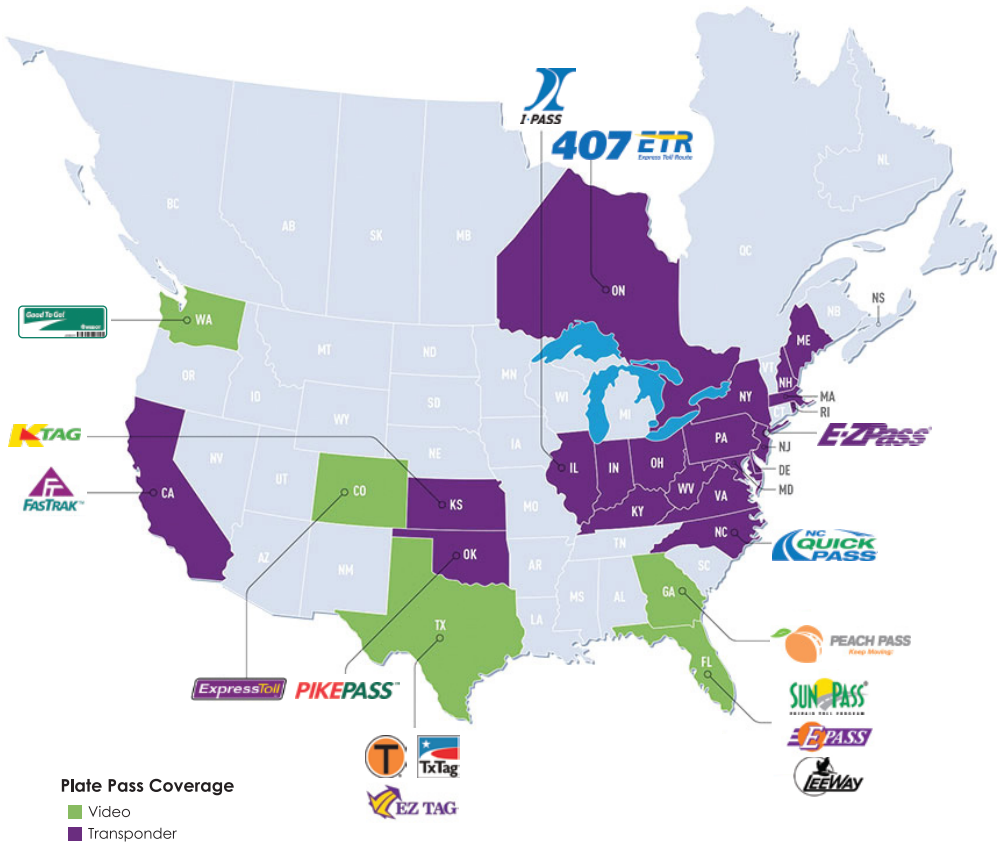


**Driver Service Center  
Toll Management Assistance**

**800.621.2001  
Extension 4**

For information on how to return your current transponder, please visit [www.emkay.com/toll](http://www.emkay.com/toll).

# Toll Management



## Mileage Reporting Instructions :: Website

STEP  
1

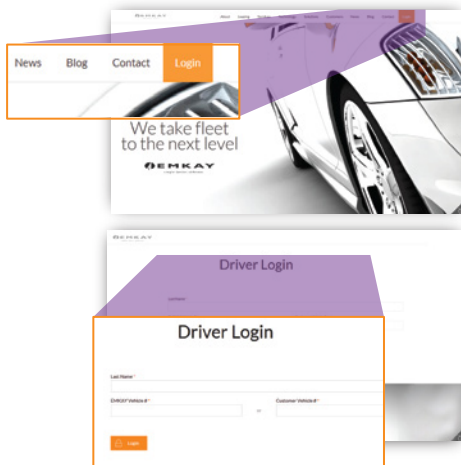
Access EMKAY's website at:  
**www.emkay.com**, then **CLICK LOGIN**  
from the main menu

Now **CLICK DRIVER LOGIN**

**LOGIN:** Enter your **LAST NAME** and  
**EMKAY VEHICLE NUMBER** or **CUSTOMER**  
**VEHICLE NUMBER**

After your last name and vehicle number  
have been entered, **CLICK** the **LOGIN**  
button.

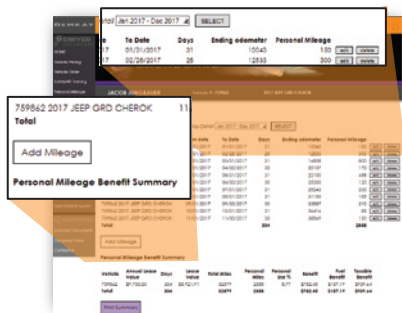
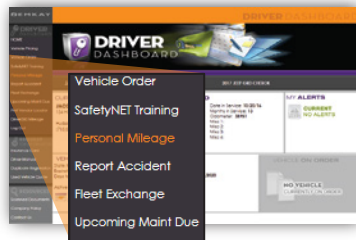
You have successfully logged in.



STEP  
2

Once logged in, select the **PERSONAL MILEAGE** tab along the left side.

You will then see your **YEAR-TO- DATE HISTORY** of month-ending odometer readings and the personal mileage for each month. If alterations are needed, simply **CLICK** the **"EDIT"** button next to a given month. You can also use the drop down menu at the top of the page to view previous years' mileage entries.



STEP  
3

Select **ADD MILEAGE** to report the current month's mileage. If you're behind on reporting you'll see a **DROP DOWN MENU** next to the **MONTHLY TAB**. Use this to select the month you're reporting for. If you're up-to-date the current month will automatically be selected.



### General Information

Monday thru Friday  
7:15am to 6:00pm (Central Time)

**800.621.2001**

## Mileage Reporting Instructions :: iPhone/Android

EMKAY's Driver 360® service required

STEP  
1

The **REPORT PERSONAL MILEAGE** feature enables you to report monthly personal use. Select this tab and click **ADD MILEAGE** in order to enter your information.

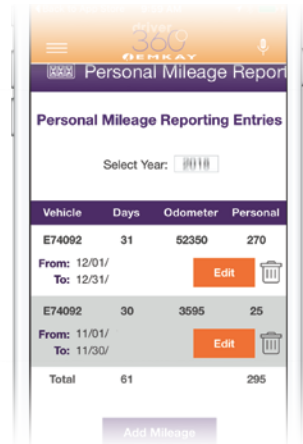


STEP  
2

You will then be prompted to select the timeframe via the **MONTHLY DROP-DOWN** menu. Select the necessary month, then enter your ending odometer and the personal miles driven. Click **SUBMIT** to finalize the report.

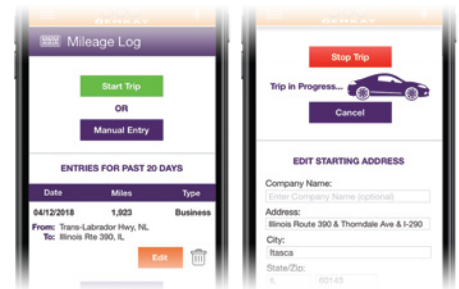


Once reported you can view your year-to-date history. You also have the ability to **EDIT** any past entries.



Another way of reporting is through the use of the **MILEAGE LOG**, which tracks your miles as you're driving. Just **SELECT THE START TRIP** option in order set your starting location and to begin tracking.

**SELECT STOP TRIP** once you reach your destination. The app will then ask you to classify the miles as business or personal. Finish by clicking **SUBMIT**.



### General Information

Monday thru Friday  
7:15am to 6:00pm (Central Time)

**800.621.2001**

EMKAY

Driver 360® is available at the Apple iTunes store or at Google play.



## Fuel

Many companies prefer to have their drivers carry one card to be used at a variety of fuel providers. EMKAY currently offers this universal-type card through WEX. EMKAY's co-branded fuel card is **ACCEPTED AT NEARLY 160,000 FUEL OUTLETS**, representing 80 different fuel providers.



Accepted at Nearly  
**160,000  
Fuel Outlets**

### WARNING:

If your card is lost or stolen,  
immediately contact  
EMKAY at:  
**800.621.2001 x5**

### How to use Your EMKAY Fuel Card



## 5 Steps to Refuel

**STEP 1**

Insert your **EMKAY FUEL CARD** into the card reader on the pump. If there are no pump readers, see the attendant inside to process your transaction.

**STEP 2**

If the pump terminal requires you to choose either "**CREDIT**" or "**DEBIT**", press the "**CREDIT**" key.

**STEP 3**

The terminal will prompt for an **ID OR**

**PIN**. Input your assigned number and press "**ENTER**".

**STEP 4**

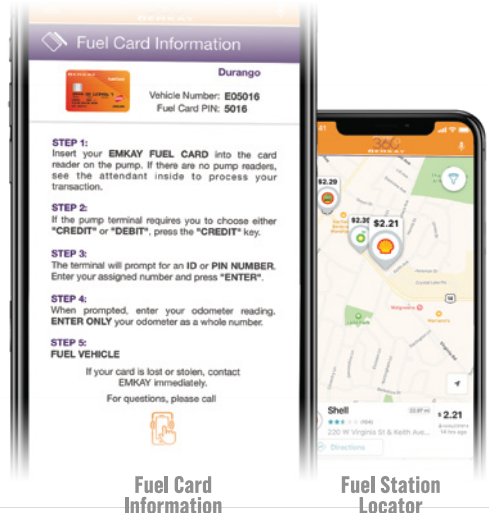
When prompted, enter your odometer reading, as a whole number. (No Decimals)

**STEP 5**

Fuel vehicle

## Fuel Instructions :: iPhone/Android

EMKAY's Driver 360° service required



**Fuel Card  
Information**

**Fuel Station  
Locator**

### Fuel Card Information

Use the **Fuel Card Information** tab to view your PIN and to see step-by-step instructions on how to use the EMKAY fuel card.

### Fuel Station Locator

The **Fuel Station Locator** helps you locate in-network fuel vendors near your location. You can search by price or distance from your current location and results are displayed either as a list or on a map. The app then uses GPS to direct you to the selected vendor.

## The EMKAY Universal Fuel Card is Accepted at:

76

7-Eleven

AC & T

Admiral

Aloha

Aloha Petroleum

ALON

AMPride

ARCO

Ashland

Aviation

Bell Gas

Best

Bigfoot

BP

Break Time

Capital City

Carolina Petro

Carousel

Casey's

Cenex

Certified

Chevron

Circle K

Citgo

City Garage

Clark

Cogos

Conoco

Crown

Crystal Flash

Cumberland

Farms

D & D Oil

Dairy Mart

Delano

Depot

Diamond

Shamrock

Drivers Traveler

Dynamic Mart

Economy

Eddins Walcher

Enmark

Esso Canada

ETNA

Express Stop

Exxon

E-Z Mart

Family Express

Farmland

Farstad

Fast Stop

Fast Track

Fauser Oil

FFP

Flash Foods

Flying J

Food Chief

Freedom

Fuel Mart

Gas America

Gate

GetGO

Giant

Git-n-Go

Global

GoGas

GoMart

Grow Mark

Gulf

Halley's

Handy Andy's

Holiday

Huck's

ICO

Ideal

Inter City

Irving

Johnson & Dixon

Jr. Food Stores

Kenyon

King Soopers

Koch

Kramer

Krause

Kroger

Kum & Go

Kwik Fill

Kwik Pantry

Kwik Shop

Kwik Star

Kwik Trip

Lil Champ

Love's

Lucky Stop

Lukoil

M & H

Mac's Stores

Mapco

Marathon

Maverick

McClure Oil

Meijer

MFA Oil

MiniTMart

Mobil

Moto Mart

Mr. Cut Rate

Multi Serv

Murphy Express

Murphy USA

Mutual

NAPA

Novus

NU-Way

O'Connor

Oasis

OK Petroleum

Pacific Pride

Pantry

PDQ

Petro

Petro King

Petro Stop

Phillips 66

Pilot

PRIDE

Pump & Pantry

Pure

Qik N EZ

Quality Oil

Quick Fuel

Quik Mart

Quik Stop

Quik Trip

RaceTrac

RaceWay

Road Ranger

Robinson Oil

Rotten Robbie

Royal Farms

Rutters

Rymes 24

SC Fuels

Scotchman

Sheetz

Shell

Sinclair

Smokers Express

Speedway

Sprint

Spur

Stamart

Stewarts Shops

Stripes

Sunoco

SuperAmerica

Taylor Foods

TCI

Tesoro

Texaco

Thornton Oil

TOTAL

Town & Country

Trade Mart

Trade Oil

TradeMart

Tripair Oil

Turkey Hill

US Oil

USCO

Valero

Valley Dairy

Wawa

Weigel Store

Wesco

Williams Travel

Xtra Fuels

Young's

Zip Mart



## Maintenance

### Driver Service Center Maintenance and Emergency Roadside Assistance



**Driver Service Center  
Maintenance/Roadside Assistance**  
24 Hours a Day - 7 Days a Week - 365 Days a Year

**800.621.2001**  
Extension 1

EMKAY is available to assist you with any vehicle maintenance related repair, issue, problem, or question 24 hours a day. Just call **1-800-621-2001** and listen to the prompts to get routed to the correct department.

### How to Obtain Service

When having service performed at a repair facility follow these simple steps:

- STEP 1** Tell the shop your vehicle is on the the maintenance program with EMKAY and let them know they need to contact EMKAY for approval and payment.
- STEP 2** The repair facility may either call us at **1-800-621-2001** or use our online portal for an approval.
- STEP 3** Provide the repair facility with your service coupon, eVoucher email or the **Driver 360®** app eVoucher.



**eVoucher**

- STEP 4** The repair facility will contact us for an approval. Some repairs will require

EMKAY to contact your company for an approval which can delay the approval process.

### Manufacturer's Warranty

Be sure to have all warranty work performed by your local dealer prior to the warranty expiration.



**Manufacturer's  
Warranty**

**have all warranty  
work performed by  
your local dealer**

### Tires

Visually inspect your tires on a regular basis for worn tread, cuts, objects imbedded in the tread, and low air pressure. With proper inflation, the tread life of the tires will be extended. Abnormal tire wear will require an alignment check.

### Filters – Oil – Fluids

Have all fluid levels checked periodically to ensure proper performance of your vehicle.

### DO NOT DRIVE THE VEHICLE.



**WARNING:**

If the oil light or temperature light comes on, pull off the road as soon as it is safe and investigate the problem. If you cannot diagnose the problem have the vehicle towed to the nearest dealer.

### National Account Vendors

EMKAY customers that utilize our **Maintenance Management** program will have preventive maintenance coupons in the back of this booklet. The coupons guide



you to have the recommended services performed at predetermined mileage intervals. All repairs are billed directly to EMKAY. These coupons are accepted at the National Account facilities listed below. Unless you are using a Quick Oil Change location, it is recommended to schedule an appointment with the repair facility to expedite your service.

## Service Intervals

Your company has approved the service intervals listed on your coupons to make sure your vehicle is properly maintained for most operating conditions. Many vehicles today do have oil life monitoring systems that will let you know if your driving habits, such as excessive idling, will require your oil to be changed more frequently. If your oil life monitoring light illuminates letting you know an oil change is required, take your vehicle in for service even if your next coupon mileage has not been reached.

## National Account Vendor List



## Maintenance Instructions :: iPhone/Android

EMKAY's Driver 360° service required



## eVoucher/Upcoming Maintenance

The **eVoucher/Upcoming Maintenance** displays the EMKAY eVoucher that pre-approves your next preventative maintenance work. Simply show this to a shop and they can complete the listed work.

## Service Provider Locator

When preventative maintenance is needed, the **Service Provider Locator** helps you find in-network vendors. Search by your current location, a zip code, or by City, State. Click on a vendor to get directions via Google Maps.

## Current Service Status

The **Current Service Status** section allows you to check your approval status and review details of an open repair order.

## Report Oil Change

In the event our system does not have the most recent oil change information, use the **Report Oil Change** feature to make sure we get it. If you are receiving notices that an oil change is needed, but you recently had one completed, use this feature to enter the date, shop name, city/state, and odometer information.

EMKAY

Driver 360° is available at the Apple iTunes store or at Google play.



# Welcome

Attached is your **EMKAY FUEL CARD**. The following pages contain important information and useful phone numbers to assist you with your new vehicle.



Each fuel card is embossed with a **VEHICLE NUMBER** and is to be used **ONLY FOR FUEL PURCHASES**. No maintenance or repair charges will be authorized.

Prior to fueling, you will be required to **INPUT A PIN/ID #** on the fueling pump key pad. You may be required to **INPUT MILEAGE** as well. If you do not know your PIN #, it may be obtained by calling your **FLEET MANAGER** or **EMKAY'S FUEL MANAGEMENT GROUP**.

We appreciate the opportunity to serve you.  
If you have any questions or problems please call:

**DRIVER SERVICE CENTER**

**FUEL MANAGEMENT GROUP**

 **800.621.2001** Extension **5**



## Quick Reference Guide

### Phone Numbers and Office Hours

#### **Driver Service Center Maintenance and Emergency Roadside Assistance**

24 Hours a day - 7 Days a week - 365 Days a year

**800.621.2001**

Extension **1**

#### **Driver Service Center and Vehicle Registration/Title Assistance**

**800.621.2001**

Extension **4**

#### **General Information**

Monday thru Friday  
7:15am to 6:00pm (Central Time)

**800.621.2001**

#### **Driver Service Center and Accident Insurance Assistance**

**800.621.2001**

Extension **2**

#### **Driver Service Center and Fuel Card Assistance**

**800.621.2001**

Extension **5**

#### **Corporate Mailing Address**

EMKAY, Inc.  
805 W. Thorndale Avenue  
Itasca, IL 60143