



stop fuel theft before it happens

Star Oilco is Portland's premier fleet fueling, cardlock, bulk fuel and on-site fuel provider

We service the Pacific Northwest with quality diesel, bio-diesel, off-road diesel, gasoline and heating oil. Our customer service is unmatched in the industry; we are committed to getting to know you and dedicated to creating the perfect fuel solution for your unique needs.

We specialize in cardlock fuel solutions that build efficiencies for your business and ultimately save you significant amounts of time and money. Star Oilco is a premier petroleum company that began in 1936 through the marketing and sales of sawdust, coal and wood. Today we are a full-service petroleum provider in the Pacific Northwest and a leader in Fleet Card fueling for over 35 years.

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Stop Fuel Theft Before It Happens

At Star Oilco, most of our new customers come to us looking to make a change. After years of experiencing simple, yet sneaky, problems that cost thousands of dollars, our customers are desperate for solutions. Most often, the culprit of lost productivity and financial distress is a seemingly great employee who has been stealing fuel. Star Oilco has solid fixes that target these problems head on and prevent any further loss in fuel, finances and team productivity.

Fuel is a daily necessity of any fleet to operate--as necessary as an employee to make the delivery. Fuel should be a seamless and reliable process that doesn't take much thought, not a recurring problem that makes you want to pull your hair out.

Is fuel slippage affecting your business?

What every fuel business is seeking to avoid is fuel slippage. Fuel slippage is the unauthorized use of fuel because of theft, waste or buying the wrong and/or more expensive fuel product. How do you end fuel slippage? Star Oilco assists you in a program to eliminate fuel slippage in all its forms. Enforcing a "No Tolerance Fuel Theft Policy" within your Human Resources department, combined with an easy-to-use management process.

Star Oilco has a simple and effective approach designed to empower you to easily manage your fuel cards. Cardlock and secure fleet cards have been around since the 1970's and oddly enough our competitors fail to field them properly. Star Oilco is here to help and would like to give you some simple and efficient practices to eliminate fuel slippage.

We have solutions that are practical and effective

To protect your fleet from theft and fuel slippage, we recommend you follow Star Oilco's Best Practices, seen on the following page. These practices may look complicated, but Star Oilco will make this an extremely effortless process for you. We do all the challenging work in getting you set up, so you can focus on your business. As time goes on and changes are needed, you can call our office and delegate tasks to our Cardlock Team to make it easy. We are your dependable partner aiming to make the process as simple as possible.

Fleet Fueling Best Practices

1: Secure your corporate fleet card with a PIN

Star Oilco recommends either Pacific Pride or CFN, both of which are in the Fuelman Network. We ask that you attach the fleet card to the vehicle key chain, NOT in a person's wallet. By attaching the fuel cards to the vehicle and not the human being, you immediately break the driver's belief that the company is providing fuel to them and not the company vehicle. Star Oilco will provide you with a keychain designed to hold up to two fleet cards.

2: Use "Floating PINs"

We recommend attaching fuel cards to the vehicle key chain and having each driver use their own secret PIN to purchase fuel. With this secret PIN, Star Oilco's Fuel Cards track their name with every purchase of fuel. Their name will appear next to the transaction on the bill, as well as on an E-Receipt confirming who bought what, when, and where. This personalizes all fuel usage. Many companies already have a secret PIN policy around time cards and clocking in and out of work. This Best Practice stacks well with that.



3: Implement and enforce a “No Tolerance Fuel Theft Policy” that every employee signs

By signing, they agree that they are responsible for any wrongdoing that is associated with their personal PIN. Use of their PIN is always tracked back to them. Exposure of any fuel theft will lead to immediate termination. Fuel theft can cost a business thousands of dollars in a short amount of time; therefore, every employee is responsible for buying all fuel with a fleet card.

4: Use E-Receipt to reinforce your fuel policy

E-Receipt is a real-time email showing who bought what fuel, when, and where, as it happens. Make sure this E-Receipt is going to several levels in your office, where employees are paying attention to what your drivers are doing. If your fleet knows that their fuel purchases are completely transparent, they will think twice before doing something convenient for themselves over what the company needs. When a driver buys the wrong product, or was getting fuel out of route, you can follow up immediately to reinforce your fuel policies without waiting for a bill to show up at the end of the month.

5: Limit fuel card accessibility to your business hours and in your territory

That also means turning off these cards so they are not usable outside your territory; during days of the week you don't operate; as well as certain parts of the day you are not on the road. Be it total states or certain zip codes, you can determine certain territories where your fleet can get fuel and where they cannot. We find that most fuel theft occurs late at night or early in the morning. With fuel cards, you're able to disable them during specified periods of the day or week, so that your cards don't work when you don't want them being used. This can easily be done as you need it. Two simple ways are contact Star Oilco and tell us to do it for you, or on your own with the online portals to Pacific Pride and CFN.

6: Set cards to allow a limited quantity of fuel

Additionally, you can limit the fuel type to ensure your drivers are not able to buy expensive premium gasoline. In Best Practice 1 we recommend attaching the fuel cards to the vehicle key ring and not inside someone's wallet. Here is the big reason why. That vehicle can only burn so much fuel in one day. Limit the fuel purchases volume to match the size of the vehicle's tank. Also, limit the number of transactions per day as well. If, for some reason, that card gets stolen and someone has a working PIN, their theft is thoroughly limited.

7: Ask your vendor to review of all the cards and PINs you've used throughout the year

Star Oilco seeks to do this annually. As per the state of Oregon (where Star Oilco is located), we receive a Fire Marshall audit every year and as they audit our cardlock records, we do the same and review every card and PIN for that year. You should do this too and Star Oilco can help. We recommend turning off all cards that are not being regularly used, which also allows you to adjust other details as needed.



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