



EFS Card

EFS provides FedEx Custom Critical contractors the ability to streamline administration and direct access to funds. Fleet owners and owner-operators must complete the EFS application process. Once set up, drivers can access the account, download a mobile app, and receive a card.

Benefits of EFS

- Contractors can automatically receive 45% of loaded miles pay each time a load is picked up. You do not have to wait for your weekly settlement.
- Contractors do not have to send in fuel receipts for fuel tax reporting. The cost to process paper receipts is \$.50.
- Get real-time card balances and recent transaction details on the mobile app.
- Transfer funds to external bank accounts
- Find fuel prices and locations based on a specific location (e.g. location of the mobile device)
- Find fuel prices and locations by route

Contact

First, call **EFS Customer Service at (888) 824-7378** for any issues with your account. Please ask for a FedEx Custom Critical support representative.

If you have additional questions about your settlement or account, feel free to contact FedEx Custom Critical Contractor Relations at VRU Option 9, 3 or email FXCC-CR_ContractorRelations@corp.ds.fedex.com.

How to Get Started

Things you will need to have available to complete your application:

- Your company's legal name
- Taxpayer ID
- MC, FF, or DOT #
- A physical address to mail your cards (no P.O. Boxes)
- Name and contact information of everyone who you will like to have access
- All required fields with red asterisk on the application must be completed

Revised 2/20. Information contained herein is current as of print date but is subject to change. Please speak with a FedEx Custom Critical Contractor Sourcing Specialist for the most current information.

1. Start the EFS application online

Click the link below to begin. Use a laptop/desktop computer to complete your application. Using a mobile device is not recommended.

<https://onlineservices.secure.force.com/creditapplication/otrBOCA?pgm=fedexcustomcritical&offer=a3L0g000000HPMw>

2. "Applicant Information" section

- All required fields with red asterisk must be completed.
- Use your own company's name (not "FedEx Custom Critical") in the "Company Legal Business Name" field.
- Business Physical Address cannot be a PO Box. You must use actual address for business verification.

3. "Business Information" section

- Use your own business information (not FedEx Custom Critical) in this section.

4. "Policy" section

- These are the default parameters for your cards.
- For fuel tax reporting purposes, use your truck number as "Unit #" under prompts.

5. "Authorized Contact" section

- Use the business owner contact information here. This user will be the account administrator.
- Additional administrators, like business managers, can be added later.

6. Choose where to receive your card

Your card will be mailed to the address you choose in the "Card Shipping Address" section. This does not have to be a permanent residence but it cannot be a P.O. Box.

7. Submit

After you complete all required fields, click submit. You will be shown a confirmation number. Keep this number to check the status of your cards. You will receive an email confirmation that your application has been submitted.

8. Welcome Emails

You will receive 2 welcome emails 3-5 days after submission. The first email will contain your "Carrier ID" from EFS. Email this Carrier ID to FedEx Custom Critical Contractor Relations at FXCC-CR_ContractorRelations@corp.ds.fedex.com so we can connect your account with our system. The second email will contain a password.

9. Log in to your account

Go to <https://emgr.efslc.com> to log into your new account.

Use the "Carrier ID" you received in your email as your User ID. This will give you more access than using your card number as a User ID. Use the password from the second email as the "Password".

To create a "Pin #" you will be asked to receive a verification token via email/text. A new token is required every time an owner logs in from a different IP address.

10. Activate your card

Cards need to be activated by the fleet owner via eManager, EFS CarrierControl (black) mobile app, IVR, or CS #.

11. EFS EManager Card Management

Once you log in to your account, go to "Card Management". Here you can do the following:

- Mark "allow hand enter" if you do not have the card on you. This will allow the cashier to complete transactions by typing in the card number.
- The accounts are already set up to allow the purchase of Diesel Fuel and Ultra Low Sulphur Diesel. If you would like to be able to purchase DEF, gasoline or to be able to get a cash advance you must add a "Limit" to your account.
- Create a prompt with your truck number. This will force the driver to enter the truck number when purchasing fuel and will ensure you receive credit for fuel tax reporting.

Mobile Apps

Put the power of EFS in your hand with real-time control anytime and anywhere with EFS [mobile applications](#) for [drivers](#) and [managers](#).

EFS delivers on-the-go convenience with the ability to manage cards and funds remotely from any iPhone, iPad or Android device or smartphone. Visit the [App Store](#) or [Google Play](#) and search “EFS” to download FREE today!



EFS CarrierControl App (black icon) for Fleet Owners and Owner-Operators



EFS CardControl App (red icon) is for drivers.

Other Notes

- Each card is associated to a specific truck, not the driver. If a driver switches trucks, the card should remain with the assigned unit #.
- Use the ACH transfer option to move funds to your bank account.
- Use the Credit Management option to view transactions.
- See the discounts you are receiving by selecting Reports/Exports, Transaction Report and mark the Show Discount Detail box before running the report.