

## Fuelman Fleet Card



### Reference Guide For All Sites

**333657**

Your Fuelman Six Digit Site Number

(Have this number handy when calling the Fuelman Authorization Center)

#### GENERAL INSTRUCTIONS

Sites with the ability to process Fuelman Fleet Cards at the pump should make every effort to have Fuelman customers complete their fuel purchase at the dispenser.

Since Fuelman customers can establish individual product-level limits on their cards, all Fuelman sales must have a valid product code to process.

You must use the "CREDIT" key only to process transactions on your register for Fuelman.

Only (1) fuel sale per ticket.

Never process a Fuelman transaction as a "pre-pay." Fuel type, quantity and price per gallon are not captured and the transaction cannot be processed.

All "Void" transactions must be processed by calling the Fuelman Authorization Center.

#### AUTHORIZED PRODUCTS

Typical products purchased with the Fuelman Fleet Card:

Fuel Codes	Tax/Fluid/Supply Codes
Unleaded Regular - 2	Local & State Tax - 99
Unleaded Plus - 4	Motor Oil - 819
Unleaded Premium - 3	Car Wash - 200
Road Diesel #2 - 5	Automotive supplies - 203
Dyed/Off-Road - 38	Fuel Additive - 825
Winterized Diesel - 33	DEF Container - 131
Premium Diesel - 34	DEF Fluid - 51
Diesel #1 - 30	
Bio Diesel - 10, 11, 12, 13, 14 or 44 (depending on % of Bio)	
E85 - 17	
Racing Fuel - 799	
Kerosene - 32	
Liquid Propane - 797	
CNG - 16	

#### VOICE AUTHORIZATION & ASSISTANCE

If a transaction problem occurs with Fuelman Customers, or the EPOS equipment is unable to process a card by swiping or manual entry, you must process the transaction by manually imprinting the card and getting Voice Authorization from our 24 hour Fuelman Authorization Center.

**Fuelman Authorization Center (800) 877-9013**

Carefully follow the instructions below when calling for a voice authorization transaction:

1. Imprint the Fuelman Fleet Card
  - Make a credit card impression of the card
  - Write "Fuelman" on your standard credit ticket
2. Complete the information on the paper credit card ticket
  - Type of fuel and Fuelman product code
  - Number of gallons to the thousands (example 11.566)
  - Price per gallon
  - Total dollar amount of sale
  - Vehicle odometer reading (NOT all zeroes)
3. Clearly print driver's name on ticket
4. While driver is still at counter, call the Fuelman Authorization Center at (800) 877-9013 to get a voice authorization
  - Provide the Authorization Center with the six digit site number in the box at the top left hand column of this page
  - You will be asked to provide the 17 digit card number as well as the information from the credit card receipt described in #2 above (product, retail price, gallons...)
  - The Authorization Center will ask to speak to the cardholder to get the cardholder's PIN Number.
5. Write Authorization Code on the credit card ticket along with the Driver's complete card number.
6. Give a duplicate copy to the customer and keep the original copy for the store
7. Be sure to include any voice authorization paper tickets with your end-of-shift and end-of-day store sales reports to insure proper reconciliation
8. Fuelman does not require drivers to sign transaction receipts, or for transaction receipts to be mailed in for payment. (Voice authorization captures the transaction)



**Store #09**

**Fuelman Help Desk 1-800-877-9013**

Please contact the call authorization center for all "decline" messages or if instructed  
Please contact your POS Support Desk with equipment or CRIND problems