










# CREDIT CARD QUICK REFERENCE GUIDE

Credit Cards		Customer Benefits	Authorization Numbers For manual paper sales or when the EPOS device prompts.	Customer Service & Questions																								
<p><b>Personal</b></p>  <p><b>Commercial</b></p>  <p><b>Premium</b></p>  <p><b>Must be processed on ConocoPhillips Network EPOS</b></p>	<p><b>Personal Card</b></p> <ul style="list-style-type: none"> <li>No annual fee</li> <li>Accepted at thousands of locations</li> <li>View your statement and pay your bills online</li> <li>Pay at the pump</li> <li>To apply, call <b>1-800-610-1961</b></li> </ul> <p>When your EPOS is unable to read the magnetic strip and you attempt to manually key in the account number - depending on your system - you may be required to identify the brand of card (Phillips 66, Conoco or 76) in order to complete the transaction. Your EPOS will prompt you for the brand/type of card. Please refer to the number shown on the front of the card which will help you identify the brand/type of that card. If you continue to experience a problem completing a transaction through your EPOS, you can manually imprint the customer's card and process as a paper transaction.</p> <p>7799 - Phillips 66      7110 - Conoco      7039 - 76</p>	<p><b>Commercial Card</b></p> <ul style="list-style-type: none"> <li>No annual fee</li> <li>Accepted at thousands of locations</li> <li>Descriptive billing statement</li> <li>View your statement and pay your bills online</li> <li>Pay at the pump</li> <li>In-station cards</li> <li>To apply, call <b>1-800-610-1961</b></li> </ul>	<p>Sales \$50 and over <b>1-800-323-2952</b></p>	<p>(Personal) <b>1-800-722-2617</b></p> <p>(Commercial) <b>1-800-435-7802</b></p>																								
<p><b>Phillips 66®-Conoco®-76™ Platinum and Classic MasterCard®</b></p>  	<ul style="list-style-type: none"> <li>No annual fee</li> <li>3% rebate on all purchases made at any Phillips 66, Conoco or 76 site</li> <li>1% rebate on purchases made everywhere else</li> <li><b>Must be processed on ConocoPhillips Network EPOS</b></li> </ul>	<ul style="list-style-type: none"> <li>Variable interest rate based upon credit history</li> <li>Use anywhere MasterCard is accepted</li> <li>Plus additional benefits, such as extended warranty protection, travel and emergency assistance, and auto rental insurance (Platinum card only)</li> <li>To apply, call 1-866-FUEL-N-GO</li> </ul>	<p><b>1-800-622-3858</b> Merchant No. 619</p>	<p><b>1-877-645-1898</b></p>																								
<p><b>Phillips 66®-Conoco®-76™ Fleet Card</b></p> 	<ul style="list-style-type: none"> <li>No customer fees</li> <li>Charge fuel, parts and repair</li> <li>Free detailed billing and reporting</li> </ul>	<ul style="list-style-type: none"> <li>Online Control<sup>SM</sup></li> <li>Security features</li> <li>Free replacement cards</li> <li>Product restriction codes</li> <li>Tax-exempt capabilities</li> </ul>	<ul style="list-style-type: none"> <li>Multilevel reporting</li> <li>In-station cards</li> <li>Purchase limits</li> <li>Exception reporting</li> </ul>	<p>Sales \$50 and over <b>1-800-767-1917</b></p>																								
<p>Check lower right-hand corner of card for 2-digit product restriction code:</p> <table border="1"> <tr><td>00</td><td>ID # not required, odometer not required</td><td>Fuel and other</td></tr> <tr><td>01</td><td>ID # not required, odometer not required</td><td>Fuel only</td></tr> <tr><td>10</td><td>ID # required</td><td>Fuel and other</td></tr> <tr><td>11</td><td>ID # required</td><td>Fuel only</td></tr> <tr><td>20</td><td>Odometer required</td><td>Fuel and other</td></tr> <tr><td>21</td><td>Odometer required</td><td>Fuel only</td></tr> <tr><td>30</td><td>ID # required, odometer required</td><td>Fuel and other</td></tr> <tr><td>31</td><td>ID # required, odometer required</td><td>Fuel only</td></tr> </table>		00	ID # not required, odometer not required	Fuel and other	01	ID # not required, odometer not required	Fuel only	10	ID # required	Fuel and other	11	ID # required	Fuel only	20	Odometer required	Fuel and other	21	Odometer required	Fuel only	30	ID # required, odometer required	Fuel and other	31	ID # required, odometer required	Fuel only	<p><b>If EPOS is down, call 1-800-767-1917 to verify that the account is in good standing. Then, imprint the card and capture the information below so the transaction can be keyed manually when EPOS is restored. NO PAPER TICKETS ACCEPTED!</b></p>	<ul style="list-style-type: none"> <li>To apply, complete Fleet application or call <b>1-888-300-9043</b></li> <li><b>Must be processed on ConocoPhillips Network EPOS</b></li> </ul>	<p><b>1-800-914-8682</b></p>
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<ul style="list-style-type: none"> <li>Fuel type</li> <li>Price</li> <li>Odometer (on 20, 21, 30, 31)</li> </ul>		<ul style="list-style-type: none"> <li>PIN number or driver ID #</li> <li>Product purchased</li> </ul>	<ul style="list-style-type: none"> <li>Time of purchase</li> <li>Check for product restriction code (RC)</li> </ul>	<ul style="list-style-type: none"> <li>Quantity</li> <li>Auth. # – all sales over \$50</li> <li>Vehicle ID #</li> </ul>	<p><b>1-580-767-3972</b></p>																							
		<ul style="list-style-type: none"> <li>Gasoline Certificates should be endorsed and deposited directly into your bank account (do not send to ConocoPhillips).</li> <li>Handle just like cash.</li> <li>Give any change back in cash.</li> <li>Customer need not sign or present ID.</li> <li>Lost or stolen certificates cannot be replaced or cancelled.</li> <li>Certificates can be used to purchase fuel, services and merchandise EXCLUDING money orders, lottery tickets, alcohol, tobacco, certificates, or as prohibited by law.</li> <li>Not redeemable for cash except where required by law.</li> </ul>	<p><b>1-580-767-3972</b></p>	<p><b>1-580-767-3972</b></p>																								

## Additional Credit Cards Accepted at 76 Sites

### VISA® and VISA® Fleet



All manual sales:  
1-800-622-3858

Merchant # 619

### MasterCard® and MasterCard® Fleet



All manual sales:  
1-800-622-3858

Merchant # 619

### American Express



All manual sales:  
1-800-528-2121

Merchant # 135-022-005-9

### Discover



All manual sales:  
1-800-347-1111

Merchant # 6011-0161-0001-107

### Diners Club



All manual sales: Diners Club International cards with account numbers starting with 5 should be processed like a regular MasterCard.  
1-800-622-3858 Diners Club International cards with account numbers starting with 36 should be processed manually as a paper ticket.

Merchant # 619

### Wright Express®



Account # prompt – Enter 13-digit account number and 5-digit vehicle number. FUEL ONLY card means only fuel may be purchased. Check card for purchase restrictions.

**If EPOS is down, call 1-800-842-0071 to verify that the account is in good standing. Then, imprint the card and capture the following information so the transaction can be processed manually when EPOS is restored. NO PAPER TICKETS ACCEPTED!**

- Products purchased
- Odometer reading
- Quantity
- Driver's ID #
- Unit price
- Sale amount
- Vehicle ID # (center of card)
- Expiration date

### Voyager



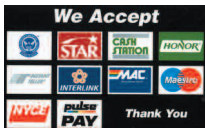
Check lower right-hand corner of card for 2-digit product restriction code:

00	ID # not required, odometer not required	Fuel and other
01	ID # not required, odometer not required	Fuel only
10	ID # required	Fuel and other
11	ID # required	Fuel only
20	Odometer required	Fuel and other
21	Odometer required	Fuel only
30	ID # required, odometer required	Fuel and other
31	ID # required, odometer required	Fuel only

**If EPOS is down, call 1-800-987-6589 to verify that the account is in good standing. Then, imprint the card and capture the information below so the transaction can be processed manually when EPOS is restored. NO PAPER TICKETS ACCEPTED!**

- Fuel type
- Price
- Odometer (on 20, 21, 30, 31)
- Check for product restriction code (RC)
- Driver's signature
- Product purchased
- Time of purchase
- Pin or Driver's ID #
- Quantity
- Vehicle ID #

## Online/PIN-Based Debit – program is optional



- An alternative payment method that directly deducts funds from cardholder's account
- Available in all current EPOS applications with appropriate hardware
- Contact your local equipment vendor for hardware requirements
- Manual sales are not allowed

## EPOS Help Desk

EPOS Support Desk  
1-800-426-3696 (I-AM-DOWN) or  
Fax # 1-580-767-5822

### EPOS Contacts

AutoGas: 1-830-620-1131  
SSS/PetroSmart: 1-800-777-8981  
Gilbarco: 1-800-800-7498  
VeriFone: 1-800-457-7829

## Important Resources

Fraud Hotline: 1-888-482-1838  
Consumer Services: 1-800-527-5476  
Payment Systems Marketing: 1-800-252-7834

## To Order Supplies

- Imprinter: 1-800-777-8981
- Imprinter tickets, forms, envelopes:  
1-800-805-8731
- Marketing POP: 1-888-582-1380  
(Applications, signage, credit card decals, etc.)

## Avoid Chargebacks!

**Accounting/Chargebacks: 1-800-828-5343**

- Verify signature and identification. (Unauthorized purchases are the #1 reason for chargebacks!)
- Respond to a ticket request by sending **READABLE, CLEAR AND DARK** copies of the request form and the ticket to either the fax number or the address provided on the form.
- Follow phone authorization procedures when the terminal displays "Special Approval-Call for Authorization." Authorization logs are checked by card issuers. Sales are charged-back if there is no match.
- Always imprint manually keyed sales. This is your proof that the card was present at time of the sale.

For paper transactions, imprint needed information and get required signature on the Paper Transaction Form (3-2K95), list the transaction on a Dealer Summary Form (3-2M04) and send the Dealer Summary Form with listed transactions behind it to: **P.O. Box 1930, Ponca City, OK 74602.**

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Please be sure to check Bizlink for the most current version of this Quick Reference Guide.



Quality PROclean® Gasolines