

GERMANY FUEL RATION CARD – VIDEO TRAINING MODULE 7

USING THE FUEL RATION CARD AT AN ESSO STATION

AT AAFES AND ESSO STATIONS, ALL FUEL RATION CARD TRANSACTIONS TAKE PLACE AT THE CASHIER AFTER THE CUSTOMER PUMPS FUEL INTO THEIR VEHICLE.

THE FUEL RATION CARD IS NOT A “PAY AT THE PUMP” CARD.

BEFORE PUMPING FUEL INTO THE VEHICLE, THE DRIVER SHOULD ALWAYS KNOW THE AMOUNT OF FUEL RATION AVAILABLE AND THE CASH BALANCE AVAILABLE WITHIN THE FUEL RATION CARD CASH ACCOUNT.

DRIVERS SHOULD NEVER PUMP MORE FUEL THAN THE REMAINING VEHICLE RATION BALANCE WILL COVER.

AFTER PUMPING FUEL INTO THEIR VEHICLE, THE DRIVER TAKES THEIR FUEL RATION CARD ALONG WITH THEIR VEHICLE REGISTRATION CERTIFICATE AND U.S. FORCES ID CARD INTO THE GAS STATION CASHIER. THE CASHIER AND CUSTOMER WILL COMPLETE THE TRANSACTION.

THE DRIVER TELLS THE CASHIER WHAT PUMP THEIR VEHICLE IS ON AND SHOWS THEIR VEHICLE REGISTRATION CERTIFICATE TO THE ESSO STATION CASHIER.

THE CASHIER COMPARES VEHICLE LICENCE PLATE NUMBERS PRINTED ON THE REGISTRATION AND THE BACK OF THE FUEL RATION CARD. IF THE PLATE

NUMBERS MATCH, THE CASHIER RUNS THE CARD THRU THE CARD READER, AND THE CUSTOMER CONFIRMS THE TRANSACTION BY ENTERING THEIR PIN.

AFTER THE CUSTOMER ENTERS THEIR PIN CORRECTLY AND THE SYSTEM APPROVES THE TRANSACTION, THE CASHIER WILL ASK THE CUSTOMER TO SIGN THE GAS STATION RECEIPT.

BEFORE SIGNING, THE CUSTOMER REVIEWS THE RECEIPT FOR ACCURACY, THEN SIGNS THE RECEIPT AND HANDS IT BACK TO THE CASHIER.

THE CASHIER THEN COMPARES SIGNATURES AND NAMES ON THE VEHICLE REGISTRATION CERTIFICATE, THE BACK SIDE OF THE FUEL CARD, AND THE RECEIPT SIGNATURE. IF APPROVED, THE CASHIER THEN PROVIDES A COPY OF THE RECEIPT TO THE CUSTOMER AND THE TRANSACTION IS COMPLETE.

THE CUSTOMER'S RECEIPT WILL SHOW THE AMOUNT OF FUEL PURCHASED, THE AMOUNT (IN DOLLARS) PAID FOR THE FUEL, THE REMAINING RATION BALANCE, AND THE REMAINING CASH BALANCE IN THE FUEL RATION CARD ACCOUNT.

WE STRONGLY ENCOURAGE ALL FUEL CARD USERS TO KEEP TRACK OF THEIR RECEIPTS SO THEY KNOW THE STATUS OF THEIR FUEL RATION CARD ACCOUNT BEFORE PUMPING MORE FUEL INTO THEIR VEHICLE.

NOTE THAT IF THE TELEPHONIC BACK-UP SYSTEM MUST BE USED TO COMPLETE A FUEL RATION CARD TRANSACTION, THE ABOVE INFORMATION NORMALLY PROVIDED BY THE ON-LINE SYSTEM IS NOT AVAILABLE FOR PRINTING ON THE CUSTOMER'S RECEIPT. THE CUSTOMER CAN EASILY ACCESS THAT INFORMATION USING THE WEB SITE OR CUSTOMER SERVICE NUMBER PRINTED ON THE RATION FUEL CARD.

DRIVERS MUST USE THEIR PRE-PAID CASH ACCOUNT TO PAY FOR FUEL TRANSACTIONS AT ESSO. IF THE DRIVER ACCIDENTALLY EXCEEDS THEIR PRE-PAID CASH BALANCE, THE FUEL RATION CARD SYSTEM IS DESIGNED TO APPROVE TRANSACTIONS AT ESSO STATIONS FOR VEHICLES THAT HAVE AT LEAST \$1.00 IN THE PRE-PAID CASH BALANCE ACCOUNT BEFORE MAKING THE TRANSACTION.

A TRANSACTION THAT USES MORE THAN THE PRE-PAID CASH BALANCE CREATES A NEGATIVE BALANCE IN THE FUEL RATION CARD CASH ACCOUNT, AND THIS NEGATIVE BALANCE IS PRINTED ON THE TRANSACTION RECEIPT AS A NEGATIVE NUMBER. THE DRIVER IS RESPONSIBLE FOR CORRECTING ANY NEGATIVE CASH BALANCE, AND FOR ANY IMPACT THAT THE NEGATIVE CASH BALANCE HAS ON ANY OTHER VEHICLES OWNED BY THE SAME SPONSOR.

SINCE ALL VEHICLES UNDER A SINGLE SPONSOR SHARE THE USE OF ONE PRE-PAID CASH ACCOUNT, FURTHER USE OF ALL CARDS FOR THIS SPONSOR WILL NOT BE AUTHORIZED UNTIL THE NEGATIVE BALANCE IS CLEARED.

THERE ARE SEVERAL SITUATIONS AT ESSO STATIONS THAT CAN CAUSE THE FUEL RATION CONTROL SYSTEM TO DISAPPROVE FUEL RATION CARD TRANSACTIONS. THESE SITUATIONS INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

1. THE VEHICLE DOES NOT HAVE ENOUGH FUEL RATION REMAINING TO COVER THE TRANSACTION.
2. THERE IS LESS THAN \$1.00 IN THE PRE-PAID CASH BALANCE.
3. THE CARD HAS BEEN DEACTIVATED OR EXPIRED.
4. THE ACCOUNT HAS BEEN BLOCKED BY US FORCES CUSTOMS.

5. THE LICENSE PLATE NUMBERS ON THE REGISTRATION CERTIFICATE AND THE FUEL RATION CARD DO NOT MATCH.

6. THE NAMES AND/OR SIGNATURES ON THE REGISTRATION CERTIFICATE, THE BACK OF THE FUEL RATION CARD, AND THE TRANSACTION RECEIPT DO NOT MATCH; THE CASHIER IS OBLIGED TO VOID THE FUEL RATION CARD TRANSACTION.

7. IF THE PIN IS ENTERED INCORRECTLY THREE TIMES, THE TRANSACTION IS REJECTED. THE CASHIER IS OBLIGED TO REFUSE FUEL RATION CARD FOR PAYMENT.

AFTER THREE CONSECUTIVE INCORRECT PIN ENTRIES, THE CUSTOMER WILL NEED TO CONTACT THE AAFES CUSTOMER SERVICE NUMBER TO REQUEST A PIN RESET. A PIN RESET WILL REQUIRE AN OVERNIGHT PROCESS TO RUN BEFORE THE NEW PIN WILL FUNCTION.

IN ALL CASES OF DISAPPROVED TRANSACTIONS, THE CUSTOMER WILL BE OBLIGATED TO PAY, BY CASH OR VALID CREDIT CARD, THE FULL COMMERCIAL EURO PRICE FOR THE FUEL, TO INCLUDE GERMAN TAXES, WITH NO POSSIBILITY OF REFUNDS OR CREDITS. CUSTOMERS MAY NOT USE THEIR FUEL RATION CARD'S PRE-PAID CASH ACCOUNT TO PAY FOR DISAPPROVED TRANSACTIONS.

COMPLETED TRANSACTIONS WITH VALIDATED PIN NUMBERS CAN **NOT** BE DISPUTED.

A NOTE TO THOSE WHO HAVE PARTICIPATED IN ESSO'S "DRIVER REWARDS POINTS" PROGRAM. FUEL RATION CARD TRANSACTIONS AT ESSO STATIONS ARE NOT ELIGIBLE FOR "POINTS" STICKERS FROM THE ESSO DRIVER

REWARDS PROGRAM. "POINTS" STICKERS AND PRIZES FOR THIS PROGRAM ARE A HOST NATION CUSTOMS' INTEREST. SINCE THE FUEL RATION CARD IS A CUSTOMS-FREE PROGRAM, ESSO PERSONNEL WILL NOT OFFER "POINTS" STICKERS FOR FUEL RATION CARD TRANSACTIONS.