



CREDIT CARD QUICK REFERENCE GUIDE

General Credit Card Processing Guidelines

Refer to the Credit Card Guide on BizLink™ under "Credit Cards > Motor Fuels > Business Tools > Credit Card and Quick Reference Guides" for additional information. For EMV processing questions, refer to the "Avoid Chargebacks" section at the bottom of this card, the Credit Card Guide ("EMV Liability Shift..."), or EMV contents can be found in Bizlink.

COMMON HANDLING INSTRUCTIONS

- Cash
- Money Order
- Any items expressly prohibited by federal, state, or local laws cannot be purchased on the card.

Refer to the Phillips 66 Credit Card Guide for purchase restrictions by card type.

COMMON PURCHASE RESTRICTIONS

- Always check the card expiration data on all inside sales.
- If cannot process electronically:
 - Imprint the card and obtain phone authorization.
 - Key manually when the EPOS is restored.
- Ensure the signature on the invoice compares favorably with the signature on the reverse side of the card.

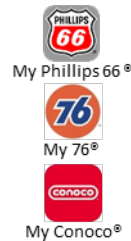
AUTHORIZATIONS

If the terminal display prompts for special approval, or if unable to process electronically, authorization must be obtained by using phone authorization procedures.

CAUTION: NEVER accept an authorization number from the cardholder.

CAUTION: NEVER enter a random number to bypass the special approval message.

Mobile Payments



Mobile Payment Options through the My Phillips®, My Conoco®, or My 76® app:

- Phillips 66, 76, and Conoco Synchrony Car Care cards
- Direct Pay (direct connect to the customer's bank account)
- Visa, Mastercard, Discover – including Click to Pay
- PayPal and Venmo
- Phillips 66, Conoco, and 76 Fuel Only Gift Card Accounts.
- Apple Pay, Samsung Pay, and G Pay

Help:

- Consumers should visit the "Get Help" section of the app under Settings.
- Sites should contact 1-800-IAMDOWN to reach the Help Desk.

Synchrony Proprietary Cards



For manually keyed transactions – Enter current month/year as a valid expiration date. For phone authorizations call 1-855-702-4131 and enter information as prompted. If the sale is approved, enter the authorization number into the EPOS terminal or record on the imprinted invoice.

On non-pump purchases exceeding \$100.00, the sales ticket must be signed. The signature must be checked to ensure that the signature on the card matches the signature on the charge slip. If the back of the card is not signed or signatures do not appear to match, ask for a photo ID and compare the signature on the charge slip with the signature on the photo ID.

AUTHORIZATION

1-855-702-4131

CUSTOMER SERVICE

1-855-513-1176 (Personal)
1-855-659-9789 (Commercial)

Phillips66®, Conoco®, 76® FleetCards



Manually keyed transactions:

If EPOS is up but card will not read when swiped:

- Check card for purchase restrictions.
- Enter account number and other information as prompted.

If EPOS is down:

- Check card for purchase restrictions.
- Fleet information required: odometer reading and driver's ID or vehicle number.

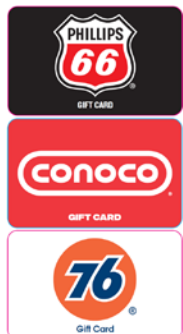
AUTHORIZATION

1-800-842-0071

CUSTOMER SERVICE

76: 1-866-549-1587
Phillips 66: 1-866-544-1738
Conoco: 1-866-544-1722

Phillips66®, Conoco®, 76® Gift Cards



Customer Benefits:

- May be purchased in any amount up to \$500.
- Cards have no expiration date.
- Cards can be used to purchase fuel or convenience products (excluding lottery tickets, cash, money orders).
- Cards can be used at any Conoco, Phillips 66, or 76 branded location. Pre-denominated and promotional gift cards available from BHN at one of the branded websites or numbers to the right.

Proper Handling:

- Regulations prohibit adding more than \$2,000 to a single card per day.
- Regulations prohibit selling more than \$10,000 per day in gift cards to a single customer.
- Balances on certain cards may be refunded. Consumers should call BHN at **1-800-786-8028** to inquire.

Recent limits: < \$10: CA; <= \$5: CO, MA; < \$5: ME, MO, NJ, OR, WA; < \$2.50: TX; < \$1: all other states

TO ORDER

1-800-722-9464

Visit:

76giftcard.com
phillips66giftcard.com
conocogiftcard.com

CUSTOMER SERVICE

1-800-972-7481

AUTOMATED BALANCE INQUIRY

76: 1-877-706-2047
P66: 1-800-722-9464
Conoco: 1-877-706-2045

Additional Credit Cards Accepted at Branded Sites

VISA® and VISA® Fleet, MasterCard® and MasterCard® Fleet, Diners Club®



WARNING: ENTERING INFO BEFORE PROMPTED WILL RESULT IN A FAILED CALL. YOU MAY EXPERIENCE SILENCE BETWEEN PROMPTS.

For authorization **1-800-343-5792**
Enter merchant number **1005811**
Enter billing zip code **74003**
Press pound (#)
Press **1** for Sales

American Express®



For authorization: **1-800-528-2121**
Merchant # **135-022-005-9**

Discover® and Diners Club International



For authorization: **1-800-347-1111**
P66 Merchant # **6011-0160-1100-504**
Conoco Merchant # **6011-0161-5141-312**
76 Merchant # **6011-0161-0001-107**

WEX®



Manually keyed transactions:

If EPOS is up but card will not read when swiped –

- Fleet information required: odometer reading and driver's ID or vehicle number.
- Imprint card.
- Enter **690046**, account number, and other information as prompted.

If EPOS is down:

- Check card for purchase restrictions.
- Call **1-800-842-0071** for authorization.

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

Manually keyed transactions:

If EPOS is up but card will not read when swiped –

- Check card for purchase restriction code.
- Imprint card.
- Enter account number and other information as prompted.

If EPOS is down:

- Check card for purchase restriction code.
- Call **1-800-987-6589** for authorization.
- Fleet information required: odometer reading, driver's id, and vehicle #.

PIN 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.
- Paper sales are not allowed.
- Will not work if communication is offline.

IMPORTANT RESOURCES

Phillips 66

EPOS Network Help Desk:

1-800-426-3696 (1-800-IAM-DOWN)

Fraud Hotline:

1-888-482-1838

Consumer Services We Care:

1-800-527-5476

Accounting, Marketer Support:

1-800-828-5343

Vendor Contacts

Gilbarco®: **1-800-800-7498**

Radiant®: **1-855-737-4358**

Verifone®: **1-800-837-4366**

Wayne®: **1-800-289-2963**

AVOID CHARGEBACKS!

For EMV, please refer to the Credit Card Guide and Bizlink for more information.

Until Contactless EMV processing is fully implemented and supported, Contactless can be turned off. Contact the help desk for assistance. Verify signature and identification. (Unauthorized purchases are the #1 reason for chargebacks!)

Respond to a ticket request by **sending LEGIBLE, CLEAR AND DARK** copies of the request form and the retrieval to either the fax number or the address provided on the form.

Follow phone authorization procedures when the terminal prompts for special approval. Sales are subject to charge-back for invalid authorization.

- **NEVER** accept an authorization number from the cardholder.
- **NEVER** enter a random number to bypass the special approval message.

Always imprint manually keyed sales. This is your proof that the card was present at time of the sale.

Having an imprint does not guarantee protection from chargebacks.

TO ORDER SUPPLIES

Imprinters – any distributor
Imprinter forms and other items
General Credit Forms Inc.:

1-800-805-8731

Marketing Materials – Pointsmith:

1-888-582-1380

POST-KEY TRANSACTIONS

- Imprint card on form 19-87
 - Call for authorization
 - Provide all information on form
 - Obtain consumer signature
 - Manually enter transaction in EPOS using Post Entry functionality ASAP
- NOTE:** If unable to use this process, ask for another form of payment.
- NOTE:** Imprints are no longer accepted as a form of payment.