

## 11. MANUAL IMPRINTED SALE

### Sales:

Use only when directed by EPOS terminal or the terminal is not working. Sales made on a D-16 invoice MUST NOT be entered into the EPOS terminal. Credit cards must be current/not expired and invoices must be signed by the customer. Must call for a valid authorization number and include the number on the D-16.

### Form D-16 Requirements

**STANDARD** - The below items should be included on all paper transactions.

- Date of sale
- Record total dollar amount and type of fuel purchased (gasoline, diesel, CNG). Diesel and CNG are to be recorded on the "Other" line.
- Quantities (gallons of gasoline, quarts of oil, etc.)
- Other purchase descriptions (tires, batteries, accessories, repairs, specialties, etc.).
- Price per gallon or per quart
- Tax on non-fuel sales
- Initials to indicate that Retailer verified the credit card has a valid expiration date.
- Be sure initials are **INSIDE** the box.
- Record the authorization number on D-16 invoice

### Additional information required per card type

#### Shell Card, Fleet and One-Station Credit Cards:

- Record vehicle tag number and state on D-16 invoice

**Shell Fleet Plus:** Retailer must complete the transaction in compliance with the restriction requirements defined on page 11 - "Credit Cards Accepted - Shell Fleet Plus Cards"

#### MasterCard, Visa, Amex, Diners and Discover:

If EPOS terminal is inoperable, complete the sale using a D-16 invoice.

### Wright Express and Voyager

If terminal is inoperable and transaction is over authorization limit do the following:

- Wright Express Universal Fleet Card call 1-800-842-0071
  - Include driver identification number and odometer reading
- Voyager Card call 1-800-987-6589.

Record authorization number on D-16. If denied authorization, do not complete transaction.

### Finalizing Sale

- Set imprinter (dollar) wheel to reflect total amount of the transaction.
- Insert customer credit card and D-16 into the Manual Imprinter. Move imprinter handle completely from left to right and return to imprint customer information and amount of the sale. Imprint D-16 invoice.
- Check for imprinting errors
- Obtain customer's signatures
- Give customer top copy of D-16

Following is an example of a completed D-16:

123 456 789 00000 1003689  
CUSTOMER NAME  
5680 6680 INITIAL TO VERIFY EXPIRATION DATE  
CUSTOMER COPY - SAVE FOR YOUR RECORDS  
22345678901 041593 553859  
DEALER'S NAME  
R25 ADDRESS  
CITY ST 031 Shell  
TOTAL DOLLARS 25.19 TAX 2.24  
TOTAL AMOUNT \$27.43  
1. RECORD DATE OF SALE, AMOUNT, QUANTITY, TYPE OF FUEL, AND OTHER PURCHASES.  
2. RECORD DATE OF SALE, AMOUNT, QUANTITY, TYPE OF FUEL, AND OTHER PURCHASES.  
3. RECORD DATE OF SALE, AMOUNT, QUANTITY, TYPE OF FUEL, AND OTHER PURCHASES.  
4. RECORD DATE OF SALE, AMOUNT, QUANTITY, TYPE OF FUEL, AND OTHER PURCHASES.  
5. RECORD DATE OF SALE, AMOUNT, QUANTITY, TYPE OF FUEL, AND OTHER PURCHASES.  
6. RECORD DATE OF SALE, AMOUNT, QUANTITY, TYPE OF FUEL, AND OTHER PURCHASES.  
7. RECORD DATE OF SALE, AMOUNT, QUANTITY, TYPE OF FUEL, AND OTHER PURCHASES.  
8. RECORD DATE OF SALE, AMOUNT, QUANTITY, TYPE OF FUEL, AND OTHER PURCHASES.  
9. RECORD DATE OF SALE, AMOUNT, QUANTITY, TYPE OF FUEL, AND OTHER PURCHASES.  
10. RECORD DATE OF SALE, AMOUNT, QUANTITY, TYPE OF FUEL, AND OTHER PURCHASES.

| QUANTITY | PRICE PER GALLON | TOTAL | TYPE OF FUEL |
|----------|------------------|-------|--------------|
| 1        | 24.99            | 24.99 | Gasoline     |
| 1        | 20.00            | 20.00 | Other        |
| TAX      |                  | 2.24  |              |
| TOTAL    |                  | 25.19 |              |

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## Authorization Centers

|                           |                |                              |
|---------------------------|----------------|------------------------------|
| Shell Card                | 1-800-331-3701 |                              |
| Shell Canada Card         | 1-800-661-2278 |                              |
| Shell MasterCard          | 1-888-640-4834 |                              |
| Visa & MasterCard         | 1-800-207-7632 |                              |
| Diners International Card | 1-800-347-1111 | Merchant # 60110 16200 00008 |
| American Express Card     | 1-800-528-2121 | Merchant # 142 093 4820      |
| Discover Card             | 1-800-347-1111 | Merchant # 60110 16200 00008 |
| Fuelman Fleet Card        | 1-800-877-9013 |                              |
| Wright Express Fleet Card | 1-800-842-0071 |                              |
| Voyager Fleet Card        | 1-800-987-6589 |                              |