

BP Payment Guide

Manual Sales
Ticket Processing



6.0 Manual Sales Ticket Processing

Manual Sales Ticket Imprinters

Approved Devices

BP imprinters approved for the processing of manual sales tickets are the Model 935 and the Datacard 947 (no longer manufactured).

Opening New Sites

Dealers/Jobbers:

Follow instructions outlined in the current Dealer/Jobber Programs Manual.

COCO:

See your CAE.

Replacement Imprinters

For replacement of broken or malfunctioning 935 or 947 manual imprinters, contact Addressograph Bartizan by phone at 1-800-633-9143 or by fax at 1-540-489-4418. Please have the imprinter serial number ready when you call or include it in your fax. The serial number is located on the back of the imprinter.

Your replacement imprinter should be delivered by UPS within a few days and will include a label and instructions for returning the defective unit to Addressograph Bartizan.

Before returning your defective unit to Addressograph Bartizan, be sure to remove and retain your imprinter identification plate. You will need to install the plate over the brass plate located on the replacement unit.

Place the defective imprinter in the box that the new one arrived in. Please use the shipping label provided and give the box to your UPS driver the same day or take it to a UPS mailing center (i.e., Mail Boxes Etc.).

Should you have any questions or concerns, please call Addressograph Bartizan at 1-800-633-9143.

Imprinter Plates

Site-numbered metal imprinter identification plates are issued to every site. An imprint on the assignment transmittal is needed to ensure correct reimbursement. To replace lost or worn imprinter plates, contact your JSM, RAE or CAE.

6.0 Manual Sales Ticket Processing

Processing a Manual Sales Ticket: All Credit Cards

BEST PRACTICE: SUBMIT ALL MANUAL SALES TICKETS ON A WEEKLY BASIS TO ENSURE PROMPT PROCESSING.

- **CHECK** expiration date on card. If expired, ask for another form of payment.
- **OBTAIN** authorization on BP Proprietary Cards (except BP Visa) if sale is over \$35.00. See Section 15.0 for contact information.
- **CALL** for authorization for all sales on Third Party Cards and BP Visa.
- **SET** the sale date and sale amount on the imprinter.
- **COMPLETE** a manual sales ticket Form H-3001 NC (see example in this section) and fill out all required handwritten areas using BLACK ballpoint pen. Press firmly.
- **IMPRINT** the ticket by placing the credit card and manual sales ticket within the proper guides on the imprinter and moving the operating handle from the left completely to right and then back to the far left position.
- **VERIFY** that all information has been imprinted clearly on ALL copies:
 - Customer credit card number
 - Expiration date
 - Total dollar amount
 - Site identification number (7 digit SVB number)
 - Sale date
- **RECORD** total sale amount and authorization number on the ticket.
- **OBTAIN** customer signature. Verify that it matches signature on the back of the card. Return card to customer.
- **PROVIDE** top copy of ticket to customer. Place attached STATION and PROCESSING CENTER copies in a secure place. (See instructions later in this section.)

If processing a commercial card sale, also:

- Imprint all information embossed on the card.
- Check fuel product box.
- Enter quantity purchased.
- Enter price per gallon.

Failure to complete the manual sales ticket as instructed above will likely result in a chargeback.

All manual sales tickets should be submitted for processing within 21 days of the date of sale.

6.0 Manual Sales Ticket Processing

Processing a Manual Sales Ticket for American Express, Discover, MasterCard or Visa Cards:

- **CHECK** expiration and valid dates. Do not accept the card as payment if it is expired or is not yet valid.
- **CALL** for authorization:

American Express	All Sales	1-800-528-2121
Discover	All Sales	1-800-347-1111
MasterCard/Visa	All Sales	1-800-801-5847

- **RECORD** the authorization code on the sales slip.
 - If you receive a “**pick-up**” or “**hold card**” response from the authorization center, advise the cardholder that you have been instructed to retain the card and that they should call their issuing bank with any questions.
- **OBTAIN** an imprint of the card and verify that ALL information has been imprinted clearly on all copies:
 - Customer credit card number
 - Expiration date
 - Total dollar amount
 - Site identification number (7 digit SVB number)
 - Sale date
- **CHECK that the card is signed and that the signature matches the signature on the sales ticket.**
- Provide top copy of ticket to customer. Place STATION and PROCESSING CENTER copies in a secure place. (See instructions later in this section.)

Note:

- You cannot establish a minimum or maximum amount as a condition for accepting a credit card.
- You cannot impose a surcharge or fee for accepting a credit card.
- You cannot require the cardholder to supply any personal information (e.g., home or business phone number, home or business address, or driver’s license number) unless instructed by the authorization center.
- Manual sales made on American Express, Discover, MasterCard or Visa **SHOULD** be submitted within 21 days of the date of sale to allow time for processing before the 30 day expiration date.

6.0 Manual Sales Ticket Processing

Processing a Manual Sales Ticket: Wright Express Third Party Commercial Card

- **VERIFY** expiration date. Cards are valid through the last day of the month and year indicated. Any sale made after this date is subject to chargeback.
- **VERIFY** whether or not the card is restricted. Some cards are limited to “Fuel & Oil Only” purchases. Any other purchases made on a “Fuel & Oil Only” card could be subject to chargeback. The “Fuel & Oil Only” Restriction Codes are: 01, 11, 21 and 31. The Restriction Code is the 2 digit code that precedes the expiration date and is located in the lower right hand corner of the card.
- **AUTHORIZE every purchase by calling 1-800-842-0071. Provide the authorization operator with the following information to obtain an authorization code:**
 - Customer credit card number
 - Product purchased
 - Authorization amount
 - Cardholder identification number
- **IMPRINT** the card using Form H-3001 NC. Set the levers for the correct date, product code and amount of sale, and move the operating handle from the left completely to the right and then back to the far left position.
- **RECORD** the following information on all tickets to prevent chargebacks:
 - Driver identification number
 - Vehicle number
 - Authorization number
 - Odometer reading
 - Check correct box for Regular, Mid Grade, Premium, Diesel
 - Service code (S=Self, F=Full)
 - Quantity purchased
 - Price per gallon
 - Sales tax
 - Total amount of sale
- **OBTAIN** customer signature. Verify that it matches signature on the back of the card. Return card to customer.
- **PROVIDE** top copy of ticket to customer. Place attached STATION and PROCESSING CENTER copies in a secure place. (See instructions later in this section.)

BEST PRACTICE: PREVENT CHARGEBACKS BY CHECKING THE CORRECT BOX FOR FUEL GRADE CODE ON ALL MANUAL SALES TICKETS.

6.0 Manual Sales Ticket Processing

Processing a Manual Sales Ticket: Voyager Third Party Commercial Card

- **VERIFY** expiration date. Cards are valid through the last day of the month and year indicated. Any sale made after this date is subject to chargeback.
- **VERIFY** whether or not the card is restricted. Some cards are limited to “Fuel & Oil Only” purchases. Any other purchases made on a “Fuel & Oil Only” card could be subject to chargeback. The “Fuel & Oil Only” Restriction Codes are: 01, 11, 21 and 31. The Restriction Code is the 2 digit code that precedes the expiration date and is located in the lower right hand corner of the card.
- **AUTHORIZE every purchase by calling 1-800-987-6589. Provide the authorization operator with the following information to obtain an authorization code:**
 - Customer credit card number
 - Product purchased
 - Total dollar amount
 - Driver identification number
- **IMPRINT** the card using Form H-3001 NC. Set the levers for the correct date, product code and amount of sale, and move the operating handle from the left completely to the right and then back to the far left position.
- **RECORD** the following information on all tickets to prevent chargebacks:
 - Driver identification number
 - Vehicle number
 - Authorization number
 - Odometer reading
 - Check correct box for Regular, Mid Grade, Premium, Diesel
 - Service code (S=Self, F=Full)
 - Quantity purchased
 - Price per gallon
 - Sales tax
 - Total amount of sale
- **OBTAIN** customer signature. Verify that it matches signature on the back of the card. Return card to customer.
- **PROVIDE** top copy of ticket to customer. Place attached STATION and PROCESSING CENTER copies in a secure place. (See instructions later in this section.)

If card user or card appears suspicious, call 1-800-987-6589. Ask for “Authorization Code 10.” The operator will ask you questions that require “yes” or “no” answers, in case your conversation is being overheard. If any problem occurs with the sale, instruct the driver to call Voyager Customer Service at 1-800-987-6591. If an error is discovered after the customer has gone, completely block out the amount in error and handwrite the correct amount below.

6.0 Manual Sales Ticket Processing


Submitting Manual Sales Tickets

Information for using 36-285 Summary Form

- Jobbers with Jobber-Dealer sites need a combination of 285 and 283 summary forms.
- Independent Dealers and Commission Marketers use only the 285 summary form.
- Manual sales tickets should be submitted within 21 days of date of sale.
- Remove STATION and PROCESSING copies of sales tickets (Form H-3001 NC) from locked compartment.
- Verify imprinted total agrees with **handwritten** total on each ticket. If imprinted total does not agree, draw a line through it and **handwrite** the correct amount.
- Add up manual sales tickets (Form H-3001 NC) using **handwritten** totals on each ticket.
- Prepare **Summary Form 36-285** (see example in this section) following these steps:
 - Place form into imprinter (verify imprinter date is correct).
 - Move product code levers to zeros. Use all of the levers, including product code levers and dollars and cents levers to set the total dollar amount of all sales tickets in batch.
 - Move imprinter handle from left completely to the right and then return to the far left position.
 - After imprinting, discard each instruction copy.
 - **Handwrite** in black pen the type of site (Dealer/Commission Marketer/COCO), the number of tickets attached, the total amount and then sign.
- Detach Dealer/Jobber copy of Summary Form 36-285 and STATION copy of manual sales ticket (Form H-3001 NC). **Retain these copies for your records for 6 months.**
- Place Summary Form 36-285 (PROCESSING copy) along with manual sales tickets Form H-3001 NC (PROCESSING copy) in a mailing envelope (Form 10-090 D/J-NC for Dealers/Jobbers and Form NC-C9998 for COCOs). Before sealing the envelope, be sure to send only the PROCESSING copy of all summary forms and tickets. (Note: The PROCESSING copy is the last hard copy of the form.) Place forms in the correct order: the summary form followed by tickets in sequential order. Do not send carbons. Apply proper postage and mail.
- To prevent delay in your reimbursement make sure you:
 - Do not mail adding machine tapes, rubber bands, paper clips, etc.
 - Only send completed summary forms and manual sales tickets.
 - Do not bend, fold, staple or glue completed summary forms and manual sales tickets.

6.0 Manual Sales Ticket Processing

Properly Completing Summary Form 36-285



Summary Form 36-285
jbr. Summary of forms 36-283
dlr. Summary of forms 36-090
36-285(12-92)

0003500

Total Amount

Dealer or Jobber No.	Summary Data	Summary Number
1234567	063098	1812

BP SERV STATION
ANYWHERE IA
12345671234567

Type (X)	<input type="checkbox"/> Jobber <input checked="" type="checkbox"/> Dealer
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#36-283/Sales Tkts Att. 3	Total Amount \$ 35.00
Signature of Preparer <i>Donna Dealer- Reseller</i>	

Dealer/Jobber Copy

Do Not Use in ESP Printers

Insert with this side up

MUST AGREE

- If you are a Dealer, Commission Marketer, Retail Contract Operator or a COCO site, insert the Dealer's SVB number.
- If you are a Jobber, insert the Jobber's SVB number.

6.0 Manual Sales Ticket Processing

Submitting Manual Sales Tickets for Reimbursement

Jobbers will submit the 36-283/36-285 on behalf of Jobber-Dealers

- Verify that the totals on the Summary Form 36-283 (PROCESSING copy) and the totals for the attached manual tickets agree and that the number of tickets listed on the summary form agrees with the actual number of tickets attached.
- Add up totals of all Summary Form 36-283s (Dealer's SVB number).
- Prepare **handwritten** Summary Form 36-285 (Jobber's SVB number) and include:
 - Site's SVB number
 - Total amount
 - Site name and address
 - Summary date
 - Number of manual sales tickets attached
 - Signature of preparer
- One Summary Form 36-285 can be completed for each Jobber-Dealer's Summary Form 36-283 that is submitted. The 36-285 Summary Number will be identified on the Jobber payment advice.
- Or, one Summary Form 36-285 can be completed for the total dollar amount of multiple Summary Form 36-283s, submitted from more than one Jobber-Dealer. Each Jobber-Dealer must have a Summary Form 36-283. Note: Only the 36-285 Summary Number is identified on the Jobber payment advice, not the Jobber-Dealer 7 digit SVB number.
 - Place Summary Form 36-285 (PROCESSING copy), Summary Form 36-283 (PROCESSING copy) and manual sales tickets Form H-3001 NC (PROCESSING copy) in preprinted envelope (10-090D/J-NC) and mail. Place forms in the correct order--summary forms followed by tickets in sequential order. (Note: The PROCESSING copy is the last hard copy of the form.) Do not send carbons.
- To prevent delay in your reimbursement make sure you:
 - Do not mail adding machine tapes, rubber bands, paper clips, etc.
 - Only send completed summary forms and manual sales tickets.
 - Do not bend, fold, staple or glue completed summary forms and manual sales tickets.

Jobber-Dealers

Please follow instructions as provided to you by your Jobber.

6.0 Manual Sales Ticket Processing

Properly Completing Summary Form 36-283

▲
Insert
with this
side up

bp

Summary Form 36-283
36-283 (12-92)

25.00
Total Amount

Dealer:

527296
Summary Number

Summary Date

No Sales Tickets Att. 3	Total Amount \$ 25.00
Signature of Preparer <i>John Smith</i>	

Do NOT use on ESP printers

Jobber Dealer Copy

This form is only used by Jobber-Dealers. The Jobber-Dealer SVB number must be used on the form.

Example: If one Jobber has 10 sites, the individual Dealer's SVB number should be indicated on Summary Form 36-283.