

Who do I contact about batch payment issues and or out of balance batches?

Credit Card Handbook Section E

All Point of Sale Platforms (Ruby, G-Site and VeriFone Omni 490) should call Marathon Petroleum Dealer Support for Batch Payment concerns and questions.

1-800-352-2422, ext.1

7:00 AM – 4:45 PM (EST)

Credit Card Handbook Section J

Please be aware of credit card processing issues, keep all reports from the Point of Sale Platforms (Ruby, G-Site and VeriFone Omni 490) as you may need them to help in processing of sales that have issues. We recommend that all End Of Day and Batch Reports be kept for at least 6 months.