

Frequently Asked Questions and things to watch for!

Q. “Every time I swipe a card the following terminal message is displayed?”

OMNI CALL 1-800-XXX-XXXX
RUBY CALL 1-800-XXX-XXXX FOR VOICE AUTHORIZATION
G-SITE HOST UNAVAILABLE CALL FOR AUTHORIZATION.

A. Check the phone lines or internet connection. Call **1-800-378-1204**, for Network Help Desk.

Q. “Host Unavailable” message appears after an employee swipes a credit card...

A. This means communication is not working. Call Network Help Desk at **1-800-378-1204**.

Q. All credit card sales at the pump are telling customers to see attendant (but inside sales are processing fine)...

A. This means the pumps are not communicating with inside. Call a technician or your jobber.

Q. “Credit Card Denied: Code 10” comes up on screen display...

A. Customer needs to call their bank. You should request alternate payment from the customer.

Q. Why do I need to check my mail?

A. Retrieval requests, messages, payment notifications.