



The Petroleum Service Company

## TWO CARD SYSTEM

Please Follow These Instructions:

1. Insert driver card, then remove
2. When prompted, enter pin/driver number.  
Hit Enter.
3. When prompted, insert vehicle card as shown,  
then remove
4. If prompted, enter odometer.  
Press Enter.
5. If prompted, enter miscellaneous number.  
Press Enter.
6. When prompted, enter pump number.  
Press Enter.
7. Pump fuel, then return nozzle.

Note:

If the fuel flow appears slow, release the nozzle trigger, wait 30 seconds, then try again — pulling the trigger slowly.

**DO NOT KEEP CARD AND  
PIN/DRIVER NUMBER TOGETHER.**

**Please call VOICI if you need assistance.**

Have the following information available:

1. Location
2. Error Message on Display
3. Your Name
4. Company Name
5. Card Number

### Reader Says:

### Solution:

**Invalid PIN, Retry**

Authorization failed, try again

**Incorrect Fuel/Invalid Product**

Product not allowed

**Not Permitted**

Outside of allowed time

**Site Not Allowed**

Card restricted from site

**Transaction in Progress/Reprompting**

System is busy; try again in a couple of minutes

**Exceeds Transaction Limit**

Allowed transactions per day has been reached

**Down, Try Later**

Site is down

**Do Not Honor**

Card is not valid

**Failed, Please Retry**

Communication failed, try again

**Exceeds Gallon Limit**

Gallon limits have been reached for the day

**Read Error**

System is not seeing card; card may be worn; reader may be bad; or wrong card is being used.

**Check Orientation**

Card is upside down, turned around, or backwards. Check for proper alignment and try again.

Vancouver Oil Company

1-800-221-7067