



The Petroleum Service Company

SINGLE CARD SYSTEM

Please Follow These Instructions:

1. Insert card into reader as shown then remove.
2. When prompted, enter pin/driver number. Hit Enter.
3. If prompted, enter odometer. Press Enter.
4. If prompted, enter miscellaneous number. Press Enter.
5. When prompted, enter pump number. Press Enter.
6. 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