



(541)330-8356  
(877)277-5171

**Supervised**  
A Division of  
Bend Oil Company

**Fuels**<sup>TM</sup>

**Managed Fleet Fueling Services**



## Solving Card Use Problems

| MESSAGE ON DISPLAY                      | EXPLANATION  |
|---|--|
| Incorrect Reading                       | The card has not been removed with one smooth motion - simply re-insert the card and remove it smoothly and fairly quickly – (or there is an obstruction)                    |
| Incorrect Card or “Card Orientation”    | The card is inserted upside down or backwards or the card is not properly coded to be accepted by the system.  |
| Card Invalidated                        | Indicates that this card has been locked out of the system –call the company that issued your card.  |
| Un-authorized, Re-enter                 | The card you have used is not authorized to purchase the fuel you have selected – make another selection: i.e. PD & authorized for #2 LSD.                                   |
| In use, Re-enter                        | The pump you have selected is being used by another customer – make another selection.   |
| System Busy-Buffer Full                 | The system is communicating internally – please wait a few minutes – if the message INSERT CARD does not return to the display, contact the phone number posted at the site. |
| System Closed                           | The system has been shut down and cannot be accessed at this time. Contact the phone number posted at the site.  |
| Pump Handle Busy                        | You have turned the pump on before using your cards. Turn the pump off and go thru the card/ENTER sequence again.  |
| Faulty Pump                             | Pump off-line & needs to be re-installed. Choose another pump.   |
| Authorization Failure                   | Seen with mag stripe cards. System & backup probably failed. Use the phone at the site to call for help!   |
| Reader Display frozen and unresponsive: | Needs to be reset manually   |

Should you receive a message on the card reader, which is not listed above, or the “Explanation” does not solve your problem please don’t hesitate to call us at the number listed above. When calling please have the following information ready:

1. Location
2. Message on the card reader
3. Your name
4. Your company name
5. Card Number