



Merchant Operating Guide

PO Box 5342 Melbourne VIC 3001



MOTORPASS & WRIGHT EXPRESS ACCOUNT CARD

Motorpass Cards are national charge cards accepted by any Merchant who displays the Motorpass symbol. Any cards where the Motorpass symbol appears, Wright Express Merchants should accept.

Wright Express Account Cards are charge cards designed to be used at a nominated Merchant's outlet. Other merchants should not accept it.

IMPORTANT TELEPHONE NUMBERS

Authorisation Centre:

1300 130 113

Stationery Orders:

1300 130 113

Wright Express Merchant Support:

1300 130 113

POINT OF SALE TERMINALS

Where a Point of Sale Terminal (POS) is installed by your Oil Company or Bank to accept transactions for this company's cards, the Operating Guide or Procedures relating to this Terminal must be adhered to.

Where installed, transactions must be processed by the merchant through the point of sale terminal.

If your terminal is down for an extended period, you may use vouchers provided to you by us - however, the following procedures must be followed:

FLOOR LIMIT AND AUTHORISATION

1. Your floor limit is

All other Transactions

 \$

Diesel Transactions

 \$
If purchases are equal to or over the floor limit in any 24hr period you must obtain authorisation.
2. Under no circumstances should your customers be made aware of the floor limit.
3. Any purchases equal to or over the floor limit must be approved at the time of transaction.
4. Ring the Authorisation Centre and quote your merchant number to obtain an authority number, which must then be written in the appropriate section of the sales voucher.
5. If you have already obtained an authorisation number and the customer decides to purchase further items, you must re-obtain authorisation.

6. If you accept a purchase that is equal to or over the floor limit and no authorisation number has been allocated, the voucher will be rejected and you will not be paid for the transaction.

WARNING BULLETIN

The Warning Bulletin is a confidential listing of invalid cards distributed monthly or on an interim basis.

If a card is handed to you and the card number is on the Warning Bulletin you should:

1. Retain the card;
2. Refuse credit on the card;
3. Send the card, cut in half, to the Fraud Officer, GPO Box 5342, Melbourne VIC 3001, with a note quoting your name, merchant number, and reason for returning the card.

A reward of \$100 will be given for the return of cards that are on the Warning Bulletin.

If you process a transaction with a card that is on the Warning Bulletin, it will be rejected and you will not be paid for this transaction.

SALES VOUCHERS

Procedure to process Wright Express sales vouchers:

1. Check the Warning Bulletin;
2. Check the expiry date on the card;
3. Place the card in the imprinter;
4. Place voucher over the card in the imprinter and imprint;
5. Remove and discard the cover sheet and carbon;
6. Complete the voucher in full (date, litres, product, value);
7. Obtain the cardholder's signature -
 - i. Check against the signature on the back of the card. (Note - verification is not required in the case of vehicle/ company bearer cards which have no signature strip).
 - ii. Where a designated vehicle registration number is embossed on the card, check the goods and/or services are supplied to the designated vehicle.
 - iii. Where restrictions on goods and/or services are printed on the card, check that the goods and/or services supplied conform to these restrictions.
8. If the sale is equal to or over your Floor limit - phone for authorisation.

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CREDIT AND REFUNDS

For returned merchandise purchased from you on one of our charge cards, or to correct an overcharge through a POS terminal, please fax or send the following to Motorpass Merchant Services:

- A copy of the Voucher to be reversed.
- Your Motorpass Merchant Number.
- Your Name and contact details (i.e. phone, fax, etc.).
- The reason for the reversal.

Fax Number: (03) 9274 9139

Motorpass Merchant Services
GPO Box 5342
MELBOURNE VIC 3001

UNCERTAINTY OVER A SALE TRANSACTION

If you have reason to suspect fraud or that the person is using a stolen card:

1. Try to obtain the card;
2. Call the authorisation centre for further advice. If the card is lost or stolen and is being used fraudulently, a reward of \$100 will be paid upon return of the card to Wright Express. Address such returns to The Fraud Officer, GPO Box 5342, Melbourne VIC 3001, and be sure to include a note with your name, address, merchant number and reason for the return.

PRODUCT RESTRICTIONS

Purchases on Wright Express cards must comply with the product restriction embossed on the card (eg Fuel & Oil Only). Purchases outside the product restriction will be charged back to your account.

THE MERCHANT CARD

Your merchant card identifies you as an Wright Express merchant.

It carries your unique merchant number, your business name and ABN.

Your Merchant Card is to be used in conjunction with Merchant Summary vouchers. The details of the Merchant Card which you imprint onto Merchant Summary vouchers will identify you to us and allow us to pay you for sales vouchers.

CARDS LEFT BEHIND / STOLEN OR LOST CARDS

Any cards left on your premises should be forwarded to the Fraud Officer, GPO Box 5342, Melbourne VIC 3001 along with a note showing you name, address, merchant number, and the reason for returning the card.

BATCHING PROCEDURE

1. Enclose your Merchant Summary Voucher with your Sales Vouchers in the pre-addressed envelope provided to you by us. Use these envelopes only for your Wright Express batched vouchers. Do not pin or staple vouchers. This will help us to process vouchers quickly.
2. All vouchers must be forwarded for processing within 30 days of the date of the transaction. Vouchers dated over 30 days prior to receipt by the Company will be rejected and you will not be paid for the transaction.
3. Batches must not contain more than 45 vouchers.
4. Ensure that the batch total has been correctly added and that the Merchant Summary Voucher is clearly imprinted with the details of your merchant card.
5. Do not include invoices and green vouchers in batch.

RETENTION OF RECORDS

In accordance with the requirements of the Merchant Terms and Conditions, it is your responsibility to keep the "Merchant Copy" of a transaction for a period of not less than 6 (six) years from the date of the transaction.

You may be called upon to produce such a voucher for any reason should it become necessary to do so. Failure to supply a copy of the voucher will result in the transaction being charged back to you.

MERCHANT TERMS AND CONDITIONS

This document forms part of the contractual agreement made between each merchant and the Company and should be read in conjunction with the Merchant Terms and Conditions or (where applicable) the Merchant Agreement entered into between the Merchant and the Company. In the event of any breach of the procedures set out in this Merchant Operating Guide, the Company reserves all of its rights set out in the Merchant Terms & Conditions or (where applicable) in the Merchant Agreement including, but not limited to, the Company's rights of set-off and/or rights of indemnity.

IMPORTANT ADDRESSES

Postal Address for Batches

GPO Box 2959
Melbourne VIC 3001

Wright Express Merchant Services

GPO Box 5342
Melbourne VIC 3001