



## Authorization Instructions

Sinclair Oil Corporation uses a state of the art, dedicated mainframe system to facilitate credit card transaction processing. However, due to the complex electronic path that a credit card transaction takes, it is possible for the Sinclair network or other vendor's networks to go down. If a network failure occurs, it is still your responsibility to get an authorization for each transaction through calling the appropriate credit card agency.

In the event that your Point-of-sale system goes down, the following procedures will allow you to accept a credit card for payment:

Make an imprint of the credit card with your manual imprinter. Enter the date and the amount of the transaction. Have the customer sign the receipt. Then use the following steps to retain a voice authorization number:

For all Visa and MasterCard authorizations, call Concord EFS at 1-800-321-2940. Follow the instructions for obtaining your voice authorization. These instructions are also found in the welcome letter received from Concord upon store opening.

The merchant ID that is needed for an authorization on Visa and MasterCards is found on your imprinter plate. Please drop the leading zero when entering the number so that it is only 10 digits. This number should be entered like this, 2012891234. Your security code is the last four digits of your phone number or 9999. If you do not have your merchant ID, please call Sinclair at 1-800-524-4799.

Write down the authorization number on the imprinter slip. When your terminal comes back online, enter the transaction manually using the information on the manual imprinter slip. Keep a copy of the slip in case a retrieval request for a dispute is issued.

### Who to call for authorizations:

VISA or MasterCard Concord	1-800-321-2940	
American Express	1-800-528-2121	MERCHANT ID: 5438403883
Discover	1-800-347-1111	
Voyager	1-800-987-6591	
Wright Express	1-800-492-0669	
GasCard	1-800-326-7762	
Sinclair Fleet	1-800-259-3745	

Every credit card transaction taken must be accompanied with an authorization. An authorization and/or approval code only indicates the availability of the card member's credit at the time the authorization is requested. It does not mean the person providing the credit card information is the rightful card-member, nor is it an unconditional guarantee that you will not be subject to a chargeback or debit for the transaction. Authorizations are only valid for up to 30 days after the transaction date.

It is not required to get a voice authorization for a Sinclair Credit Card. Sinclair Oil will stand-in or accept liability for any transaction that would have been declined had the network been functioning.