



# Credit Card

## Quick Reference Guide



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### Important Notice:

This Quick Reference Guide provides helpful information about the Shell credit card program. However, this Quick Reference Guide is not a substitute for the Transaction Card Guide ("TCG") or the Credit Card Guide ("CCG") (as those terms are defined in the applicable Retail Sales Agreement, Wholesale Marketer Agreement and MultiSite agreements) (for purposes of this Quick Reference Guide the TCG and CCG are referred to collectively as the "Guide"). If there is a discrepancy between this Quick Reference Guide and the Guide, the Guide shall control. Shell reserves the right to modify or discontinue this Quick Reference Guide at any time, with or without notice.

# Shell Branded Cards



## SHELL GIFT CARDS

Questions/Orders 1-800-300-8113  
Customer Inquiries 1-800-300-8113



## SHELL REFILLABLE GIFT CARDS

Questions/Orders 1-800-300-8113  
Customer Inquiries 1-800-300-8113



## SHELL SAVER CARD<sup>SM</sup>

Authorization Center 1-877-278-0083  
Chargebacks 1-866-HI-SHELL  
Customer Service 1-877-278-0083  
Lost/Stolen Cards 1-877-278-0083



## SHELL DRIVE FOR FIVE<sup>SM</sup> CARD

Authorization Center 1-800-331-3701  
Chargebacks 1-866-HI-SHELL  
Customer Service 1-800-331-3703  
Lost/Stolen Cards 1-800-331-3703



## SHELL CREDIT CARD

Authorization Center 1-800-331-3701  
Chargebacks 1-866-HI-SHELL  
Customer Service 1-800-331-3703  
Lost/Stolen Cards 1-800-331-3703



## SHELL SELECT MEMBER

Authorization Center 1-800-331-3701  
Chargebacks 1-866-HI-SHELL  
Customer Service 1-800-331-3703  
Lost/Stolen Cards 1-800-331-3703



## SHELL MASTERCARD<sup>®</sup>

Authorization Center 1-800-207-7632  
Chargebacks 1-866-HI-SHELL  
Customer Service 1-866-743-5562  
Lost/Stolen Cards 1-866-743-5562



## SHELL FLEET/FLEET PLUS

Authorization Center 1-800-331-3701  
Chargebacks 1-866-HI-SHELL  
Customer Service 1-800-377-5150  
Lost/Stolen Cards 1-800-377-5150



## SHELL CANADA COMMERCIAL CARD

If over \$65 U.S., call 1-800-661-2278 for authorization. Process manually (D-16).

## ■ ATM/Debit Cards



We accept most ATM Debit Cards.

# Credit Cards



## MASTERCARD

Authorization Center 1-800-207-7632  
Chargebacks 1-866-HI-SHELL



## VISA

Authorization Center 1-800-207-7632  
Chargebacks 1-866-HI-SHELL



## DINERS CLUB

Authorization Center 1-800-347-1111  
Merchant Number 60110-16200-00008  
Chargebacks 1-866-HI-SHELL  
Customer Service 1-800-347-2683



## AMERICAN EXPRESS

Authorization Center 1-800-528-2121  
Merchant Number 1420934820  
Chargebacks 1-866-HI-SHELL  
Customer Service 1-800-528-4800



## DISCOVER CARD

Authorization Center 1-800-347-1111  
Merchant Number 60110-16200-00008  
Chargebacks 1-866-HI-SHELL  
Customer Service 1-800-347-2683



## WRIGHT EXPRESS FLEET CARD

Authorization Center 1-800-842-0071  
Chargebacks 1-866-HI-SHELL



## VOYAGER FLEET CARD

Authorization Center 1-800-987-6589  
Chargebacks 1-866-HI-SHELL

# EPOS

## EPOS Operation

Refer to the EPOS system manuals provided for your particular EPOS system for instructions on the system configuration and operation. Contact the corresponding EPOS help desk listed on page 19 for assistance in addressing any problem that you may be experiencing with your EPOS equipment.

Here are some standard response messages that may result from a declined transaction and the appropriate action to take.

Response Message	Action to Take
BAD MAG STRIPE	Magnetic stripe not readable. Manually key card data or request another form of payment.
CALL AUTHORIZATION	Voice authorization is required. Call displayed phone number and request authorization.
CALL HELP DESK	Voice authorization is required by issuer Call displayed phone number and request authorization.
CALL OPERATOR 20	Voice authorization is required. Call displayed phone number and request "Operator 20."
DEBIT NOT ALLOWED, PRINTER DOWN	Return printer to service then retry transaction.
DECLINED	Card not accepted by issuer for various reasons. Request another form of payment.
EDIT ERROR	Call EPOS help desk for assistance.
EXPIRED CARD	Card expired. Request another form of payment.
INVALID AMOUNT	Purchase exceeds the allowable sale limit. Reduce sale amount or request another form of payment.

# EPOS

Response Message	Action to Take
INVALID APPROVAL CODE	Approval code received during "call for authorization" phone call was incorrectly keyed or is not valid.
INVALID DRIVER ID	Driver ID entered is incorrect. Have customer re-enter.
INVALID ID	ID entered is incorrect. Have customer re-enter.
INVALID PIN	PIN entered is incorrect. Have customer re-enter.
INVALID STARTUP	Call EPOS help desk for assistance.
INVALID VEHICLE NUMBER	Vehicle number entered is incorrect. Have customer re-enter.
NETWORK UNAVAILABLE	Network communications problem. Call EPOS help desk.
NO MANUAL ENTRY	Manual keying card data not allowed. Request another form of payment. Generally applies to ATM Debit or Gift Cards.
OVER LIMIT	Purchase limit exceeded. Request another form of payment.
PRODUCTS NOT ALLOWED	Card restrictions limit purchase of certain products. Remove non-fuel products from sale.
SEE CASHIER	Displayed to a customer paying at the dispenser on authorization issues.
UNKNOWN CARD	Card not accepted. Request another form of payment. Processing an ATM Debit card as Credit could generate this.
USE IMPRINTER	Shell "Special Billing" cards require transaction be submitted on paper. Follow imprinter process.

# ■ Frequently Asked Questions

## Q Why is my card not accepted? Why does my card not work at this location?

The best choice is to help the customer determine why his/her card is not working. Reasons can include:

1. The customer has used his/her card for purchases more than a certain number of times during that day at Shell locations.
2. The card's credit limit has been exceeded or the card issuer wants to talk to the customer.
3. Certain fraud prevention restrictions may be in place that affect this specific retail site.
4. The magnetic stripe on the card may not be readable due to the EPOS device not being cleaned frequently or the stripe has been damaged.

If these reasons do not apply, the attendant should call the number on the back of the credit card for further assistance. Our goal is to assist all customers in every way possible.

## Q Do I have to enter my zip code every time I buy here?

To ensure ongoing protection of our customers, the program will ask for the billing zip code each time a Shell Proprietary, Visa, MasterCard®, American Express, and Discover Card is used at the pump.

## Q Why do I need to enter my zip code at the pump?

We are concerned about credit card fraud and protecting your security, so we've added software that will help ensure that the person using the card is the true owner. Keeping your credit card secure is a priority for us and we apologize for any inconvenience.

## Q Why is there a "hold" placed on the credit card?

The financial institution that issues the customer's card requires a credit check for authorization ("hold") be made prior to purchase. Once the purchase is complete, the "hold" amount should be canceled out with the correct purchase amount. Some financial institutions may not make the cancellation of the "hold" amount immediately. Please ask the customer to contact his/her credit card issuer.

## Q How do I process Shell Canada Commercial Credit Cards?

Process manually (D-16).

If over \$65 U.S., call 1-800-661-2278 for authorization.

# Frequently Asked Questions

## Q What are the dollar limits for purchases on credit cards?

Dollar limits are established by each credit card issuer and your EPOS equipment will monitor purchase amounts and provide instructions when you need to call the card issuer for authorization. For Shell and Shell Fleet Cards, any convenience store item purchase greater than \$75 is made at the retailer's risk, this limit will not apply to Shell MasterCard.

## Q What is the Shell Saver Card?

The Shell Saver Card is the latest addition to the Shell-branded family of cards. It is a payment option linked directly to your checking account that offers no enrollment fees, annual fees or finance charges and a savings of 2 cents on each gallon of gasoline or diesel fuel purchased at Shell.

## Q Is the Shell Saver Card a debit card?

No. The Shell Saver Card is not a debit card; it works like an electronic check. At the time of purchase, your checking account, Shell Saver Card and PIN are validated by TeleCheck, an account verification provider. After approval, the purchase amount is withdrawn from your checking account.

## Q When I get to a Shell station to refuel, how do I use the Shell Saver Card?

Using the Shell Saver Card is easy. Press the "debit" payment button at the pump, swipe the Shell Saver Card, enter your PIN number and begin fueling.

## Q How do I get a Shell Saver Card?

Apply online at [www.shellsavercard.com](http://www.shellsavercard.com).

## Q What should I do if I have questions about the Shell Saver Card?

If you have any questions about the Shell Saver Card, log on to [www.shellsavercard.com](http://www.shellsavercard.com) or call 1-877-278-0083.

## Q How will I know if I received my discount for fuel purchased with the Shell Saver Card?

The Shell Saver Card discounted fuel price is automatically deducted from your checking account and reflected on your corresponding bank statement. The receipt you receive for your Shell Saver Card fuel purchase at a Shell station will not display the discounted purchase amount. Please call the number on the back of the Shell Saver Card if you have any questions regarding your discount.

# ■ Frequently Asked Questions

## Q How do I process a manual transaction?

On all manual transactions, you must call for authorization. Complete D-16 form. Use imprinter, enter data, have customer sign and take top copy, send bottom copy to: Shell Processing Center, P.O. Box 619093, Dallas, Texas 75261-9093. Complete D-13, which represents sum of the D-16's being submitted. Keep a copy of all D-16's at your office for a minimum of six months.

**Please note that transactions must be submitted within 15 days of the sale date. Card issuers require that transactions must be processed within 30 days of the sale date. This will allow proper time for manual processing which can take up to 10 business days.**

## Q What is my merchant number?

It is the same number as on your imprinter plate. It is also called the EPOS or WIC number.

## Q What fleet cards do we accept at our locations?

Shell Fleet, Wright Express, Voyager, MasterCard® Fleet, Visa Fleet, and Fuelman (at participating locations).

## Q How do I handle credit card chargebacks?

For questions about Credit Card chargebacks, call 1-866-HI-SHELL, option 4, 7, 3.

## Q How long should I keep my receipts?

You must keep signed receipts for a minimum of six months.

## Q How do I submit sales not captured transactions?

In order to gain reimbursements for the transaction, the below steps must be followed:

- Compare the EPOS Network "End of Day" report against the mailbox report for that day.
- If there is a variance, the transactions should be handled as "Sales not Captured".
- Contact the Shell Settlement Help Desk to request a "Hash Report" for that day.
- Compare the "Hash Report" against corresponding journal tapes and submit any uncaptured sales to Retailer Support for processing.

### VeriFone

- Recognize that there are transactions waiting to be processed

# ■ Frequently Asked Questions

- Alarm line on Workstation “Stored Sales”
- End of Day report section “Sales Not Captured”
- Print the stored Sales Report
  - This report can only be printed by someone having a secure setting password. Please contact your POS supplier HD for information on how to setup a secured user.
  - The report can be printed by going to [Network Manager] - [Stored Sales] - [Print] IMPORTANT - please confirm that receipt printer is online and has paper, once this report has been sent to print buffer it is deleted.
- Submit any uncaptured sales to Retailer Support for processing

## Gilbarco

- Recognize that there are declined transactions waiting to be processed manually
  - POS does not balance with network totals
  - End of Day report “Declined Sales Report”, is showing uncaptured or declined transactions.
- Declined Sales Report will print automatically at EOD,
  - if report does not print automatically then call GVR help desk to have report configured for automatic print.
  - Submit any uncaptured or declined sales to Retailer Support for processing using declined sales report

**Please note that transactions must be submitted within 15 days of the sale date. Card issuers require that transactions must be processed within 30 days of the sale date. This will allow proper time for manual processing which can take up to 10 business days.**

## Q What if I have further questions about sales not captured?

Please contact Retailer Support between 8 a.m.-8 p.m. CST M-F at 877-877-9097 or fax 866-595-3364.

## Q How do I process a debit card?

Press the Debit Key then slide the card. The customer will be prompted to enter a PIN number.

## Q How do I order Credit Card Applications?

For all Shell Credit Card applications, including Shell MasterCard® call 1-800-762-5213.

## Q How do I process an international Shell Commercial Credit Card?

Other than the Shell Canada Commercial Credit Card, we do not accept international Shell Credit Cards.

# ■ Fraud “Tip Sheet”

## Help Us Prevent Fraud

### Q What suspicious behavior or activity should I look for at the outside pump?

- Multiple sales by the same person
- Loitering
- Filling of large tanks/barrels
- Activating several pumps at the same time
- Multiple card usage
- Discarded or forgotten receipts
- Unknown hardware affixed inside or outside of pumps
- Use of “unusual” plastics for card purchases

### Q What suspicious behavior or activity should I look for inside the store?

- Use of “unusual” plastics for card purchases
- Excessive keyed sales
- Excessive manual sales
- Unknown hardware affixed to equipment
- Excessive merchandise purchased (i.e., cigarettes, alcohol)

### Q What safety measure can I take to help prevent fraud?

- Store journal tapes in a secured area
- Dispose of journal tapes properly – don’t just discard them!
- Turn off pumps when station is closed
- Secure any credit cards left at your location

# Shell Gift Cards

## Discounts and Program Abuse

1. Shell has the right to modify or discontinue the Shell Gift Card Program at any time.
2. In the event Shell suspects gift card fraud or gift card sales abuse, Shell reserves the right to suspend a wholesaler's or retailer's capability to activate and/or accept gift cards immediately and indefinitely. Multiple gift cards may not be sold for use by fleet or commercial customers. Shell has the right to chargeback to you any amounts that reflect the inappropriate use of the Shell Gift Card including, but not limited to, the improper activation of a Shell Gift Card to receive the retailer discount.

## Q How can a Customer purchase a Shell Gift Card?

Customers can purchase the card with cash or any approved credit card or debit card, **BUT** customer **CANNOT purchase a Shell Gift Card with another Shell Gift Card.**

## Q How do I activate a Shell Gift Card?

1. Check for your specific EPOS system in the EPOS instructions beginning on page 15.
2. Shell Gift Cards must be activated at the time of purchase.
3. If a card is activated by mistake, contact the Shell Gift Card Help Desk to void the transaction.

## Q What if the activation doesn't work?

1. Ensure you are following your correct EPOS system instructions.
2. Lastly, call the Shell Gift Card Help Desk.

## Q What if Shell Gift Cards are stolen?

1. The cards have no value until they are activated, therefore you will not be charged for cards that are not activated.
2. If you discover that Shell Gift Cards have been stolen from your store, please report this to the Shell Gift Card Help Desk and provide them with your 11-digit Retailer Number or Store Number (WIC).

## Q What if a Customer's Shell Gift Card isn't working?

1. Do not activate any Gift Card if it was not purchased at your store.
2. Entering the card number manually does not work with Shell Gift Cards.
3. Make sure your EPOS system is working and is not offline from the Shell's Network. If the EPOS is offline, please contact the EPOS Help Desk.
4. If the card does not work at any register, call the Shell Gift Card Help Desk to see if the card is active and has a dollar amount remaining.

## ■ Shell Gift Cards

### Q **What happens when a Customer buys something that cost more than what they have on their Shell Gift Card?**

Split transactions are available depending on your EPOS system. Check for your specific EPOS system beginning on page 15.

### Q **How do you check the balance of a Shell Gift Card?**

1. Refer to your specific EPOS system beginning on page 15 and follow the instructions for Balance Inquiry.
2. Customers can call **1-800-300-8113** to check the balance of their card.

### Q **What if a Customer disagrees with their balance?**

The Help Desk can review the transactions on the card with the customer.

### Q **Can Customers refill their Shell Gift Card?**

Shell Gift Cards cannot. Shell Refillable Gift Cards can be refilled by calling **1-800-300-8113**.

### Q **Can Customers receive cash back on the remaining balance of their Shell Gift Card?**

No. There is no "Cash Back" feature or refunds on Shell Gift Cards, unless applicable state law requires.

### Q **Where can Customers use their Shell Gift Card?**

At all Shell locations in the United States, either inside the store or at the Island Card Readers.

### Q **How do I order Shell Gift Cards?**

Order online at [www.shellgiftcard.com](http://www.shellgiftcard.com) or call **1-800-300-8113** and provide your 11-digit Retailer Number or Store Number (WIC), and the address of your station. You will receive the order in approximately 7 business days. Ground shipping is free.

### Q **Do I pay for my Shell Gift Cards when I place an order?**

1. The store is not charged for the cards until they are activated.
2. Settlement becomes part of the store's normal batch, end-of-shift, and end-of-day reports generated by your store's EPOS system.

Gift Card Point of Purchase Materials are available from Pointsmith, call **1-800-762-5213**

# Shell Gift Cards

## EPOS ACTIVATION INSTRUCTIONS

Determine the type of EPOS system you use in your store. The equipment type is usually on the front of the machine.

### GILBARCO G-SITE EPOS SYSTEM

#### Software Version: V98.0.15 and Prior

##### Sale & Activation

The following assumes this item has been preprogrammed with product code 532 or 533.

1. Enter the amount to be sold (\$25.00, \$50.00 or \$100.00).
2. Enter the gift card plu/upc (or touch the speed key if available).
3. Swipe gift card to be activated.
4. Tender the sale.

##### Balance Inquiry

1. When used, screen displays card balance and prompts PARTIAL PAY? YES/NO.....if insufficient funds.  
OR
2. Swipe gift card.
3. Enter SF 10 (1,0,#).
4. Enter amount (this will only confirm card).

##### Split Transaction

NOTE: A split payment occurs when a customer wants to pay out a transaction with more than one payment type (for example cash and credit), or with multiple gift cards. Only one credit or debit card is allowed per transaction. Fleet, local credit, proprietary fleet, and Auxiliary Network card payments are not allowed in a split tender transaction that includes a gift card payment. Gift, credit and debit cards must be the last payment media in the sale.

1. Enter the gift card plu/upc (or touch the speed key if available).
2. Swipe the gift card to be activated.
3. Enter the dollar amount of the gift card.
4. Tender the sale .

#### Software Version: V99.0.19

##### Sale & Activation

The following assumes this item has been preprogrammed with product code 532 or 533.

1. Enter the amount to be sold (\$25.00, \$50.00 or \$100.00).
2. Enter the gift card plu/upc (or touch the speed key if available).
3. Swipe the gift card to be activated.
4. Tender the sale.

# ■ Shell Gift Cards

## Balance Inquiry

1. Any and all uses/responses shall contain the remaining card balance.

## Split Transaction - Available

NOTE: A split payment occurs when a customer wants to pay out a transaction with more than one payment type (for example cash and credit), or with multiple gift cards. Only one credit or debit card is allowed per transaction. Fleet, local credit, proprietary fleet, and Auxiliary Network card payments are not allowed in a split tender transaction that includes a gift card payment. Gift, credit and debit cards must be the last payment media in the sale.

1. Enter the gift card plu/upc (or touch the speed key if available).
2. Swipe the gift card to be activated.
3. Enter the dollar amount of the gift card.
4. Tender the sale.

## **GILBARCO PASSPORT EPOS SYSTEM**

### **Software Version: V6/6.01**

## Sale & Activation

The following assumes this item has been preprogrammed with product code 532 or 533.

1. Enter the amount to be sold (\$25.00, \$50.00 or \$100.00).
2. Enter the gift card plu/upc (or touch the speed key if available).
3. Swipe the gift card to be activated.
4. Tender the sale.

## Balance Inquiry

1. Select "More".
2. Select "Network Functions".
3. Select "Balance Request".
4. Swipe card.

## Split Transaction - Available

NOTE: A split payment occurs when a customer wants to pay out a transaction with more than one payment type (for example cash and credit), or with multiple gift cards. Only one credit or debit card is allowed per transaction. Fleet, local credit, proprietary fleet, and Auxiliary Network card payments are not allowed in a split tender transaction that includes a gift card payment. Gift, credit and debit cards must be the last payment media in the sale.

1. Enter items to be purchased.
2. Select "Tender".
3. Select first tender type.

# Shell Gift Cards

4. Enter the amount.
5. Select "ENTER".
6. Select second tender type.
7. Enter the amount.

## MSI CVN EPOS SYSTEM

The MSI EPOS system should already be fully configured for Shell Gift Cards. If your configuration has changed contact the MSI Help Desk at **1-800-767-1008**.

### Sale & Activation

1. Press the PREPAID CARD key.
2. Select the Shell Gift Card value that the customer is buying.
3. Request payment from the customer and tender the sale.
4. When prompted, swipe the Shell Gift Card. The display will indicate that the Shell Gift Card was successfully activated.
5. If the activation fails, enter "Y" and swipe the Shell Gift Card again.

### Balance Inquiry

To determine the balance on a Shell Gift Card, follow these steps:

1. Press F2.
2. Type 8 for Network Options
3. Type 4 for Prepaid Card Balance. The MSI system may ask you to enter an Override ID or Password.
4. Swipe the Shell Gift Card. The card's balance will be displayed and a receipt will print.

### Split Transaction - Available

The MSI CVN system will accept multiple Shell Gift Cards on one transaction. Swipe the cards one at a time until the balance of the sale is covered. A customer may also pay with cash and one credit or debit card. If a credit or debit card is used, it must be the last payment.

## VeriFone RUBY & TOPAZ EPOS SYSTEMS

Ensure there is a "Gift Card" or "Prepaid Card" Department Key set up. If there is no Department Key set up, or if you don't know if a Department Key is set up, ask the manager on duty or call the VeriFone Help Desk.

### Sale & Activation

Enter the amount of the card the customer is buying, and press the "Gift Card" Department Key. Ask the customer how they would like to pay for the Shell Gift Card and tender the sale accordingly. When you have completed the sale follow these steps to activate the Shell Gift Card:

1. Press the Network Function key.
2. Scroll to 1 - ACTIVATE PREPAID CARD - press the Enter key.

## ■ Shell Gift Cards

3. Enter the amount of the card you are activating.
4. Swipe the card to activate the card. Once the card is activated, the amount of the card will be displayed.
5. Request payment for gift card from customer before giving customer the activated card.

### Balance Inquiry

To determine the balance on a Shell Gift Card, follow these steps:

1. Press the Network Function key.
2. Scroll to 2 - GET PREPAID BALANCE - press the Enter key.
3. Swipe the card. The amount available on the card will be displayed.

### Split Transaction - Available

1. Enter cash amount then press cash key.
2. Press credit or debit mop key then swipe gift card (up to 5 may be used per transaction).
3. If there is still a balance due, select a last form of payment.

## VeriFone OMNI 3300 EPOS SYSTEM

Help Desk: [1-800-347-2426](tel:1-800-347-2426)

### Sale & Activation

Sell the Gift Card to the customer using your normal sales process. When you have completed the sale follow these steps on the Omni 3300 terminal:

1. Select "Gift Card Maint" from the menu.
2. Select "Activate" from the menu.
3. Swipe the Gift Card on the terminal or PINpad.
4. Enter amount of the Gift Card and press the "Enter" key.

### Balance Inquiry

To determine the balance on a Shell Gift Card, follow these steps:

1. Select "Gift Card Maint" from the card reader menu.
2. Select "Balance Inquiry" from the menu.
3. Swipe the card on the terminal or PINpad. The card's remaining balance will be displayed.

### Split Transaction - Available

Once the Sale has been rung up on the cash register, determine the balance remaining on a Gift Card following the process above then perform a Gift Card sale transaction for the card's remaining balance. Repeat this process with additional cards as required to cover the remaining purchase balance. Other forms of tender including cash, credit and debit may be accepted as needed.

# ■ Important Numbers

## General Inquiries

Shell Retail Solutions Center 1-866-HI-SHELL (1-866-447-4355)  
Shell Motoring Public Customer Service Center  
1-888-GO-SHELL (1-888-467-4355)

## Credit Card Reimbursement

Shell Wholesaler/Retailer Help Desk (Settlement Inquiries) 1-866-HI-SHELL  
Paper Processing/Reconstruction/Sales Not Captured 1-877-877-9097  
EFT Settlement - Shell Oil Products US 1-866-HI-SHELL (1-866-447-4355)  
EFT Settlement - Motiva 1-866-HI-SHELL (1-866-447-4355)  
EFT Settlement - Shell Oil Products US Lubricants 1-800-347-2426

## Wholesaler/Retailer Supplies

Shell EPOS & Imprinter Forms 1-800-688-9528  
Shell Branded Credit Card Applications 1-800-762-5213  
Card Decals - Door/Pumps 1-800-950-4923  
P.O.P. Signage (Shell) 1-800-762-5213

## Customer Loyalty Programs

Shell Local Store Marketing 316-689-8555, ext. 0  
Shell/Grocer Rewards 316-689-8555, ext. 111

## EPOS Vendor Help Desks

VeriFone Ruby, Sapphire, Topaz 1-800-519-7225  
Gilbarco 1-800-800-7498  
Wayne MSI/CVN 1-800-767-1008  
VeriFone Omni 3300 1-800-347-2426

## Shell Source (Web Site)

Support Web [www.shellsource.com](http://www.shellsource.com)  
Help Desk for Retail 1-866-HI-SHELL (1-866-447-4335)

## Shell Gift Cards

Help Desk 1-800-300-8113

[www.shellsource.com](http://www.shellsource.com)