



LOCKARD

Outsourced Fuel Management 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, use the direct connection phone on the building to contact us 365 days, 24 hours. Tell the person who answers you need help immediately. 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

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