

WRIGHT EXPRESS®
UNIVERSAL FLEET

Quick Reference Guide
Support Hot Line 1-800-354-8893

(Includes Equipment Replacement)

PRODUCT CODES

REGULAR	01	WIPERS	23
DIESEL	02	BATTERY	24
UNLEADED	03	FLUIDS/COOLANTS	25
SUPER UNLEADED	04	TIRES	26
OTHER FUEL	05	HOSES	27
UNLEADED PLUS	06	FILTERS	28
GAS/ALCOHOL	07	REPAIRS	30
GAS/ALCOHOL 2	08	OIL CHANGE/LUBE	31
DIESEL 2	09	TUNE UP	32
PROPANE	10	INSPECTION	33
CNG (COMPRESSED NATURAL GAS)	11	CAR WASH	34
UNLEADED ACOHOL 10% BLEND	12	T/B/A/ (TIRES/BATTERY/ACCESS)	35
UNLEADED PLUS 10% BLEND	13	ROAD & TOW SERVICE	36
SUPER UNLEADED ALCOHOL 10% BLEND	14	OTHER	40
UNLEADED ALCOHOL 7% BLEND	15	ACCESSORIES	41
UNLEADED PLUS 7% BLEND	16	FOOD	42
SUPER UNLEADED ALCOHOL 7% BLEND	17	SERVICE	43
REFER FUEL (REFRIGERATOR FUEL)	18	PARTS	44
FARM FUEL	19	LABOR	45
MULTI-FUEL	20	DISCOUNT	51
MOTOR OIL	21	SALES TAX	56
LAMPS	22	BATTERY & PART DISPOSAL	63
		CAR RENTAL	74

WRIGHT EXPRESS@/VISA/MC MERCHANT #:

AMEX MERCHANT #:

DISCOVER MERCHANT #:

DINERS/CARTE BLANCHE MERCHANT #:

JCB MERCHANT #:

AUTHORIZATION NUMBERS

V/MC:	1-800-321-4009	DISCOVER:	1-800-347-1111
WEX:	1-800-842-0071	AMEX:	1-800-528-2121
SUPPLIES:	1-800-525-7095		

Sale (Wright Express® and Bank Card)	
<i>Terminal Display</i>	<i>Action</i>
IDLE PROMPT	Swipe card or press [1] to manually enter.
ENTER ACCOUNT #	Swipe or manually key card number and press [ENTER]
EXP DATE MMY	Key in expiration date (if manually entered), and press [ENTER]
ENTER LAST 4 DIGITS	Enter the last 4 digits of the card number.
ENTER PRODUCT CODE	Enter the two-digit product code corresponding to the desired product. Note: Fuel product codes must be entered before non-fuel product codes.
0=FULL 1=SELF	Press [0] and [ENTER] IF FULL SERVICE. Or press [1] and [ENTER] if self service.
ENTER FUEL \$ AMOUNT	Key in amount of fuel purchase. Press [ENTER] .
ENTER PRODUCT CODE	Continue to enter non-fuel product codes for the customer's purchases and press [ENTER] .
ENTER AMOUNT	Key in amount of non-fuel purchases, press [ENTER] .
TOTAL \$	Total amount of sale appears. Press [ENTER] .
0=YES 1=NO	Press [0] and [ENTER] if correct. Press [1] and [ENTER] if incorrect.
ENTER VEHICLE #	Key Vehicle # (if manually entered), press [ENTER] .
WAITING/ENTER DRIVER #	Have customer key in driver number and press [ENTER] on the PIN pad or key in driver # on the terminal (if no PIN pad is attached) and press [ENTER] .
WAITING/ENTER ODOMETER	Have customer key in odometer and press [ENTER] on the PIN pad or key in odometer on the terminal (if no PIN pad is attached) and press [ENTER] .
XXXXXX \$\$\$cc	Auth code and amount display. Receipt prints. Have customer sign receipt.

Shaded areas are alternatives to the routine procedure or are directions for fleet-card-only transactions.

Return (Wright Express® and Bank Card)	
<i>Terminal Display</i>	<i>Action</i>
IDLE PROMPT	Press [3] .
ENTER ACCOUNT #	Swipe or manually key card number and press [ENTER]
EXP DATE MMY	Key in expiration date (if manually entered), and press [ENTER]
ENTER LAST 4 DIGITS	Enter the last 4 digits of the card number.
ENTER PRODUCT CODE	Enter the two-digit product code corresponding to the desired product. Note: Fuel product codes must be entered before non-fuel product codes.
0=FULL 1=SELF	Press [0] and [ENTER] IF FULL SERVICE. Or press [1] and [ENTER] if self service.
ENTER FUEL \$ AMOUNT	Key in amount of fuel purchase. Press [ENTER] .
ENTER PRODUCT CODE	Continue to enter non-fuel product codes for the customer's purchases and press [ENTER] .
ENTER AMOUNT	Key in amount of non-fuel purchases, press [ENTER] .
TOTAL \$	Total amount of sale appears. Press [ENTER] .
0=YES 1=NO	Press [0] and [ENTER] if correct. Press [1] and [ENTER] if incorrect.
ENTER VEHICLE #	Key Vehicle # (if manually entered), press [ENTER] .
WAITING/ENTER DRIVER #	Have customer key in driver number and press [ENTER] on the PIN pad or key in driver # on the terminal (if no PIN pad is attached) and press [ENTER] .
WAITING/ENTER ODOMETER	Have customer key in odometer and press [ENTER] on the PIN pad or key in odometer on the terminal (if no PIN pad is attached) and press [ENTER] .
XXXXXX \$\$\$cc	Auth code and amount display. Receipt prints. Have customer sign receipt.

Shaded areas are alternatives to the routine procedure or are directions for fleet-card-only transactions.

Delete Transaction (Void)	
<i>Terminal Display</i>	<i>Action</i>
IDLE PROMPT	Press [4] .
VOID	Wait for next prompt
ENTER PASSWORD	Key in password and press [ENTER]
ENTER REF NUMBER	Key in 3-digit reference number on the receipt and press [ENTER] .
ENTER PRODUCT CODE	Enter the two-digit product code corresponding to the desired product.
ENTER	Key in the amount of fuel purchase and press [ENTER] .
ENTER PRODUCT CODE	Continue to enter the non-fuel product codes for the customer's purchases. When all selections are made, press [ENTER] .
ENTER AMOUNT	Key in the amount of non-fuel purchases, if necessary, and press [ENTER] .
TOTAL \$	Total amount of sale displays. Press [ENTER] .
0=YES 1=NO	Press [0] and [ENTER] if correct. Press [1] and [ENTER] if incorrect.
XXXXXX \$\$\$cc	Auth code and amount display. Receipt print.
Reprint	
IDLE PROMPT	Press [ENTER] and [6] .
REVIEW LAST RESP	Wait for next prompt
DISP=0 PRINT=1	Press [0] to display last transaction or [1] to print last transaction.
0=LAST 1=OTHER	Press [0] to reprint last transaction or [1] to reprint a specified transaction.
ENTER REF NUMBER	If OTHER is selected, enter the reference number from the receipt that is to be reprinted or displayed. The receipt will automatically print or display and return to the idle prompt.

Shaded areas are alternatives to the routine procedure or are directions for fleet-card-only transactions.

Voice Authorized Sale	
<i>Terminal Display</i>	<i>Action</i>
IDLE PROMPT	Press [5] .
PRIOR AUTH SALE	Wait for next prompt.
ENTER PASSWORD	Key in supervisor's password and press [ENTER] .
ENTER ACCOUNT #	Swipe or manually key card.
ENTER EXP DATE MMY	Key in expiration date (if manually entered) and press [ENTER] .
ENTER LAST 4 DIGITS	Enter the last 4 digits of the card number.
ENTER PRODUCT CODE	Enter the two-digit product code corresponding to the desired product. Note: Fuel product codes must be entered before non-fuel product codes.
ENTER FUEL \$ AMOUNT	Key in amount of fuel purchase. Press [ENTER] .
ENTER PRODUCT CODE	Continue to enter non-fuel product codes for the customer's purchases and press [ENTER] .
ENTER AMOUNT	Key in amount of non-fuel purchases, press [ENTER] .
TOTAL \$	Total amount of sale appears. Press [ENTER] .
0=YES 1=NO	Press [0] and [ENTER] if correct. Press [1] and [ENTER] if incorrect.
ENTER VEHICLE #	Key Vehicle # (if manually entered), press [ENTER] .
ENTER DRIVER #	Have customer key in driver number and press [ENTER] on the PIN pad or key in driver # on the terminal (if no PIN pad is attached) and press [ENTER] .
ENTER ODOMETER	Have customer key in odometer and press [ENTER] on the PIN pad or key in odometer on the terminal (if no PIN pad is attached) and press [ENTER] .
ENTER AUTH CODE	Enter auth code and press [ENTER] .
XXXXXX \$\$\$cc	Auth code and amount display. Receipt prints.
Shift Report	
IDLE PROMPT	Press [ENTER] and then [2] .
SHIFT CLOSE/RPT	The procedure name displays briefly. Wait for next prompt.
ENTER PASSWORD	Key in password and press [ENTER] .
BATCH 123	The batch number displays briefly. Wait for next prompt.
DISP=0 PRINT=1	Press [0] for shift totals or [1] to print.
CLOSE SHIFT?	Press [0] and [ENTER] to close shift. Press [1] and [ENTER] to leave shift open.

Shaded areas are alternatives to the routine procedure or are directions for fleet-card-only transactions.

Change Product Price	
<i>Terminal Display</i>	<i>Action</i>
IDLE PROMPT	Press [ENTER] and [1] .
ENTER PASSWORD	Key in password and press [ENTER] .
PRODUCT FILE	Wait for the next prompt.
0=MAINT 1=REPORT	Press [0] to change a product price or [1] to print the current product price list.
ENTER PRODUCT CODE	Enter the two-digit product code corresponding to the desired product to be changed and press [ENTER] .
DESCRIPTION	Description of the product to be changed and press [ENTER] .
\$\$\$\$.ccc	Current price of the product. Press [ENTER] .
ENTER NEW PRICE	Key in new price and press [ENTER] .
FULL/SELF SERV=	Description of service type. Press [ENTER] .
0=FULL 1=SELF 2=UNKNOWN 3=PROMPT	Key in number associated with the level of service for fuel product.
ENTER PRODUCT CODE	Key in product code and press [ENTER] . Or press [CLEAR] for the idle prompt.
Batch Inquiry / Release (Deposit)	
IDLE PROMPT	Press [9] .
BATCH	Wait for next prompt.
ENTER PASSWORD	Key in password and press [ENTER] .
1=RLSE 2=INQUIRY	Press [1] to release the batch or [2] for inquiry.
0=STD 1=DETAIL	Press [0] for standard report or [1] for detail report to review transactions.
OK XXXX XXXX XX	Report prints. Batch released. Press [CLEAR] .
Batch Reports	
IDLE PROMPT	Press [ENTER] and [3] .
BATCH REPORT	The procedure name displays briefly. Wait for next prompt.
ENTER PASSWORD	Key in password and press [ENTER] .
BATCH 123	The batch number displays briefly. Wait for next prompt.
DISP=0 PRINT=1	Press [0] to display the shift totals or [1] to print.
0=STD 1=DETAIL 2=SECURITY	Press [0] for standard report, [1] for detail report, or [2] for security report of the current/open batch. Press [CLEAR] to return to the idle prompt.

Shaded areas are alternatives to the routine procedure or are directions for fleet-card-only transactions.

Debit Sale	
<i>Terminal Display</i>	<i>Action</i>
IDLE PROMPT	Press [6] .
1=SALE 2=RETURN	Press [1] then [ENTER] .
ENTER ACCOUNT #	Swipe debit card.
ENTER PRODUCT CODE	Key in product code(s) and press [ENTER] .
ENTER AMOUNT	Key in amount and press [ENTER] .
CASH BACK AMOUNT	For cash back, key in amount and press [ENTER] . To bypass, press [ENTER] .
AWAIT PAD ENTRY	Press [1] on the PIN pad to verify amount.
WAITING FOR PIN	Have the customer key in personal identification number (PIN). When PIN is keyed in, press the [ENTER] key on the PIN pad.
DIALING	(No action while processing.)
XXXXXX \$\$\$cc	Receipt prints (if printer attached). Auth code and amount display.
Credit Card Types	
VI	Visa
MC	MasterCard
AX	American Express
DS	Discover
DC	Diners Club
CB	Carte Blanc
Transaction Types	
SL	Sale
PS	Prior Sale
RT	Return
VD	Void
Misc. T & E	Carte Blanc and Diners Club

Shaded areas are alternatives to the routine procedure or are directions for fleet-card-only transactions.

VOICE AUTHORIZATION PROCEDURES

1. Imprint card and write the current date and total dollar amount of purchase on a new receipt.
2. Contact the appropriate Voice Authorization Center for Approval.
3. Write the approval number on the receipt.
4. Have the customer sign the receipt and verify signature
5. When the system is functioning, the manager will perform the Prior Authorization Sale procedure.