

# Marc Nelson Oil Products, Inc.



Where customers come first!



## Pacific Pride magnetic stripe card troubleshooting guide

MESSAGE ON CARD READER	EXPLANATION AND POSSIBLE SOLUTION
<i>Incorrect Reading</i>	The card has not been inserted and removed in one motion. Try inserting and removing smoothly (like some ATMs)
<i>Incorrect Card or Check Card Orientation</i>	The card has been inserted upside down or backward or the card is not the correct one for the Pacific Pride system
<i>Unauthorized product</i>	The pump you are trying to access is not an authorized product for the card you are using, make another selection or contact the company that issued your cards
<i>In use, re-enter</i>	The pump you have selected is in use—make another selection or wait until the other person’s transaction is complete
<i>System busy</i>	The system is communicating transaction information internally—please wait a few minutes. If the “insert card” message does not appear on the screen, contact the site owner (number should be posted at site)
<i>Pump busy</i>	You have activated the pump before inserting your card in the reader. Flip the nozzle handle down and go through the card entering process again.
<i>Faulty pump</i>	Pump is off line. Choose another pump with the same product or call the site owner to have the pump re-activated
<i>Pre-authorization failure</i>	Communication system and backup system are either busy or not operating. Wait a minute or two especially if someone else is using the pumps.
<i>Reader display frozen or not responding</i>	Call the site owner to have the site reset

If you get a message on the card reader that is not listed above, please don't hesitate to call us at 1-800-523-7676. When calling, please have the following information ready:

1. Location
2. Message on card reader
3. Your company name
4. The card number involved