

## Card Maintenance 101



So you have your new Pacific Pride cards in your hands. *Now what?*

One of the most useful tools you have is online

cardlock account access. If you are receiving this brochure, you are on your way to taking control of your fuel card maintenance. If you don't have it and want it, please call our office to get it set up.

### First things first

You need to have a user name and password to access the information. If one has been set up for you, it will be listed here.

User name \_\_\_\_\_

Password: *password* (it will prompt you to change it the first time you log in).

Go to [www.marcelsonoil.com](http://www.marcelsonoil.com) and click on the item in the blue bar to the left side that reads *Cardlock Account Access*.

### Main menu after logging in

This is what your menu will look like when you first log in.

Select Your Option
<b>Account Maintenance</b>
Driver Card Maintenance
Vehicle Card Maintenance
Password Change
Address Change
<b>Inquiries &amp; Reports</b>
Transaction Inquiry
Fuel Summary Report
Billing Statement
<b>Reprint Invoice</b>
<b>Logout</b>

### Card maintenance

Although a phone call is the best way to ensure that your cards are cancelled right away if you suspect fraud, you can use this tool to cancel and reorder a card if it is not an urgent matter

Your best security, of course, is to keep your card and your PIN in separate places since anyone with the card and PIN can access fuel. You can also change your 4-digit PIN to something that you will remember easily without having to write it down. For safety it is a good idea not to use four of the same number (4444) or obvious patterns (1234).

The online tool for maintaining cards is *Driver Card Maintenance*. You can get to it from the main menu or click on *Account Maintenance* and it will be one of the options.

<b>Driver Card List</b>
<b>New Driver Card</b>
<b>Replace Driver Card</b>
<b>Change Driver Card Description</b>
<b>Lock Out Driver Card</b>
<b>Unlock Driver Card</b>
<b>Previous Menu</b>
<b>Logout</b>

You can see a list of cards,

order a new card, replace a missing or malfunctioning card, change a description, lock out a lost card or unlock a found card. It will usually display or print only the active cards unless you specify otherwise.

If you want to change something that isn't listed as an option: change a PIN, change products, set limits, use the *Change Driver Card Description* option and type in the changes you want to make under *Special Instructions*.

### Fueling transactions

Under the *Inquiries & Reports* menu the options are shown below.

<b>Transaction Inquiry</b> Fuel transactions with various options for sorting and downloading
<b>Fuel Summary Report</b> Invoiced transactions sorted by card, with totals for product and region, and itemized taxes broken out -- PDF PRINTABLE --
<b>Billing Statement</b> Invoice and Payment history -- PDF PRINTABLE --
<b>Driver Card List</b>
<b>Vehicle Card List</b>
<b>Main Menu</b>
<b>Logout</b>

To view a report of transactions that have billed, click on *Fuel Summary Report*. You can specify date and card ranges to customize the report to your needs.

If you want to look at transactions that haven't billed yet, use *Transaction Inquiry* (this system updates at noon every day—weekend transactions will be in the system after noon on Monday). *Prices will not appear for transactions until they are invoiced*. This is a great function if you want to isolate possible misuse.

You can reprint past invoices from this menu. Choose *Reprint Invoice* and then select the invoice date that you want to reprint.

If you want to reprint a billing statement (if you have a balance from one month to the next) you would choose *Billing Statement* and the last month's statement will display in a pop-up window (you may be asked to turn pop-ups on for this feature to work). If you did not receive a statement, nothing will display or print.

### Other changes you can make

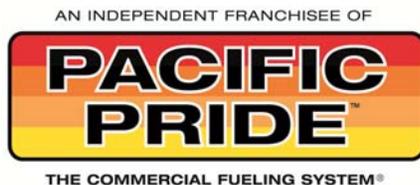
You can use this tool to change the business address on file with Marc Nelson Oil Products. From the main menu, choose *Address Change* under *Account Maintenance*, enter your changes and click on *Submit*.

You can also change your password. If you click on *Password Change* under *Account Maintenance* the password will show up as a series of dots. Just highlight and type in the new password. When you click on *Submit*, your password should be changed.

### Email notification

If the account was originally set up with your email address, the system will send you an email to let you know that the transactions are being processed and that you should expect it to show up on your online account within two business days.

You can also set this up yourself. On the main menu, select *Account Maintenance*. Click on *My Profile* and you can make changes to any information except your User ID or account number.



### Invoicing

Accounts are usually set up to bill on a bi-weekly basis. The first one is sent out to include purchases made through the 15th and the 2nd is sent out to include purchases up through the end of the month.

Any previous balances will not be reflected on invoices that follow. We send statements if you carry a balance from one month to the next with a finance charge of 1.5% per month (18% per annum).

To avoid an interruption in your service, please send payment within 10 days of receiving your invoice.

### Payment options

Cash, check, VISA, Mastercard and Discover can all be used to pay your bill with MNOP.

We also accept EFT (electronic funds transfers) as well as ACH payments directly from your bank account. If you choose EFT or ACH payments, you will still receive an invoice but it will be stamped "do not send payment, automatic payment applied".



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Online Account Access

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