

POV ESSO Fuel Card Rules

NAME _____
LICENSE PLATE NUMBER _____
SIGNATURE _____
DATE _____



Fuel Card

- The fuel card is license plate and ID number specific. If your license plate or ID number changes, you must replace your fuel card. **Initial** _____.
- Fuel card accounts are opened under the sponsor's ID only. Names on fuel card and registration must match, and fuel cards can only be issued in the presence of the owner and/or joint owner on the USAREUR doc. **Initial** _____.
- The fuel card and liter rations are specific to a vehicle. The fuel card may only be used to purchase fuel for that vehicle. Money on the account is for ALL vehicles listed under that ID number. **Initial** _____.
- A Power of Attorney may authorize you to drive someone's vehicle, but it does **not** allow the purchase of tax-free fuel for that vehicle under the fuel card program. **Initial** _____.
- When your registration expires the fuel card will not work. There is no grace period. The card becomes inactive at midnight on the day the registration expires. **Initial** _____.
- The fuel card has a card stock "good thru" date printed on the lower right-hand side of the front of the card. Please have your card replaced prior to that date. **Initial** _____.
- Fuel cards are fuel type specific and will be issued based on the fuel type listed on the registration document. Make sure your card is for the correct fuel type for your vehicle. **Initial** _____.
- The Exchange ESSO Fuel Ration Card can only be used at Exchange gas stations and ESSO stations in Germany. No other station will accept this card. The station signage MUST say ESSO. **Initial** _____.
- Log into your ESSO Web Page by going to: www.shopmyexchange.com – At the bottom of the page, under Customer Service, click on "For Overseas Customers". Then click on "Germany Fuel Ration Program", on the left side of the page. Click on "Account Login" on the ESSO picture – follow the instructions on the log in page. If using a cell phone, ensure to hold the phone in landscape mode to see all the links. **Initial** _____.

At ESSO Gas Station off Post/Base

- You must have a **positive balance** in your ESSO account. Money may be loaded at any Exchange Retail Facility in Germany, online using a US Bank Account only or by phone (credit/milstar/usbank). Having a **negative balance or zero** at the time of the transaction will result in the transaction being declined and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable. **Initial** _____.
- You may only buy tax free fuel **up to your ration allowance**. Exceeding your ration allowance, even by 0.01 liter, will result in the entire transaction being declined and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable **Initial** _____.
- The Personal Identification Number (PIN) entered at time of fuel purchase **must match the PIN** entered at the time of card activation. An incorrect PIN entry will result in the transaction being declined, and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable. **Initial** _____.
After 3 incorrect PIN entries, the PIN function will be suspended for 24 hours.
- Fuel transactions with an **expired fuel card or expired registration** will result in the transaction being declined and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable. **Initial** _____.
- The ESSO card can only be used for a **single pump transaction**. If the pump stops, or the wrong fuel type is pumped, you must pay for the transaction first, before continuing to pump. If you pay for both transactions on the same ticket, the card will decline, and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable. **Initial** _____.
- The ESSO card can **only be used to purchase fuel**. If you wish to purchase any additional items, it must be purchased separately. Fuel and other items purchased on the same transaction will result in the transaction being declined and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable. **Initial** _____.
- Ad Blue and LPG are not part of the tax-free fuel program. **Initial** _____.
- **Fuel card disputes must be submitted to your local Exchange within 90 days of the declined transaction.** **Initial** _____.

At Exchange Gas Station

- Exceeding your rations at an Exchange Gas Station will result in all liters over your ration allowance being charged the taxed price. **Initial** _____.
- Buying fuel at an Exchange Gas Station without a valid registration document will result in paying the taxed price. You must fill up on the economy until the registration is renewed. The transaction is not refundable. **Initial** _____.

STV ESSO Fuel Card Rules

NAME _____

LICENSE PLATE NUMBER _____

SIGNATURE _____

DATE _____



Fuel Card

- The fuel card is license plate and ID number specific. If your license plate or ID # changes, you must replace your fuel card. **Initial** _____.
- Fuel card accounts are opened under the sponsor's ID only. Names on Fuel Card and registration/customs form must match, and fuel cards can only be issued in the presence of the owner and/or co-owner. **Initial** _____.
- The fuel card and liter rations are specific to a vehicle. The fuel card may only be used to purchase fuel for that vehicle. Money on the account is for ALL vehicles listed under that ID number. **Initial** _____.
- Fuel rations for Short Term Vehicle (STV) are based on the number of days left on the temp registration or Customs form THE DAY THE CARD IS ISSUED. Failure to obtain the ESSO card the same day as the STV document is issued, may result in loss of rations. **Initial** _____.
- When your registration expires the card becomes inactive. There is no grace period. The card will no longer work after midnight on the day the registration expires. **Initial** _____.
- The **expiration date** on the STV fuel card is printed **on the back of the card**. You must have your card replaced prior to that expiration date. **Initial** _____.
- Fuel cards are fuel type specific, and will be issued, based on the fuel type listed on the temp registration/ Customs form. Make sure your card/registration indicates the correct fuel type. **Initial** _____.
- The Exchange ESSO Fuel Ration Card can only be used at Exchange gas stations and ESSO gas stations in Germany. No other station will accept this card. The station signage MUST say ESSO. **Initial** _____.
- Log on to your ESSO Web Page by going to: www.shopmyexchange.com – Scroll to the bottom of the page, under Customer Service, click on “For Overseas Customers”. Then click on “Germany Fuel Ration Program”, on the left side of the page. Click on “ACCOUNT LOGIN” on the ESSO picture follow the instructions on the log in page. If using a cell phone, ensure to hold the phone in landscape mode to see all the links. **Initial** _____.

At ESSO Gas Station off Post/Base

- You must have a **positive balance** in your ESSO account. Money may be loaded at any Exchange Retail Facility in Germany, online with a US Bank Account or by phone call the number on the back of the card. A negative balance at the time of the transaction will result in the transaction being declined and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable. **Initial** _____.
- You may only buy tax free fuel **up to your ration allowance**. Exceeding your ration allowance even by 0.01 liter, will result in the entire transaction being declined and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable **Initial** _____.
- The Personal Identification Number (PIN) entered at time of fuel purchase **must match the PIN** entered at the time of card the activation. An incorrect PIN will result in the transaction being declined and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable. **Initial** _____.
After 3 incorrect PIN entries, the PIN function will be suspended for 24 Hours.
- Fuel transactions with an **expired fuel card or expired registration** will result in the transaction being declined and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable. **Initial** _____.
- The ESSO card can only be used for a **single pump transaction**. If the pump stops, or the wrong fuel type is pumped, you must pay for the transaction first, before continuing to pump. If you pay for both transactions on the same ticket, the card will decline and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable. **Initial** _____.
- The ESSO card can **only be used to purchase fuel**. If you wish to purchase additional items, you must purchase it in a separate transaction. Fuel and other items purchased in the same transaction, will result in the transaction being declined and you must use a different form of payment to pay for the taxed fuel. The transaction is not refundable. **Initial** _____.
- Ad Blue and LPG are not part of the Tax-Free Fuel Program. **Initial** _____.
- **ESSO disputes must be submitted at local Exchange within 90 days of the declined transaction.** **Initial** _____.

At Exchange Gas Station

- Exceeding your rations at an Exchange Gas Station will result in all liters over your authorized rations being charged at the German economy price . **Initial** _____.
- Buying fuel at an Exchange Gas Station without a valid registration document will result in paying the German economy fuel prices. You must fill up on the economy until the registration is renewed. The transaction is not refundable. **Initial** _____.