

# UTA Card acceptance process

## If your card terminal is out of service, please use our manual authorisation procedure.

### The Interactive Voice Response (IVR) system can be used when:

- ▶ There are technical problems with the terminal that temporarily prohibit the card from being authorised electronically. This does not apply if the card was declined at the terminal for other reasons (such as an incorrect PIN or if the card is blocked).\*  
\*If the terminal rejected the transaction, ask the driver to settle the transaction using a different method.
- ▶ No terminal is available, or if the terminal cannot be used.

### Manual card acceptance process (IVR system)

#### Step 1)

Have your card details, the amount to be authorised and the vehicle registration number ready.

#### Step 2)

Call the IVR authorisation hotline (see telephone numbers on page 2). Follow the IVR system instructions and note the authorisation number on the receipt.

The IVR system will guide you in the selected language to the following steps:

- ▶ Enter the customer number (line 3) and card number (on the right) and confirm with star (\*). Please refer to the pictured example. In this case, input the following numbers: **08 33 789 12\***
- ▶ Enter the gross amount (including VAT) without decimals and confirm with star (\*). Example: for a gross amount of EUR **35.38**, enter "**35\***"
- ▶ The system will indicate the registration plate number and the amount inserted. Please confirm the registration number and gross amount by pressing **1 for YES** or **2 for NO**.
- ▶ You will receive a 6-digit authorisation code. Please note it legibly on the receipt for the transaction. The code will be repeated by the IVR system 3 times.
- ▶ Complete the manual transaction form on your template or use our template in the QR below.

All receipts for manual transactions should be sent to: [manual-transactions@uta.com](mailto:manual-transactions@uta.com) within 3 days. Note that receipts that aren't sent to UTA cannot be invoiced to UTA.



# Authorisation hotlines

We have a **free authorisation hotline** (IVR – Interactive Voice Response) for most countries (see number below). Calls from mobile networks can only be made using the pay-per-call number.

Please note that costs may apply depending on your telephone network and contract.

The Interactive Voice Response service can only be used to authorise amounts up to the contractually agreed limit at your acceptance point.


**The country flags show you which languages are pre-installed for calls from your country.**


## UTA Edenedred authorisation hotline (free): 00800 88 277 377

| COUNTRY   | LANGUAGE                | CURRENCY |
|---|-------------------------|----------|
| AUT    | German                  | EUR      |
| BEL    | English                 | EUR      |
| CHE    | German, French, Italian | CHF      |
| CZE    | Czech                   | CZK      |
| DEU    | German                  | EUR      |
| DNK    | English                 | DKK      |
| ESP  | Spanish                 | EUR      |
| EST  | Estonian                | EUR      |
| FRA  | French                  | EUR      |
| GBR  | English                 | GBP      |
| HRV  | English                 | HRK      |
| HUN  | Hungarian               | HUF      |
| IRL  | English                 | EUR      |

| COUNTRY  | LANGUAGE   | CURRENCY |
|--|------------|----------|
| ITA    | Italian    | EUR      |
| LTU    | Lithuanian | EUR      |
| LUX    | German     | EUR      |
| LVA    | Latvian    | EUR      |
| NLD    | Dutch      | EUR      |
| NOR    | English    | NOK      |
| POL  | Polish     | PLN      |
| PRT  | English    | EUR      |
| ROU  | Romanian   | RON      |
| SVK  | Czech      | EUR      |
| SVN  | English    | EUR      |
| SWE  | English    | SEK      |

**\*Please note:** Please note the different free authorisation hotline numbers for the following two countries:







|  |                           |     |
|--|---------------------------|-----|
| *BLR  | 81080088277377<br>English | EUR |
|--|---------------------------|-----|



|   |                                |     |
|---|--------------------------------|-----|
| *FIN  | 999/990 80088277377<br>English | EUR |
|---|--------------------------------|-----|

If you are calling from another country or want to select another language, you can call this **pay-per-call telephone number**:

## UTA Edenedred authorisation hotline: +49 (0) 6027 509-950 + the following country code



| LANGUAGE  | COUNTRY CODE |
|---|--------------|
|  German  | <b>1</b>     |
|  English | <b>2</b>     |
|  French  | <b>3</b>     |
|  Spanish | <b>4</b>     |
|  Italian | <b>5</b>     |
|  Dutch   | <b>6</b>     |

| LANGUAGE  | COUNTRY CODE |
|---|--------------|
|  Polish    | <b>7</b>     |
|  Romanian  | <b>81</b>    |
|  Hungarian | <b>82</b>    |
|  Czech     | <b>83</b>    |

# Product verification

These products and accessories are necessary for drivers to continue their journey safely. Examples include fuel, windscreen wipers, windscreen washer fluid and vehicle light bulbs.

Products that cannot be obtained with a UTA Card are driver-related. Examples include mobile chargers, cosmetic products for a vehicle, food, drinks and gloves.

## Standard products that can be obtained with the UTA service card include:



Refuelling & charging



Vehicle accessories



Tyre services



Vehicle cleaning



Repairs

# Troubleshooting

**Did the driver forget to specify an item or did the driver use the card for an incorrect pump and leave the station?**

Contact us on [service@uta.com](mailto:service@uta.com).

Please provide us with the following information:

- ▶ Date of event, address and name of the acceptance point
- ▶ UTA Card number (available via terminal receipt for obtained products)
- ▶ List of products obtained with the UTA Card – type of product, gross amount, quantity
- ▶ List of products unpaid – type of product, gross amount, quantity

We will contact our customer and if they confirm the event, we will provide you with an authorisation code for this transaction.

**Did you accidentally send UTA an electronic transaction with incorrect data?**

Contact us on [transactions.srm@uta.com](mailto:transactions.srm@uta.com).

Please provide us with the following information:

- ▶ Date of event, address and name of the acceptance point
- ▶ UTA Card number
- ▶ Indicate correct data of transaction
- ▶ Attach the financial receipt with the correct data AND the terminal receipt with the incorrect data.

# Frequently asked questions

## 1 What should I do if the terminal declines the UTA service card?

If the UTA service card is declined following the electronic verification process, you can call the authorisation hotline as described on page 1. If a customer's UTA service card is declined, this does not mean that they have committed a crime. You do not need to call the police.

## 2 What can I do if the IVR system does not authorise the UTA service card?

If the card is declined, ask the driver to settle the transaction using a different method. If the acceptance point is registered, you can also use UTA Relax.

## 3 What information must be on the manually issued receipt?

The receipt should contain the following: address of the acceptance point, UTA service card number, receipt number, gross amount, acceptance point number, date of service, signature of an acceptance point staff member, signature of driver.

## 4 Is the UTA Edenred authorisation hotline free?

We have a free authorisation hotline (IVR – Interactive Voice Response) for most countries (**00800 88 277 377**). Calls from mobile networks can only be made using the pay-per-call numbers. Please note that costs may apply depending on your telephone network and contract.

## 5 What should I do if I think that a UTA service card has been forged?

Please observe the following to avoid card misuse: Have you noticed that the card has been tampered with? Is the card still valid? If there are additional indications of card misuse when you verify the UTA service card, please contact us immediately by **calling** or **email [cards@uta.com](mailto:cards@uta.com)**.

## 6 What products can UTA customers obtain with a UTA service card?

UTA customers may only obtain products that are related to the use of the vehicle and that are explicitly mentioned in our contract. Please refer to the examples on page 3.

## 7 Can you get cash back with the UTA service card?

A product exchange or return can only be credited to the UTA Card; the customer cannot get cash back.

## 8 What is the difference between electronic and manual authorisation?

Electronic card authorisation is only possible if you have a functioning card terminal for the UTA service card. If you do not have such a terminal and have agreed manual authorisation with UTA Edenred, you should call the IVR system number (page 2) to authorise the transaction.

## 9 What is UTA EasyFuel®?

UTA EasyFuel® is a digital fuel card for quick and convenient refuelling and the perfect addition to the UTA service card: With UTA EasyFuel®, drivers don't have to queue at the cash desk and can process fuel transactions in real time.

## 10 How do I register for UTA Relax?

To register for UTA Relax, email **[partnership@uta.com](mailto:partnership@uta.com)**.

**Card Service Team telephone number:  
+49 (0) 6027 509 -149**

