



# Guidelines

for the acceptance of UTA service cards

we simplify mobility



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# Welcome to UTA Edenred!

## Dear UTA Edenred acceptance partner,

To ensure a smooth and consistent UTA service card acceptance process, please provide these guidelines to your staff and ensure their compliance. If you or a member of your team has questions about the acceptance of UTA service cards, feel free to contact us.

You can reach us from **Monday to Friday between 8 am and 6 pm** on **+49 (0) 6027 509-149**

or you can write to us at:

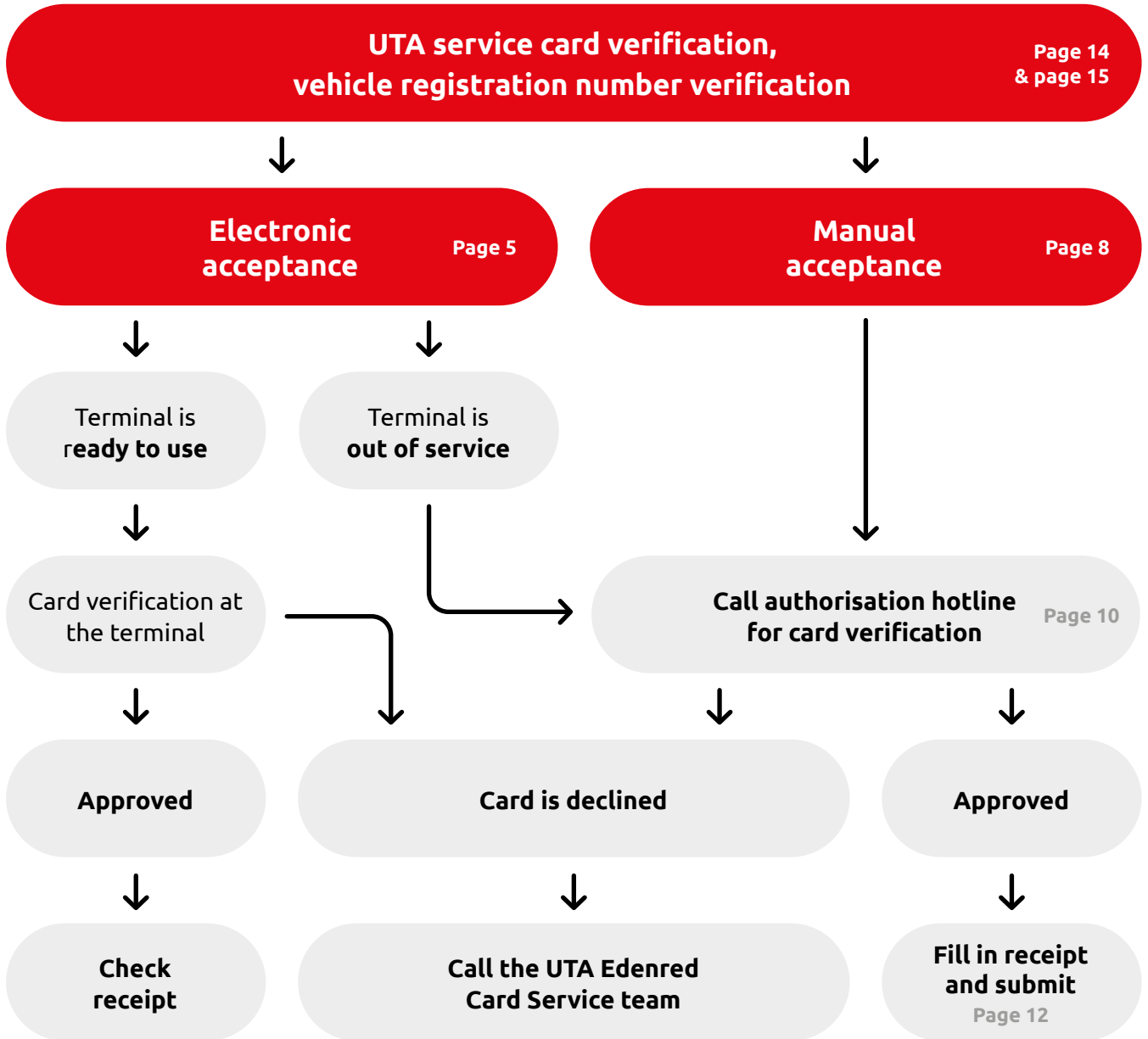
UNION TANK Eckstein GmbH & Co. KG  
Heinrich-Eckstein-Str. 1  
63801 Kleinostheim – Germany  
[uta.com](http://uta.com)

Email: [cards@uta.com](mailto:cards@uta.com)

## Your UTA Edenred team



# 1 UTA service card acceptance process



**Please note:** With UTA EasyFuel®, the driver settles the transaction directly at the petrol pump and does not have to go into the service station. When UTA EasyFuel® is active, this is displayed in your system. The mobile transaction process is described on **page 7**.

## 1.1 Electronic card acceptance

**Electronic card acceptance is only relevant for you if you have a card authorisation terminal and if the services you offer can be authorised via a terminal. Please ask UTA Edenred if this is an option for you.**

- 1** For electronic card acceptance, the UTA service card is read, verified and processed by an electronic card system.
- 2** The terminal is ready for use:
  - ▶ Enter PIN code
  - ▶ Enter mileage
  - ▶ Once the complete 17-digit card number has been approved, check the receipt and submit
- 3** Ensure that the text embossed on the UTA service card matches the information on the receipt and that it is correct.



**If the UTA service card was declined during the electronic verification process, you have the following options:**

- ▶ Call the UTA Edenred Card Service team on **+49 (0) 6027 509-149**
- ▶ Get the driver to sign an admission of liability

1.1.1

## Additional information on electronic card acceptance

- 1 Electronic verification does not replace matching the official registration number! Please ensure that the verification process is carried out as described in chapter 2, **UTA service card security verification**.
- 2 The entry panel of the card device must be located such that the PIN code can be entered without third parties being able to see it. **Only the driver may enter the PIN.**
- 3 The service station or UTA Edenred partner must keep the original copy of the receipt in accordance with the legal requirements of the respective country – and otherwise for at least twelve months. A copy of the receipt must be sent to UTA Edenred immediately on request.



## 1.2 Digital card acceptance – UTA EasyFuel®

The safe, time-saving digital refuelling solution from UTA Edenred.

**UTA EasyFuel – quick refuelling made easy.** With the UTA EasyFuel digital fuel card app, customers can refuel at the pump using their smartphone.

This is how UTA EasyFuel works:



### Step 1

The driver opens the UTA EasyFuel app on their smartphone and selects the service station and pump.



### Step 2

The driver refuels as usual, confirms the refuelling process and continues on their way without having to go to the cash desk. The entire transaction is made via the app.



### Step 3

Once the vehicle has been refuelled and the fuel nozzle has been replaced, the driver receives an electronic receipt in the app.

**With the UTA EasyFuel app, service station staff do not need to get involved.**

The transaction is processed in the UTA EasyFuel app and displayed as “paid” at the POS. Each transaction is marked “MRP” and remains visible in the transaction history.

To use UTA EasyFuel, both UTA Edenred and the partner must contractually agree to accept the UTA EasyFuel app for the processing of transactions and make the technical infrastructure available for this purpose.

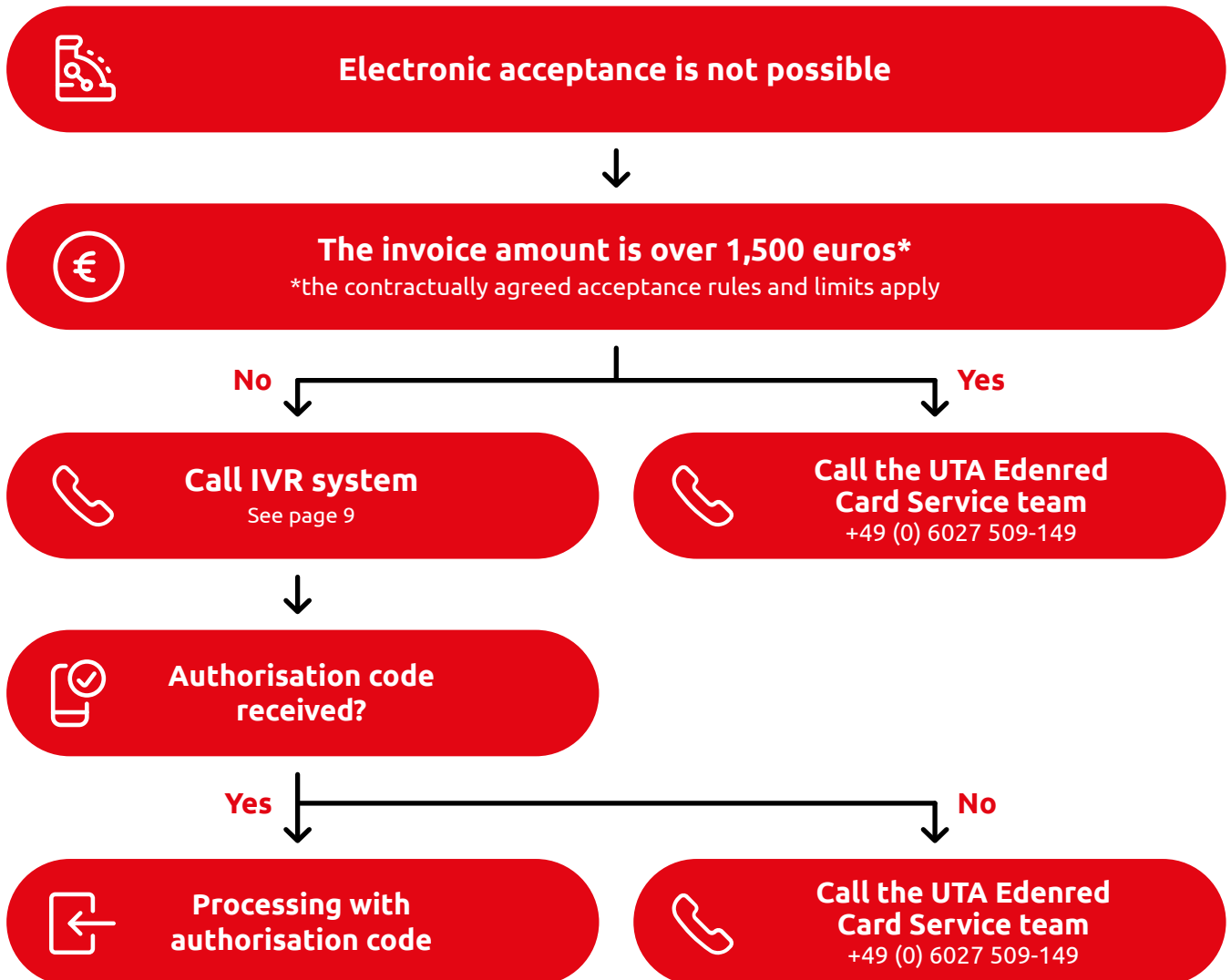
In the event of faults or questions, acceptance points can call our support team on **+49 (0) 6027 509-149** or email **partnership@uta.com**.

Alternatively, you can learn more about UTA EasyFuel in the **“Frequently asked questions”** section. In addition to the app, UTA Edenred customers have a physical UTA service card. If there are technical problems, the UTA service card can be used as usual.

## 1.3 Manual card acceptance

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

- There are technical problems with the terminal so that the card can temporarily not be authorised electronically. **This does not apply if the card was declined at the electronic card 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 the terminal cannot be used.





13.1

# 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 authorisation hotline (telephone numbers on page 10/11). Follow the instructions of the IVR system and note the authorisation number on the receipt.



### Step 3

If the authorisation was not successful, follow the instructions on the IVR system or call the UTA Edenred Card Service team.

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# 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 telephone service can only be used to authorise amounts up to the contractually agreed limit. For amounts above the contractual limit, please contact the UTA Edenred Card Service team on +49 (0) 6027 509-149.


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


## UTA Edenred 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 English	EUR
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*FIN 	999/990 80088277377 English	EUR
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1.3.2

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

**UTA Edenred 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>



## 1.3.2 Manual issuance of receipt

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.

### The receipt should contain the following:

- ▶ Address of acceptance point
- ▶ 17-digit UTA service card number
- ▶ Vehicle registration number (not mandatory)
- ▶ Authorisation number (from IVR, by phone from the UTA Edenred Cards team or via UTA Relax)
- ▶ Number of receipt (this can also be an externally assigned number)
- ▶ Gross amount
- ▶ Product (e.g., diesel)
- ▶ Quantity (e.g., number of litres)
- ▶ UTA acceptance point number (will be provided by UTA Edenred after conclusion of contract)
- ▶ Date of service
- ▶ Signature of acceptance point staff member
- ▶ Signature of driver



**Please note:** UTA Relax gives you the option to print out a delivery note with all data.



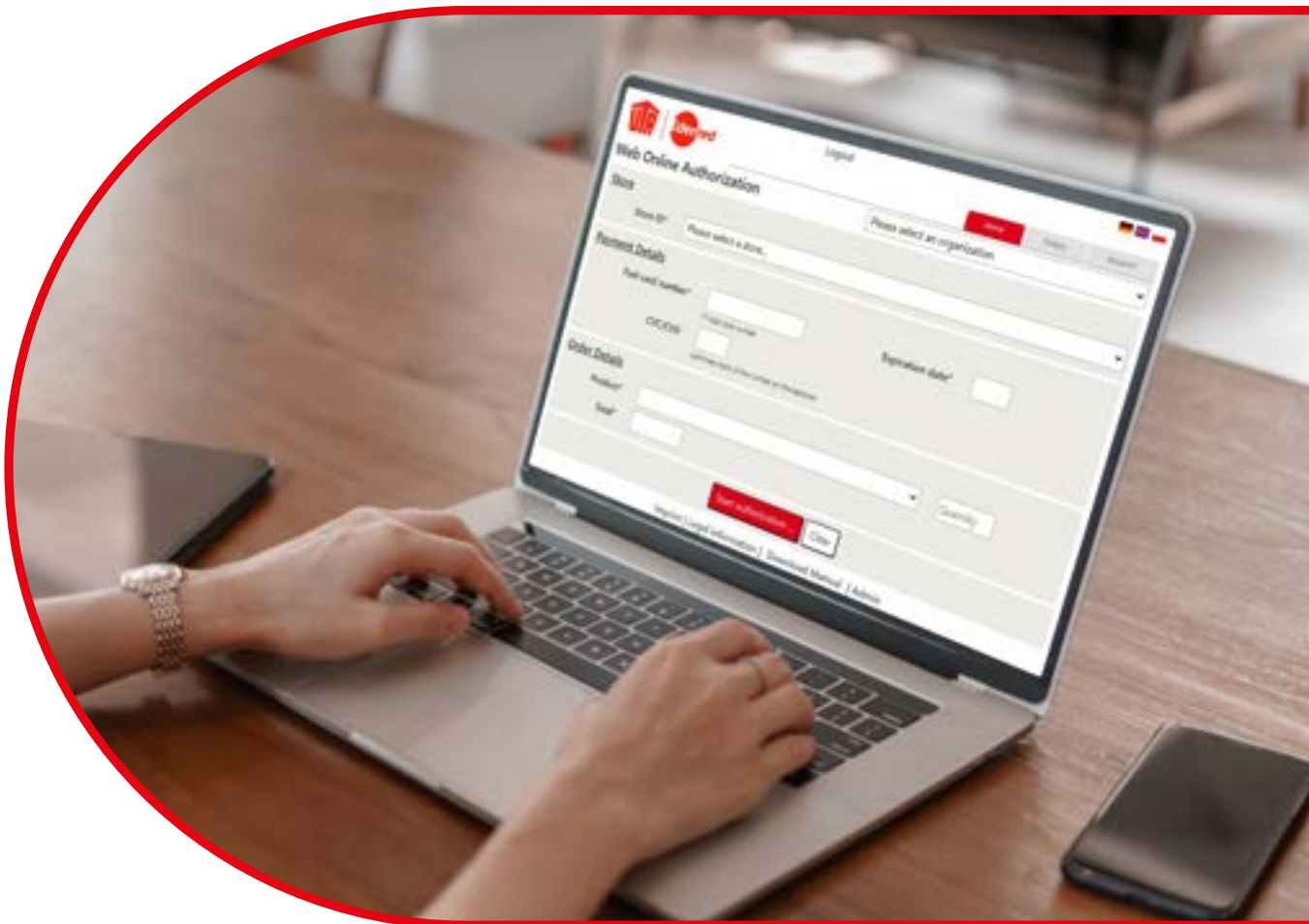
## 1.3.4 Alternative card authorisation process – UTA Relax

UTA Edenred partners who normally use the manual card authorisation process via the IVR system have the option to use the **online authorisation process** of the UTA service card via UTA Relax.



When you sign up for the UTA Relax programme using a PC, smartphone or tablet, you can use the digital tool to **authorise the transaction**.

To access UTA Relax, please contact [partnership@uta.com](mailto:partnership@uta.com).



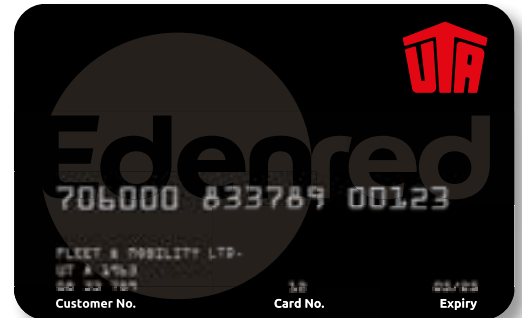
## 2 UTA service card security verification

Please observe the following to avoid card misuse:

- ▶ Have you noticed that the card has been tampered with?
- ▶ Is the card still valid?

**Please note:**

If the UTA service card has a different design, this does not necessarily mean that the card has been misused.



For most transactions, the UTA service card is only valid for the vehicle whose registration number is on the UTA service card. **The registration number on the UTA service card must therefore match the vehicle registration number.**

However, there are exceptions:

- 1 If there is no vehicle registration number under the customer's name on the UTA service card, but instead it says "WAG 1" for example, the vehicle registration number must match the details in the vehicle documents.
- 2 In the case of rental vehicles, the customer name on the UTA service card must match the customer name on the rental agreement.
- 3 Please note the vehicle registration number on the receipt.



**If there are other indications of misuse when you verify the UTA service card, please contact us immediately!**

If a driver attempts to refuel several vehicles at the same time or consecutively using a UTA service card, this may indicate misuse. All suspicious activities in connection with a UTA service card must be reported immediately to UTA Edenred:

**Tel.: +49 (0) 6027 509-149**

**Email: [cards@uta.com](mailto:cards@uta.com)**

## 3 Product verification

- ▶ **Only products expressly mentioned in our contract may be delivered to UTA customers.**
- ▶ Products not related to the vehicle, such as coffee or magazines, must never be obtained via the UTA service card.
- ▶ A maximum of one spare canister (max. 50 litres) may be filled per day.
- ▶ **Deliveries cannot be paid in cash** and you cannot get **cash back**.

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



Refuelling & charging



Vehicle accessories



Tyre services



Vehicle cleaning



Repairs





## 4 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 10. 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, please follow the instructions of the IVR system or call the Edenred Card Service team on +49 (0) 6027 509-149. 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. You can find an overview on page 12.

### 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 (page 11). Please note that costs may apply depending on your telephone network and contract. The telephone service can only be used to authorise amounts up to the contractually agreed limit. For amounts above the contractual limit, please contact the UTA Edenred Card Service team on +49 (0) 6027 509-149.

### 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 +49 (0) 6027 509-149** 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.

### 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 10 and 11) 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)**.



