

HOW TO USE YOUR STARCASH CARD ELECTRONICALLY

StarCash cards may be used at Caltex, & Ampol locations that are equipped with a functional electronic point-of-sale device capable of accepting StarCash cards. Your purchases will be recorded electronically.

The StarCash card may be used to purchase fuel products, shop items or services throughout the Caltex & Ampol network.

StarCash Card usage

For security purposes a PIN applies to your card.

* Your PIN is selected by entering a PIN on the **FIRST** electronic transaction for the card.

* Your PIN can be 4 to 8 numbers in length.

Transaction Steps

1. Make your purchase.
2. Hand your StarCash card to the attendant who will pass it through the electronic device.
3. Locate the PIN Pad.
4. PIN pad will display the shop price amount and request your PIN.
5. Key in your PIN number and then press the "Enter or OK" key.
6. PIN Pad will display "**PLEASE WAIT**".
7. If the PIN is incorrect PIN Pad will display "**INVALID PIN**".
8. Re-enter your PIN.
9. After 3 unsuccessful re-entries the PIN Pad will display "**TRANS CANCELLED**" and your StarCash card will not be accepted.
You will be asked for another form of payment. **
10. If the PIN entered is correct and transaction approved, PIN pad will display "**TRANS APPROVED**".
11. Pin Pad will display either "*****EFTPOS*** or ACCEPTED**" to indicate the completion of the electronic processing for this transaction.
12. Retrieve your StarCash card and the Transaction Receipt from the attendant.
13. Check details on the Transaction Receipt.
14. The dollar value remaining on your StarCash card will be printed on the receipt.

** You may change your PIN number by contacting the Caltex Customer Service on 1300 365 096 during business hours or e-mail a request to starcash@caltex.com.au requesting this change. For security reasons you will be required to quote your name & the promotion through which you obtained the StarCash card for a pin to be reset.

Please Note

- If you need to check the dollar value remaining on your card contact the Caltex Customer Service on 1300 365 096 during business hours or send an e-mail to starcash@caltex.com.au requesting this information.
- Lost or stolen cards **must** be reported to 1300 365 096 or e-mail to starcash@caltex.com.au.
Caltex will not replace a card with a value of less than \$150.00.
If Caltex replace the card a replacement fee of \$50.00 will be charged.