

# Energy key & card stockist checklist.



As an energy key & card stockist, you can:

- Provide replacement gas cards and electricity keys on behalf of our energy partners
- Process emergency gas commands



## How to issue new energy key and cards.

A customer may be referred to your store by their supplier if they have lost their utility card or changed their tariff or supplier. Follow these steps to issue a new card:

Enter your cashier passcode.

1.



Select Gas, Electricity & water.

2.



Select Quantum (gas) or RTI (electricity).

3.



Follow the terminal instructions.

4.



### Generic RTI Numbers:

Confirm the utility provider with the customer and use the relevant RT number below:

5. 0199999 – British Gas | 0699999 – EDF  
0599999 – Scottish Power  
0399999 – E.ON | 4999999 – E.ON Next

When the transaction is complete, give the new card and receipt to the customer.

6.



## How to process an emergency gas (Quantum) command.

If a customer needs to apply an emergency transaction, follow these steps:

Enter your cashier passcode.

1.



Select Gas, Electricity & water.

2.



Select Quantum (gas)

3.



Insert the card into the terminal and **DO NOT** enter a value.

4.



Select 'Cancel Transaction' then 'Yes' to confirm.

5.



Hand the card back to the customer. The emergency command will be applied.

6.



### DO'S

- ✓ Issue all keys and cards through your Payzone terminal
- ✓ Keep keys & cards in an accessible place
- ✓ Ensure staff know where keys & cards are kept
- ✓ Train staff on how to perform transactions
- ✓ Keep this guide handy

### DON'TS

- ✗ Don't charge customers for energy keys & cards
- ✗ Don't turn customers away – they may have no energy supply
- ✗ Don't give out cards or keys without registering them (except in extreme cases). You won't earn commission and we won't know when you need more keys & cards

## Need more energy keys & cards?

Email us: [help@pzbp.co.uk](mailto:help@pzbp.co.uk) to restock.